

# **Demand for SAAP assistance 1999–2000**

**A report from the SAAP  
National Data Collection**

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

# **Demand for SAAP assistance 1999–2000**

**A report from the SAAP National Data Collection**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 60

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ISSN 1446-2494

ISBN 1 74024 152 5

### **Suggested citation**

Australian Institute of Health and Welfare 2001. Demand for SAAP assistance 1999–2000: a report from the SAAP National Data Collection. AIHW cat. no. HOU 60 Canberra: AIHW (SAAP NDCA report. Series 5).

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Published by the Australian Institute of Health and Welfare

Printed by Panther Publishing and Printing

# Contents

List of tables.....	vi
List of figures.....	vii
Preface.....	ix
Acknowledgments.....	x
Abbreviations and symbols.....	xi
Glossary.....	xii
Highlights .....	xv
<b>1 Introduction .....</b>	<b>1</b>
1.1 The data .....	1
<b>2 Support provided in 1999–2000 .....</b>	<b>5</b>
2.1 Provision of services.....	5
2.2 Referral of services.....	7
2.3 Summary .....	7
<b>3 Demand for accommodation.....</b>	<b>9</b>
3.1 Demand by clients .....	9
3.2 Demand by potential clients.....	10
3.3 Meeting the daily demand.....	11
<b>4 Total assistance provided .....</b>	<b>17</b>
4.1 Daily assistance .....	17
4.2 One-off assistance .....	20
4.3 Summary .....	24
<b>Appendix 1 State and Territory tables.....</b>	<b>25</b>
<b>Appendix 2 Collection participation and estimation methods.....</b>	<b>31</b>
A2.1 The Client Collection.....	31
A2.2 The Unmet Demand Collection.....	34
A2.3 The Casual Client Collection.....	38
A2.4 Interpretation of tables.....	39
<b>Appendix 3 Collection questionnaires .....</b>	<b>41</b>
<b>References</b>	

# List of tables

Table 2.1: SAAP support periods: broad types of support services provided to clients or referred on, by client group, Australia, 1999–2000 .....	8
Table 3.1: SAAP estimated valid unmet requests and potential clients, by main type of support requested and client group, Australia, 11–24 November 1999 .....	11
Table 3.2: Accommodation provided for SAAP clients and estimated valid unmet requests for immediate accommodation: daily demand, Australia, 11–24 November 1999	15
Table 4.1: Daily SAAP support periods and estimated casual contacts by individuals, Australia, 18–31 May 2000 .....	19
Table 4.2: SAAP casual contacts: one-off assistance provided, by type of agency, Australia, 18–31 May 2000 .....	21
Table 4.3: SAAP casual contacts: one-off assistance provided, by client group, Australia, 18–31 May 2000 .....	22
Table 4.4: Contacts by people with unmet requests for support or accommodation at SAAP agencies: one-off assistance, by client group, Australia, 11–24 November 1999 .....	23
Table A1.1: SAAP support periods: support services provided to clients or referred on, by broad service type and State/Territory, Australia, 1999–2000 .....	25
Table A1.2: SAAP estimated potential clients, by State/Territory and method of derivation: 2 week collections November 1997, 1998 and 1999 .....	26
Table A1.3: SAAP estimated valid unmet requests and potential clients, by main type of support requested and State/Territory, 11–24 November 1999 .....	27
Table A1.4: SAAP estimated potential clients and valid unmet requests, by gender, age and State/Territory, 11–24 November 1999 .....	28
Table A1.5: SAAP casual contacts: one-off assistance, by State/Territory, Australia, 18–31 May 2000 .....	29
Table A1.6: Contacts by people with unmet requests for support or accommodation at SAAP agencies: one-off assistance, by State/Territory, Australia, 11–24 November 1999 .....	30
Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by State/Territory and primary target group for 1999–2000 and by reporting period, Australia.....	33
Table A2.2: SAAP Unmet Demand Collection: agency participation rates and forms returned, by State/Territory and primary target group for 11–24 November 1999 and by reporting period, Australia .....	35
Table A2.3: SAAP Casual Client Collection: participation rates and forms returned by State/Territory and primary target group for 18–31 May 2000 and by reporting period, Australia .....	39

# List of figures

Figure 1.1: Relationships between assistance provided and the data collections, Australia, 1999–2000.....	3
Figure 2.1: Types of support services provided or referred on, Australia, 1999–2000.....	6
Figure 3.1: Daily numbers of clients starting accommodation, unmet requests for immediate accommodation and referrals provided, Australia, 11–24 November 1999 .....	13
Figure 4.1: Daily numbers of support periods with accommodation, support periods without accommodation and casual contacts by individuals, Australia, 18–31 May 2000 .....	18





# Preface

This publication is one of the Series 5 reports on the Supported Accommodation Assistance Program (SAAP) National Data Collection 1999–2000. The series provides information on people who were homeless and people who were at risk of being homeless who accessed the SAAP program in 1999–2000. The current report looks at the demand for SAAP services and the ability of agencies to meet these demands.

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). Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

The partnership is built on shared goals and mutual trust. The key is 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 over 90% of SAAP agencies in Australia provided data for this report is testimony to their collective commitment to, and confidence in, the collection. Statistical adjustments to annual figures have been made to account for agencies' non-participation.

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

Enhanced analysis of the level of demand for SAAP assistance has been undertaken for the 1999–2000 data, and the SAAP Data Sub-committee has decided to publish this analysis in a separate volume. In past years some data on demand for SAAP assistance were included in the national, State and Territory annual reports.

Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

# Acknowledgments

This report was written and prepared by staff of the SAAP National Data Collection Agency at the Australian Institute of Health and Welfare: Rosemary Karmel, Joan Reid and Louise Catanzariti. Justin Griffin and Ching Choi provided helpful comments on the draft report.

Table programming and production were carried out by Colin Farlow and Cathy Hotstone. Data entry services were provided to the project team by Toni Stepniak, Fiona Holland, Michelle Parsons and Julie Inder, who are thanked for their work. Without the efforts of Gloria Jackson, Paul Halliday, Kay Grzadka, Stirling Lewis, Tony McKinnon, Neil Angel and Natalie Sugden, who ensured that the data were collected and processed, this report would not have been possible.

The SAAP Data Sub-committee (comprising representatives from the Commonwealth and State and Territory funding agencies and community and expert representatives) and the Commonwealth Department of Family and Community Services provided valuable support and comments throughout the development and drafting of the report. The authors also acknowledge the assistance provided by Amanda Nobbs and Ainsley Morrissey in preparing the report for publication. Chris Pirie undertook final editing with considerable care.

Finally, the Institute acknowledges 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 State and Territory funding departments, which provided administrative data.

# Abbreviations and symbols

## Abbreviations

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

## Symbols in tables

..	Not applicable
–	Nil or rounded to zero (including null cells)
n.a.	Not available

# Glossary

<b>Accompanying child</b>	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> .
<b>Agency</b>	An organisation or establishment that receives funding through SAAP.
<b>Casual client</b>	<p>A person who:</p> <ul style="list-style-type: none"><li>• receives assistance from a SAAP <i>agency</i> for less than 1 hour on a given day; and</li><li>• does not establish an <i>ongoing support relationship</i> with the SAAP <i>agency</i>.</li></ul> <p>A casual client may receive <i>one-off assistance</i> from a SAAP <i>agency</i> on one or more occasions.</p>
<b>Client</b>	<p>A person aged 18 years or more, or a person of any age not accompanied by their parent or guardian, who:</p> <ul style="list-style-type: none"><li>• 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</li><li>• is accommodated by a SAAP <i>agency</i>; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.</li></ul>
<b>Invalid unmet request for assistance</b>	<p>An <i>unmet request for assistance</i> is <i>invalid</i> if:</p> <ul style="list-style-type: none"><li>• the request is made at an <i>agency</i> of an inappropriate target group; or</li><li>• the requested service is not one that is provided by the <i>agency</i>; or</li><li>• proffered assistance is refused.</li></ul> <p>All other unmet requests for assistance are said to be <i>valid</i>.</p>
<b>One-off assistance</b>	Assistance provided to a person who is not a <i>client</i> . It might include the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a <i>referral</i> .
<b>Ongoing support relationship</b>	A relationship between a SAAP <i>agency</i> 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 <i>agency</i> for the purpose of providing additional assistance. An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i> .

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

**Potential client**

A *potential client* is a person aged 18 years or more, or a person of any age not accompanied by a parent or guardian, who requests *support* or *supported accommodation* from a SAAP agency but who is not provided with that assistance.

People are not considered *potential clients* if their only *unmet requests for assistance* are made at an *agency* of an inappropriate target group, or if the requested service (for example, accommodation) is not one that is provided by the *agency*, or if proffered assistance is refused.

**Referral**

A (formal) *referral* occurs when a SAAP agency contacts another agency (either SAAP or non-SAAP) 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.

**Substantial support or assistance**

*Support* or *supported accommodation* provided to a *client* as part of an *ongoing support relationship* between a SAAP agency and the *client*.

**Support**

Assistance, other than *supported accommodation*, provided to a *client* as part of an *ongoing support relationship* between a SAAP agency and the *client*. *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 a group.

**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 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.

**Unmet request for assistance**

An unmet request for assistance occurs when a person requests—but does not receive—*support* or *supported accommodation*. That is, the person wishes to become a *client* of a SAAP agency but is not accepted or the person does not accept the *agency's* offer of *support* or *supported accommodation*.

A person whose request for *support* or *supported accommodation* cannot be fulfilled might be given *one-off assistance*. Such a person would be a *casual client*, but not a *client*, of the *agency*.

**Valid unmet request for assistance**

An *unmet request for assistance* is *valid* if:

- the request is made at an *agency* of an appropriate target group;
- the requested service is one that is provided by the *agency*; and
- proffered assistance is not refused.

All other unmet requests for assistance are said to be *invalid*.

# Highlights

In 1999–2000, 1,207 non-government, community or local government organisations were funded nationally under the Supported Accommodation Assistance Program (SAAP) (Chapter 1). These agencies assisted many people on a daily basis. However, there were times when an agency could not provide the support or accommodation requested by people in crisis.

## Substantial support

- In 1999–2000 agencies provided an estimated 90,000 people with accommodation and/or support lasting more than 1 hour. Thirty-five per cent of these people received more than one period of support during the year, leading to a total of 157,600 support periods (Chapter 2).
- In total, clients received at least 804,000 distinct services and were provided with over 126,000 referrals to meet their needs (derived from Table 2.1).
- Accommodation was provided directly to clients in 99,000 support periods, with referrals to SAAP or Crisis Accommodation Program (CAP) accommodation being arranged in 9,000. In addition, assistance to obtain other housing was provided in 38,000 support periods and referrals for such assistance were arranged in 17,000.
- In 1999–2000 nearly 29,000 types of non-accommodation services were provided to children accompanying clients and 8,000 referrals were arranged for these children (Chapter 2).

## Meeting the demand

Both existing clients and those not yet receiving ongoing support can have unmet requests for accommodation and/or support.

### Existing clients

- For existing clients with support periods that finished between 1 July 1999 and 30 June 2000, 86% of services requested were provided directly by SAAP agencies and an additional 6% were referred on to other appropriate agencies (Section 3.1).
- SAAP or CAP accommodation was provided in 91% of the 94,800 support periods in which it was requested and a referral was arranged in a further 5%, leaving 4% (or 4,200 support periods) with requests for SAAP or CAP accommodation unmet.
- Assistance in obtaining short-term accommodation or independent housing was either provided by the agency or referred on in 82% and 75%, respectively, of support periods in which it was requested.

### Potential clients

- During the fortnight 11–24 November 1999, 5,420 valid unmet requests for accommodation and/or support were reported (Table 3.1). These requests were made by an estimated 4,450 people.

- A total of 4,090 people specifically requested assistance with accommodation. Around 1,400 of these potential clients were accompanied by a total of 3,200 children; this included 700 potential clients seeking immediate accommodation with 1,570 children (Section 3.2).

### **Daily movements**

- Among reporting agencies, in November 1999 on average just under 4% of clients left their SAAP or CAP accommodation on any day (Table 3.2).
- An average of 208 clients left their accommodation and 200 clients started their accommodation each day.
- There was a daily average of 219 valid unmet requests for immediate accommodation and an average of 92 referrals for accommodation each day (Table 3.2).
- The number of clients either ending or starting their SAAP accommodation and the number of unmet requests for accommodation and referrals for accommodation were at their lowest on weekends (Figure 3.1).

### **Total daily assistance**

In May 2000 on a daily basis there were around 10 people accessing SAAP services for every 10,000 aged 10 years or more in the general population. This estimate of SAAP support does not include assistance given to children accompanying their parent or guardian.

### **Substantial assistance**

- An average of 17,370 support periods were provided to clients on any day from 18 May to 31 May (Table 4.1).
- In at least 6,350 support periods (about 37%), clients were accommodated; in a further 10,400 support periods, clients received other types of substantial support.
- Numbers of support periods with support only dropped considerably on weekends compared with weekdays (Figure 4.1).

### **One-off assistance**

- On average, 2,290 individuals received some type of one-off assistance (not associated with more substantial support) from SAAP agencies on any day.
- Casual contacts dropped considerably on weekends compared with weekdays (Figure 4.1).
- Agencies specialising in providing casual assistance accounted for 12% of contacts for one-off assistance (Table 4.2).
- On average, 1.8 services were provided during a casual client contact (Table 4.2), with information and meals generally being the most common forms of one-off assistance provided (Table 4.3).
- Information and referrals for accommodation were the most common forms of casual assistance received by people seeking more substantial support (Table 4.4).



# 1 Introduction

The Supported Accommodation Assistance Program (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*. The Act 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 (AIHW 2000b:6). These organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. The agencies provided an estimated 90,000 people with accommodation and/or support lasting more than an hour, with 35% of these people receiving more than one period of support during the year (AIHW 2000b:23). This translates into over 17,000 people receiving substantial support on a daily basis (Table 4.1). In addition, agencies provided one-off assistance lasting less than an hour—such as meals, showers or information—around 2,300 times a day (Table 4.1).

Although agencies assist many people on a daily basis, there are still times when an agency cannot provide the support or accommodation requested by people in crisis. This report gives an overview of the total demand for SAAP assistance in 1999–2000 and the extent to which that demand was met, particularly the demand for accommodation.

In past years the information on unmet demand was presented in the annual reports (see Chapter 5, AIHW 1997; AIHW 1999; AIHW 2000a). Now, for the first time, information on unmet demand and one-off assistance is being presented in parallel with information about the levels of substantial support that could be provided by SAAP agencies on an ongoing basis. In this way the current report provides an overall picture of the demand for SAAP services and how this demand is being met.

The analysis in this report is divided into three sections. Chapter 2 contains an overview of accommodation and other substantial assistance provided to SAAP clients throughout 1999–2000. In Chapter 3 the demand for accommodation is examined in more detail; particular attention is paid to unmet requests for immediate accommodation, and the provision of SAAP accommodation is compared with unmet requests for immediate accommodation on a daily basis. To complete the analysis of assistance provided under SAAP, Chapter 4 examines the total provision of assistance, including one-off assistance; here also some analysis of provision of assistance on a daily basis is presented.

A number of key terms used throughout this report are defined in the Glossary. A general guide to interpretation of the tables is provided in Appendix 2; specific rules used when deriving a particular table are described in the notes to that table.

## 1.1 The data

The main source of data about the provision of services through SAAP is the SAAP National Data Collection (NDC). This 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 Unmet Demand Collection; the Casual Client Collection; the Administrative Data Collection; and Special Issue Collections. This report is based on analysis of the first three of these, details of which are provided in Appendix 2. A brief description of the three collections follows:

- The Client Collection consists of information about all clients receiving SAAP support lasting more than 1 hour. The information is collected throughout the year, and includes basic socio-demographic data, data on services required by and provided to each client, and information about clients' situations before and after receiving SAAP support. The main findings from this collection are published in the national and State and Territory SAAP NDC annual reports (see, for example, AIHW 2000b).
- The Unmet Demand Collection operates over 2 weeks; in 1999–2000 it was conducted from 11 to 24 November. This collection measures the level of unmet demand for SAAP services by collecting information about requests for substantial support or accommodation that could not be provided by SAAP agencies.
- The Casual Client Collection is also run over 2 weeks each year and consists of information about all people receiving SAAP support lasting less than 1 hour, termed 'one-off assistance'. For each casual contact the types of one-off assistance provided are recorded. In 1999–2000, the collection ran from 18 to 31 May.

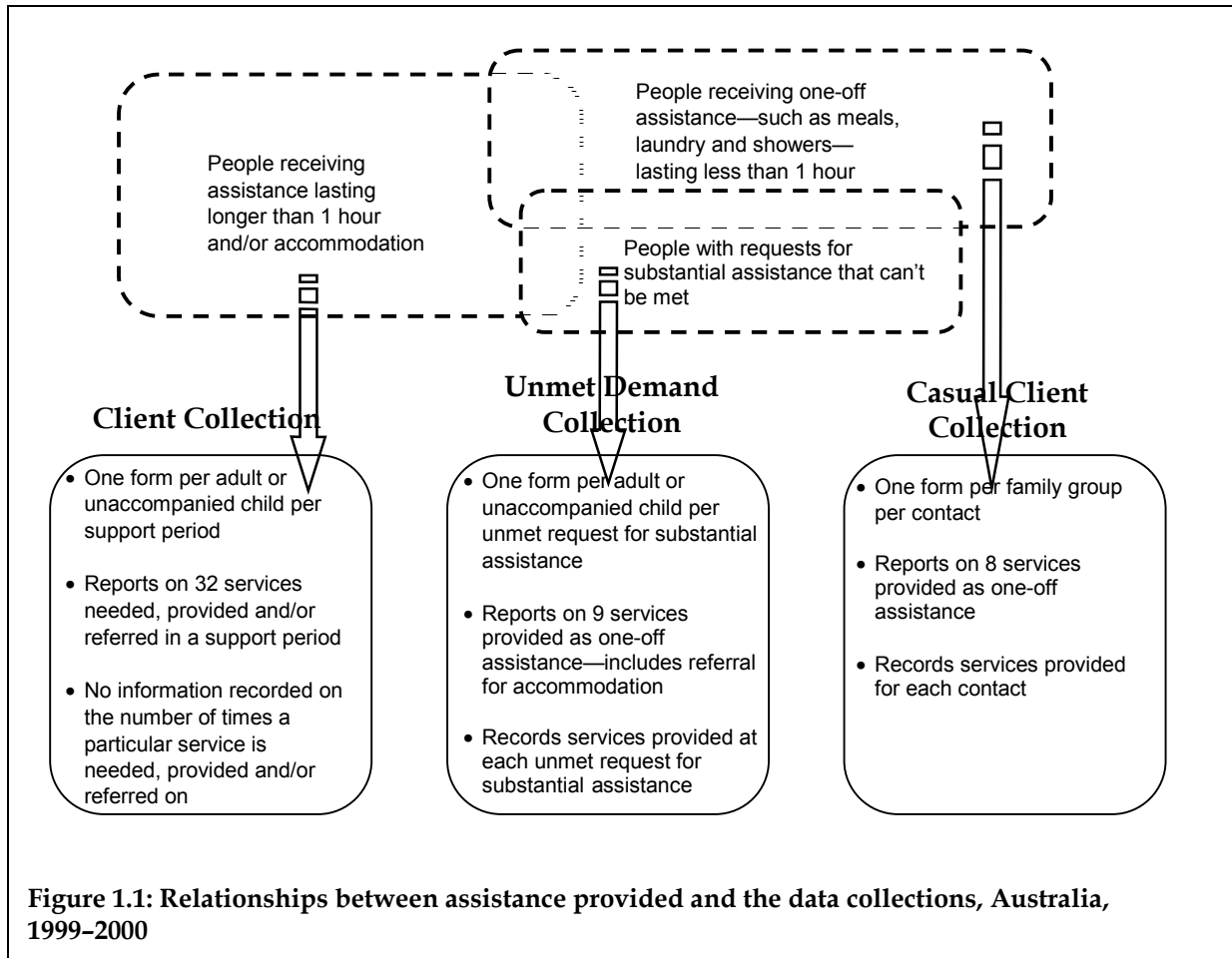
The forms used in each of these collections are shown in Appendix 3.

Figure 1.1 shows the relationships between assistance provided by SAAP agencies and the data collected on this assistance. As is apparent, there are overlaps between the Unmet Demand Collection and both the Client Collection and the Casual Client Collection. An Unmet Demand Collection form is filled out by agencies each time a homeless adult or unaccompanied child requests assistance, either for accommodation or substantial support, during the collection period and that assistance cannot be provided by an agency. Often in such cases agencies may be able to provide one-off assistance, and information is also collected about this. An Unmet Demand Collection form may also be filled out for an existing client of a SAAP agency if that client also had an unmet request for ongoing support or accommodation at another SAAP agency. Furthermore, a Casual Client Collection form may be filled out for an existing client if that client also receives one-off assistance from another agency – a soup kitchen, for example.

When examining the extent of assistance provided and demand unmet, two main points concerning the data need to be noted:

- Among other things, the Client Collection obtains information on assistance that was needed and whether that assistance was provided and/or referred on for existing clients. Such requested services can be reported only once for a client: the total number of times a particular service is requested, provided or referred is not recorded. For example, a client may receive financial assistance three times in a support period, but the collection shows only that financial assistance was provided, not that it was provided three times. The computer-based data-collection tool has the potential to overcome this limitation on recording data.
- The Casual Client Collection collects information on all cases where one-off assistance is provided, irrespective of whether the person receiving that assistance requests more substantial support or accommodation. Consequently, one-off help provided to those who sought more substantial assistance is recorded in both the Casual Client Collection and the Unmet Demand Collection. Note, however, that the methodology and the

reference period for the Casual Client Collection differ from those for the Unmet Demand Collection—the former obtains information about services provided to each family group in May, whereas the latter obtains information about unmet requests for each adult or unaccompanied child in November.



When examining unmet demand in this report, analysis of unmet requests for substantial assistance is restricted to instances in which individuals approached an appropriate agency (that is, the individual fitted the agency's target group and the requested service was offered by that agency) and where the individual *did not refuse* an offer of support. Only unmet requests that meet these criteria are considered *valid* and so can be included in the analysis (see Glossary). This approach assumes that requests at an inappropriate agency are redirected to an appropriate one. While this may generally be the case, not all approaches to inappropriate agencies can be redirected—for example, an appropriate agency may, for reasons such as distance or occupancy rates, be inaccessible. Consequently, the number of valid unmet requests is underestimated to the extent that invalid requests cannot be redirected. In the November 1999 collection it is estimated that 5,420 of the 7,390 reported unmet requests were at appropriate agencies and did not involve a refusal of assistance (Tables 3.1 and 4.4).

As mentioned, a proportion of people who make an unsuccessful request for assistance might subsequently receive that assistance from another SAAP agency. Alternatively, people may have their needs met by other means and no longer require SAAP assistance. How often

this happens cannot at present be measured. Further, a person can make several requests for the same assistance. This range of possibilities means that it is very difficult to measure the level of overall unmet demand and the number of people involved and that it is currently not possible to estimate a turn-away rate for SAAP agencies.

Because of these difficulties, various estimation techniques are applied to data from the Unmet Demand Collection to improve the estimates. The methods used to derive the number of valid unmet requests for assistance and the number of potential clients that made these requests are described in Appendix 2. Changes to the collection aimed at resolving some of these problems are being implemented and will allow better examination of unmet demand in the future.

## 2 Support provided in 1999–2000

During 1999–2000 SAAP-funded agencies provided an estimated 90,000 people with accommodation and/or support lasting more than an hour (AIHW 2000b:10). Between them, these clients received 157,600 support periods in which one or more services were either provided or referred on (Table 2.1). Of these support periods, 69,900 (44%) were for unaccompanied males. Solo females accounted for 39,000 support periods (around 25%), and females with children had 31,000 support periods (or 20%). Four other client groups between them accounted for the remaining 17,800 support periods (11%). Around one-half of the support periods that finished between 1 July 1999 and 30 June 2000 lasted for 1 week or more (AIHW 2000b:20). A detailed discussion of this support given to clients is contained in the 1999–2000 national annual report (AIHW 2000b). A summary of the services that clients received during their support periods follows.

### 2.1 Provision of services

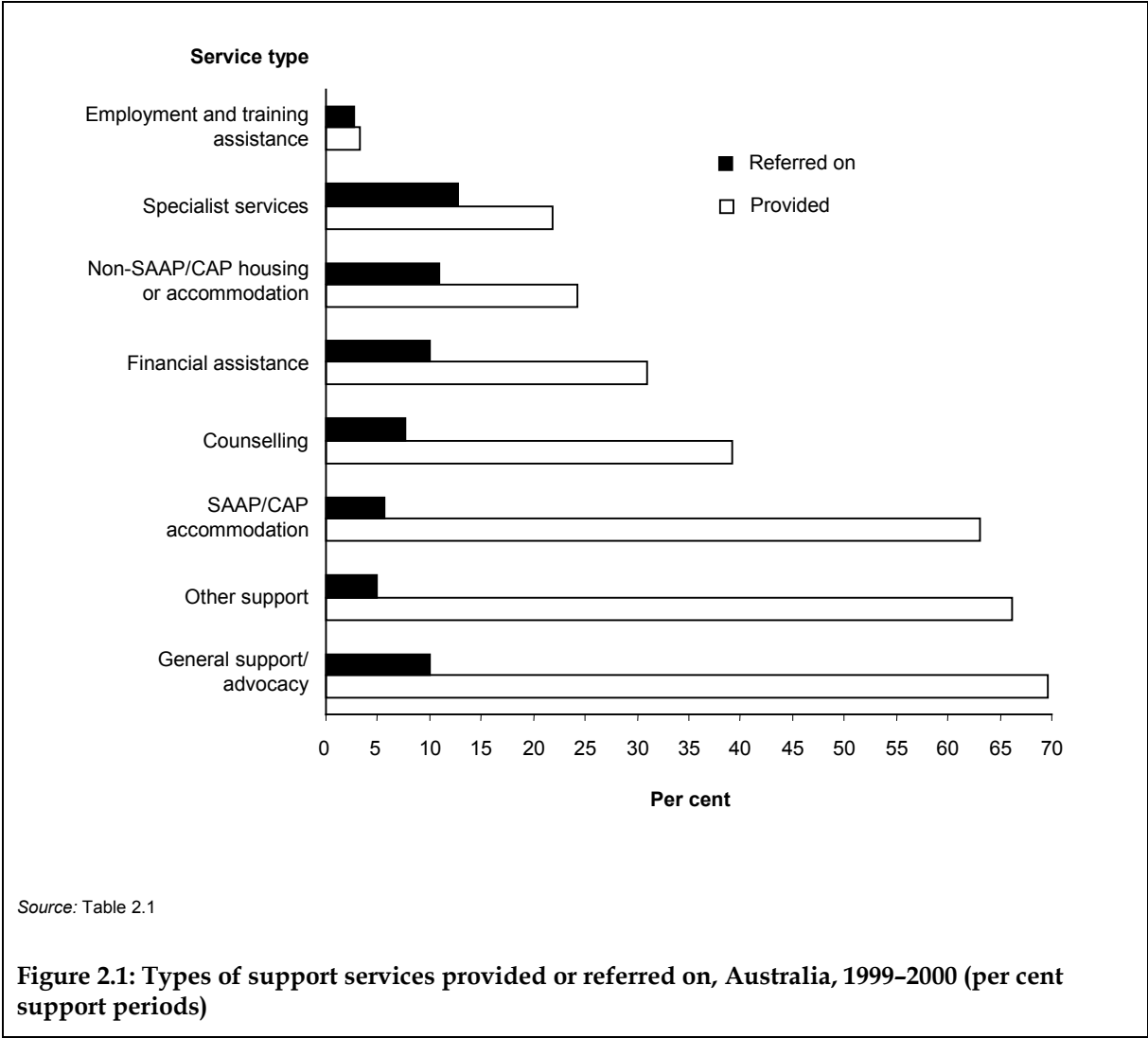
Agencies commonly offer a wide range of support services, as well as accommodation, and these services are reported under the 32 headings given on the Client Collection form (see Appendix 3). In Table 2.1 these services are combined into eight groups, with SAAP and Crisis Accommodation Program (CAP) accommodation separated out from other types of accommodation services (see note 3 to the table). Employment and training assistance is also separated out. Figure 2.1 shows the proportions of support periods in which agencies either provided various types of services or referred clients on during the year. The three types of assistance most commonly provided were general support or advocacy (in 70% of support periods), ‘other’ support such as meals or washing facilities (in 66%) and SAAP or CAP accommodation (63%).

As noted, with respect to accommodation services, SAAP or CAP accommodation was provided directly to clients in 63% of support periods (around 99,000). In addition, assistance with obtaining other housing—either short-term accommodation or longer term independent housing—was provided in 24% of support periods.

The range of services that may be offered by agencies reflects both the differences in service delivery between agencies and variation in the needs of clients. There is greater variation in how frequently the 32 types of support services were provided than the eight groups in Figure 2.1 suggest. Data on these individual services were reported in the 1999–2000 national annual report (AIHW 2000b) and so are not presented here in detail. That publication shows that the four fine-level support services most often provided throughout the year were SAAP or CAP accommodation (provided in 63% of support periods), advice or information (in 60%), and meals and laundry or shower facilities (both provided in 50% of support periods) (AIHW 2000b:24). Emotional support was the fifth most commonly provided service, being provided in 37% of support periods; 15 other services were provided in less than 10% of support periods each.

Clients received on average 5.1 different types of services per support period (Table 2.1). Females with children tended to receive more types of support than other clients, averaging 5.8 of the 32 different types of service per support period. Overall, around 804,000 different services were provided to the 90,000 clients supported by SAAP during 1999–2000 (derived

from Table 2.1). However, to understand the actual extent of support, it should be noted that many of these fine level services might have been provided more than once in a support period. In addition, some might have been provided continuously during the whole of a client’s support, while others might have been provided for a short time and on more than one occasion during the support period.



While some types of assistance, such as general support and advocacy, were provided consistently to different client groups, for other types of assistance the pattern of provision differs quite markedly (Table 2.1). Males on their own, for example, had the highest use of SAAP or CAP accommodation, such accommodation being provided in 75% of their support periods. In contrast, couples without children and males with children were provided with SAAP or CAP accommodation in around only 36% of their support periods. Similarly, females with children were provided with counselling in 64% of support periods, while solo males received this type of assistance in only 23% of support periods.

In 1999–2000 children accompanied parents or guardians to SAAP agencies in around 32,000 support periods, with an average of 2.1 children per support period (AIHW 2000b:25). If each child were considered a client in their own right, this would equate to 67,100 support

periods. Unfortunately, information on the provision of accommodation to accompanying children was not collected in the 1999–2000 Client Collection. It was reported, however, that counselling was provided to children in around 19% of support periods for clients with accompanying children, while assistance with child care or kindergarten or school liaison was provided to clients with children in around 21% of support periods. Other unidentified services were provided in nearly one-quarter of support periods with accompanying children. Overall, nearly 29,000 distinct non-accommodation services were provided to accompanying children in 1999–2000.

## **2.2 Referral of services**

At the broad level, services that were less likely to be provided directly by agencies were more likely to be referred on (see Figure 2.1). The exception to this was employment services, which were provided and referred on in almost the same number of support periods—around 3% in both cases. Among the other types of services, those most commonly referred on to other agencies were specialist services (referred on in 13% of support periods), non-SAAP/CAP housing assistance (referred on in 11% of support periods), and financial assistance and general support and advocacy (each referred on in 10% of support periods) (Table 2.1). Overall, SAAP agencies arranged referrals for SAAP or CAP accommodation in 9,000 support periods (6%) and referrals for other housing assistance in 17,000 support periods.

For all services except employment and training assistance, solo males had the lowest proportion of support periods with referrals. On the other hand, females with children had the highest proportion of support periods with referrals for four out of the eight broad categories of services: SAAP or CAP accommodation (referrals arranged in 9% of support periods), counselling (16%), general support and advocacy (18%), and specialist services (17%). On average, agencies referred each client 0.8 times during a support period, resulting in at least 126,000 referrals for clients during the year. In addition, almost 8,000 referrals were arranged for non-accommodation services for accompanying children. However, all of these figures are likely to be an underestimation because, as with service provision, a referral may have been arranged for a particular service more than once. It should also be noted that no information exists on client outcomes from referrals, and providing a client with a referral does not guarantee that their needs will then be met.

## **2.3 Summary**

Throughout 1999–2000 SAAP agencies provided at least 804,000 distinct types of services to 90,000 clients and arranged over 126,000 referrals. As part of this assistance, accommodation was provided directly to clients in around 99,000 support periods, with referrals for SAAP or CAP accommodation being arranged in 9,000. In addition, assistance with obtaining other housing was provided in 38,000 support periods and referrals for such assistance were arranged in 17,000. Furthermore, nearly 29,000 non-accommodation services were provided to accompanying children in 1999–2000 and 8,000 referrals were arranged for these children.

**Table 2.1: SAAP support periods: broad types of support services provided to clients or referred on, by client group, Australia, 1999–2000 (per cent support periods)**

	Male alone	Female alone	Couple without children	Male with children	Female with children	Couple with children	Other/unknown	Total
<b>Type of service provided</b>								
SAAP/CAP accommodation	74.5	57.8	36.0	35.3	54.4	41.0	51.7	63.0
Assistance to obtain non-SAAP/CAP housing or accomm.	19.2	23.5	39.8	39.9	32.5	38.8	21.7	24.2
Employment and training assistance	3.2	4.3	3.1	2.7	1.9	2.9	2.9	3.2
Financial assistance	27.0	29.4	42.5	44.3	38.6	46.5	24.5	30.9
Counselling	23.4	48.0	32.5	44.7	63.9	40.6	40.6	39.2
General support/advocacy	66.4	70.2	73.1	77.1	76.8	78.2	59.0	69.6
Specialist services	21.1	22.6	14.8	12.4	24.5	16.9	19.6	21.8
Other support	77.7	61.8	44.8	41.8	56.6	41.4	53.7	66.2
<b>Mean number of individual support services provided</b>	<b>5.0</b>	<b>5.2</b>	<b>4.2</b>	<b>4.4</b>	<b>5.8</b>	<b>4.4</b>	<b>4.3</b>	<b>5.1</b>
<b>Type of service referred on</b>								
SAAP/CAP accommodation	3.7	6.8	6.9	4.0	8.5	5.6	7.3	5.7
Assistance to obtain non-SAAP/CAP housing or accomm.	7.4	11.2	20.2	19.6	16.2	20.9	10.1	11.0
Employment and training assistance	2.5	3.5	3.4	2.0	1.8	3.5	2.5	2.7
Financial assistance	6.0	10.0	17.7	19.3	16.3	20.5	8.5	10.0
Counselling	2.8	10.3	6.0	9.6	15.5	9.6	7.0	7.7
General support/advocacy	5.7	10.7	12.5	15.6	18.2	14.0	9.1	10.0
Specialist services	9.4	15.6	13.1	9.7	16.7	13.0	11.4	12.7
Other support	4.1	5.1	6.2	6.9	6.3	5.4	5.6	5.0
<b>Mean number of individual support services referred on</b>	<b>0.5</b>	<b>0.9</b>	<b>1.1</b>	<b>1.1</b>	<b>1.3</b>	<b>1.2</b>	<b>0.8</b>	<b>0.8</b>
<b>Total (%)</b>	<b>44.4</b>	<b>24.7</b>	<b>2.4</b>	<b>0.7</b>	<b>19.7</b>	<b>3.0</b>	<b>5.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>69,900</b>	<b>39,000</b>	<b>3,900</b>	<b>1,200</b>	<b>31,000</b>	<b>4,800</b>	<b>7,900</b>	<b>157,600</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. 'Other/unknown' includes those cases where the assisted unit was reported as 'other', where it was not reported at all, or where the gender of the assisted person was unknown (where relevant).
3. Clients were able to receive multiple services so percentages do not total 100. The 32 individual service types have been grouped into eight major classifications as follows:
  - SAAP or CAP accommodation;
  - assistance to obtain non-SAAP/CAP housing or accommodation— assistance to obtain short-term accommodation and assistance to obtain independent housing;
  - employment and training assistance;
  - financial assistance—assistance to obtain a benefit or pension or other government allowance, financial assistance or material aid, or 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.
4. 'Mean number of individual support services' is based on the 32 individual service types, including 'other support' (see previous note).
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection



## 3 Demand for accommodation

Provision of accommodation is one of the core activities of SAAP agencies, and this is reflected in the large percentage of clients who receive this type of assistance. Both existing clients and those not yet receiving ongoing support can have unmet requests for accommodation. Unfortunately, unmet requests for existing clients cannot be considered alongside unmet requests for potential clients. This is because the timing of unmet requests by existing clients is not reported. Consequently, the demand for accommodation by existing clients and that by potential clients are discussed separately in this chapter. Broad comparisons of met and unmet demand for accommodation can, however, be made, and in the final section of the chapter, data are presented on unmet accommodation needs during the 2 week collection period of the Unmet Demand Collection, relative to accommodation provided in the same period.

### 3.1 Demand by clients

In examining the general provision of accommodation throughout the year, it is of interest to see how the needs of those clients specifically requesting accommodation were satisfied. The provision of services requested by clients is discussed in Chapter 6 of the 1999–2000 national annual report (AIHW 2000b:31–2). The following discussion summarises this information.

Only after a client has finished their SAAP support can data be collected on needs that were finally met and those that remained unmet. Of the 157,600 support periods reported in 1999–2000, 140,800 had finished by the end of June 2000 (AIHW 2000b:33). Therefore, when examining how the needs of clients specifically requesting help with accommodation were met, the analysis concentrates on these closed support periods.

Within support periods that finished between 1 July 1999 and 30 June 2000, a total of 86% of services requested by clients were provided directly by SAAP agencies and an additional 6% were referred on to other appropriate agencies (AIHW 2000b:33). In around 80% of closed support periods (112,200) clients had specifically requested assistance with accommodation (AIHW 2000b:33). Because some clients request help with more than one accommodation problem within any support period, during these closed support periods there were 153,900 requests for specific accommodation services. For 80% of these requests relevant accommodation services were provided directly by the SAAP agency in question. In addition, agencies were able to refer clients to other services in a further 9% of cases, although the extent to which these referrals met the needs of the clients is not known (AIHW 2000b:33). However, SAAP agencies could neither provide assistance nor refer clients on for the remaining 11% of requests for assistance with accommodation. These unmet requests related to at least 8,000 support periods (AIHW 2000b:33).

More specifically, 91% of requests for SAAP or CAP accommodation were met and a further 5% were referred on, leaving 4% of requests (4,200) unresolved (AIHW 2000b:33). It appeared somewhat more difficult to provide assistance with obtaining short-term accommodation or independent housing: services were neither provided by the agency nor referred on for 18% (4,900) and 25% (7,900) of requests for these services respectively.

## 3.2 Demand by potential clients

As discussed in Chapter 1, information on unmet demand for services by people not already a client of the SAAP agency at which they are making the request is available for only a 2 week period in November 1999. In addition, because of seasonal factors and because people can have several unmet requests in a year, the daily and fortnightly figures for potential clients cannot be used as a basis for deriving annual figures. Consequently, the data presented in this section are not directly comparable with the data on existing clients.

Overall, during the fortnight 11–24 November 1999 there were 5,420 valid unmet requests for accommodation and/or support, made by an estimated 4,450 people (Table 3.1). Among these potential clients, 4,090 specifically requested assistance with accommodation. Nearly 3,200 children accompanied just over 1,400 potential clients; 1,570 of them accompanied 700 people seeking immediate accommodation (that is, accommodation required within 24 hours) and a further 1,420 accompanied 640 people with less urgent accommodation needs.<sup>1</sup> Three client groups accounted for just over 60% of all unmet requests: unaccompanied males under 25 years (20%), unaccompanied females under 25 years (16%) and females with children (27%).

In the context of homelessness the level of unmet requests for immediate accommodation is of particular importance. From Table 3.1 it can be seen that the three largest client groups with unmet requests for immediate accommodation were the same as those with the largest numbers of unmet requests overall—females with children, solo males under 25 years and solo females under 25 years (with 590, 570 and 410 people with unmet requests for immediate accommodation, respectively). Expressed as a percentage of their total unmet requests, for these three groups solo males under 25 years had the highest percentage of unmet requests relating to immediate accommodation—65% of their total unmet requests were for accommodation required within 24 hours. For females with children, the corresponding figure was 50%.

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<sup>1</sup> Couples have been counted once only.

**Table 3.1: SAAP estimated valid unmet requests and potential clients, by main type of support requested and client group, Australia, 11–24 November 1999 (number)**

Client group	Estimated valid unmet requests, main support requested				Estimated potential clients, main support requested			
	Accommodation		Other support	Total	Accommodation		Other support	Total
	Required within 24 hours	Other			Required within 24 hours	Other		
Male alone, under 25	690	320	40	1,060	570	260	50	880
Male alone, 25+	330	110	70	510	250	110	70	430
Male alone, age unknown	80	10	10	90	70	10	—	80
Female alone, under 25	470	350	50	870	410	260	50	710
Female alone, 25+	200	80	50	330	170	70	50	290
Female alone, age unknown	80	20	10	110	70	20	10	90
Couple without children	140	90	10	240	110	70	10	200
Male with children	50	40	10	90	40	30	10	80
Female with children	760	620	80	1,460	590	510	80	1,180
Couple with children	200	200	20	420	150	150	20	310
Other/unknown	140	100	20	250	110	80	20	210
<b>Total</b>	<b>3,130</b>	<b>1,920</b>	<b>370</b>	<b>5,420</b>	<b>2,520</b>	<b>1,570</b>	<b>360</b>	<b>4,450</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. 'Estimated potential clients' gives estimated numbers of people who requested support or accommodation from SAAP agencies on at least one occasion in the fortnight but who were not provided with that assistance. People who refuse an offer of assistance are excluded. Adjustments have been made to allow for missing information. See Appendix 2 for a description of the adjustment procedures used. Due to data limitations potential clients may be counted twice if they make more than one type of request.
3. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, those where the requested service (for example, accommodation) is not provided by the agency, or those where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
4. 'Other/unknown' client group includes those cases where the assisted unit was reported as 'other', where it was not reported at all, or where the gender of the assisted person was unknown (where relevant).
5. 'Other' main support requested includes cases where the required assistance was either reported as 'SAAP support only' or as 'other'.

Source: SAAP Unmet Demand Collection

### 3.3 Meeting the daily demand

Whether there is sufficient SAAP accommodation to meet demand can be examined by looking at demand on a daily basis. Table 3.2 presents data on accommodation provided to clients and unmet requests for immediate accommodation for each day in the fortnight covered in the Unmet Demand Collection. To facilitate the comparison of met and unmet requests for accommodation, only data from agencies that participated in both the Client Collection and the Unmet Demand Collection are presented on a daily basis (see Tables A2.1 and A2.2 for participation rates). However, across all agencies, an average of 6,848 clients were in SAAP accommodation on any day, with an average of 233 clients starting

accommodation and 240 ending accommodation each day during the fortnight (Table 3.2).<sup>2</sup> As a result, an average of just under 4% of clients (that is, 240 out of 6,848) leave SAAP accommodation on any one day.

In the remainder of this chapter only agencies that participated in both the Client Collection and the Unmet Demand Collection are included in the analysis. These accounted for 70% of all agencies that should have participated in the Unmet Demand Collection. Among these, on average, 200 clients started their accommodation each day, compared with a daily average of 219 valid unmet requests for immediate accommodation and an average of 92 referrals for accommodation each day (Table 3.2). The small number of referrals compared with unmet requests may indicate that SAAP agencies are having difficulty arranging referrals for potential clients. Moreover, it should be noted that the referral may not be for immediate accommodation. The figures also suggest that, at most, 46% of newly accommodated clients (that is, the 92 referrals resulting from unmet requests for immediate accommodation out of the 200 newly accommodated clients) were accommodated as a result of that day's referrals. (The expression 'at most' is used because some of the referrals may not have been for immediate accommodation and not all of the referrals were necessarily to SAAP agencies—some may have been referrals to alternative accommodation options such as the Transitional Housing Management properties in Victoria.) The remainder of newly accommodated clients may have come from a variety of sources; for example, supported clients being newly accommodated, clients of one SAAP agency being referred to another for accommodation (see Section 2.2), potential clients taking up referrals arranged on a previous day, people referred by special referral centres, and people approaching a SAAP agency directly for the first time.

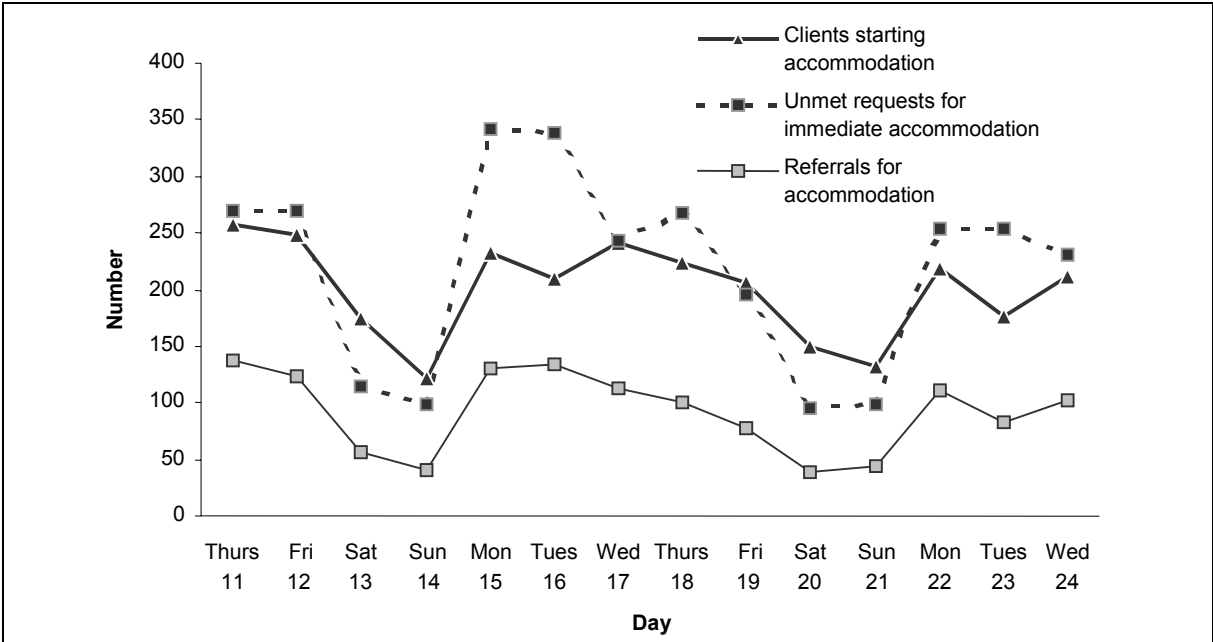
In general, the fortnightly patterns of clients starting accommodation, of valid unmet requests for immediate accommodation, and of referrals resulting from these unmet requests are very similar (Figure 3.1). Interestingly, as Figure 3.1 shows, weekends saw the smallest numbers of clients beginning their stay, the smallest number of unmet requests for accommodation, and the smallest number of referrals for accommodation—with these last two dropping to around half their weekday averages. The numbers of clients continuing their accommodation for another day also displays a weekly pattern. In contrast, however, these numbers increased at weekends, rising on Saturday and again on Sunday before dropping on Monday (Table 3.2).

The drop in the number of newly accommodated clients on weekends is consistent with the rise in clients continuing their accommodation, assuming that accommodation is difficult to obtain. However, the fall in unmet requests for immediate accommodation is surprising, since an increased scarcity of accommodation resulting from people staying on in their accommodation would be expected to lead to a rise in unmet requests. Apart from the weekends, the number of valid unmet requests for immediate accommodation was usually higher than the number of clients starting accommodation on that day. A weekend effect in requests for accommodation was also observed in a detailed case study of unmet demand in six agencies in Melbourne in 1999 (Table A1.1, Thomson Goodall Associates Pty Ltd 1999), so the results presented here do not seem to be a direct product of data-collection procedures or of agency operating practices such as reduced staffing at weekends. However, these can still not be ruled out as influencing factors.

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<sup>2</sup> These figures may still be an underestimation because not all agencies that should have participated in the Client Collection did so. In 1999-00, 93% of in-scope SAAP agencies participated in this collection (Table A2.1).

The number of clients accommodated on any particular day fluctuated only by 2% during the fortnight, ranging from 5,683 to 5,798, with a daily average of 5,738. On average, 200 clients began their accommodation each day, 208 finished, and the remainder (an average of 5,538) were continuing their accommodation. During the 2 week collection period the maximum number of clients beginning their accommodation on any day was 258, on Thursday 11 November. This date also had the maximum number of clients finishing their accommodation—327. In contrast, the maximum number of valid unmet requests for immediate accommodation on any day during the collection period was 341, on Monday 15 November.



Source: Table 3.2

**Figure 3.1: Daily numbers of clients starting accommodation, unmet requests for immediate accommodation and referrals provided, Australia, 11–24 November 1999**

The foregoing analysis indicates that SAAP agencies are operating at or near capacity with respect to accommodation. The low daily turnover rate for accommodation and the relatively low referral rate for those requiring immediate accommodation suggest that finding accommodation in a SAAP agency may be difficult. However, the number of people seeking SAAP accommodation suggests that a small increase in capacity could have a major impact on the level of unmet demand for accommodation—this is assuming that all those who need SAAP accommodation are currently approaching SAAP agencies. A survey of daily spare accommodation capacity in SAAP agencies would help to establish whether accommodation agencies are generally operating at capacity or whether there is a problem in locating any spare capacity on a particular day. Such a survey, however, would not be able to determine the extent of any hidden need caused by people not seeking assistance when they require it.

That the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that those seeking

SAAP accommodation do not make repeated attempts if they fail initially (Table 3.1). In fact, Table 3.1 suggests that fewer than one-quarter of potential clients seeking immediate accommodation ( $3,130/2,520 = 1.24$ ) make more than one attempt to be accommodated at appropriate SAAP agencies. The difficulty of obtaining a referral once a person has not been successful—each day on average only 92 referrals for accommodation were arranged for 219 unmet requests for immediate accommodation—may be telling many potential clients that SAAP accommodation is difficult to get and that trying at another agency is unlikely to prove successful on that day. They might, however, try again on subsequent days.

**Table 3.2: Accommodation provided for SAAP clients and estimated valid unmet requests for immediate accommodation: daily demand, Australia, 11–24 November 1999 (number)**

	Accommodated clients <sup>(a)</sup>				Estimated valid unmet requests for immediate accommodation	
	Newly accomm.	Accomm. ending	Continuing accomm.	Total	Requests	Referrals for accomm.
<b>Agencies participating in both the Client and Unmet Demand Collections</b>						
Thursday 11 November	258	327	5,471	5,729	270	137
Friday 12 November	249	249	5,477	5,726	269	124
Saturday 13 November	174	140	5,587	5,761	115	57
Sunday 14 November	121	138	5,620	5,741	98	41
Monday 15 November	233	213	5,529	5,762	341	131
Tuesday 16 November	210	240	5,516	5,726	338	134
Wednesday 17 November	241	168	5,557	5,798	244	113
Thursday 18 November	223	250	5,554	5,777	267	100
Friday 19 November	207	259	5,516	5,723	196	77
Saturday 20 November	149	137	5,588	5,737	95	38
Sunday 21 November	132	126	5,611	5,743	99	44
Monday 22 November	218	234	5,504	5,722	254	111
Tuesday 23 November	177	194	5,528	5,705	254	82
Wednesday 24 November	211	239	5,472	5,683	230	102
<b>Daily average</b>	<b>200</b>	<b>208</b>	<b>5,538</b>	<b>5,738</b>	<b>219</b>	<b>92</b>
<b>All agencies participating in the Client Collection</b>						
<b>Daily average</b>	<b>233</b>	<b>240</b>	<b>6,615</b>	<b>6,848</b>	<b>n.a.</b>	<b>n.a.</b>

(a) Figures are based on support periods with accommodation. It can be reasonably assumed that a client will not have more than one period of accommodation on the same day.

*Notes*

1. Unmet Demand Collection cases excluded due to missing data: 0.
2. Client Collection cases excluded due to missing data: 618.
3. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period.
4. Clients may start and end accommodation on the same date.
5. Referrals for accommodation may not be for immediate accommodation.
6. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, or if the requested service (for example, accommodation) is not provided by the agency, or where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
7. 'Immediate accommodation' is that which is required within 24 hours. An adjustment for missing information on when accommodation was needed has been made (see Appendix 2).
8. Some agencies that participated in the Client Collection did not participate in the Unmet Demand Collection (see Tables A2.1 and A2.2). To facilitate comparison, only agencies that participated in both the Client Collection and the Unmet Demand Collection contribute to the individual daily figures in this table. Consequently the figures understate the level of activity in SAAP agencies.

Sources: SAAP Client Collection and Unmet Demand Collection





## 4 Total assistance provided

This chapter presents information on the overall level of assistance SAAP services provided during 1999–2000. First, for the fortnight 18–31 May 1999, the number of support periods and the number of casual contacts by individuals are discussed together. Second, the types of assistance provided on a one-off basis are examined in more detail. In particular, assistance given to people whose more substantial requests for assistance could not be met is discussed.

### 4.1 Daily assistance

The average number of support periods provided to clients on any day from 18 to 31 May was 17,370 (Table 4.1). In at least 6,350 of these support periods (about 37%), clients were accommodated; in the remainder, clients received other types of substantial support.<sup>3</sup> This is complemented by the daily average of 2,300 individuals who received some type of one-off assistance from SAAP agencies on any one day in the period.<sup>4</sup> Consequently, in May 2000 on a daily basis there were between 10 and 12 people accessing SAAP services for every 10,000 people aged 10 or more in the general population.<sup>5</sup> This estimate does not include children accompanying their parent or guardian.

The difference between the percentage of support periods in which SAAP or CAP accommodation was provided throughout the year (63%, from Table 2.1) and the proportion in which accommodation was provided on any day (37%, as noted) can be explained by the different patterns of length of support for periods with and without accommodation and the length of accommodation within a support period. Specifically, support periods without accommodation, compared with those with accommodation, were more likely to be under 1 day long (30% versus 6%) or longer than 4 weeks (42% versus 27%). Further, for support periods with accommodation, clients were less likely to be accommodated for the entire period in support periods lasting over 3 months than in shorter support periods. The interaction of these patterns resulted in the relatively low daily accommodation rate of around 37% among all support periods current on a particular day, when compared with the annual rate of provision of accommodation.

The number of support periods in which clients were accommodated during the 2 weeks in May showed only slight variation, ranging from a low of 6,250 on the last day of the period to a high of 6,410 for much of the first week (Figure 4.1). Similarly, Figure 4.1 shows that support periods where clients were given substantial support but were not accommodated varied only slightly, ranging from 10,180 to 10,550. Even so, the lowest numbers of support

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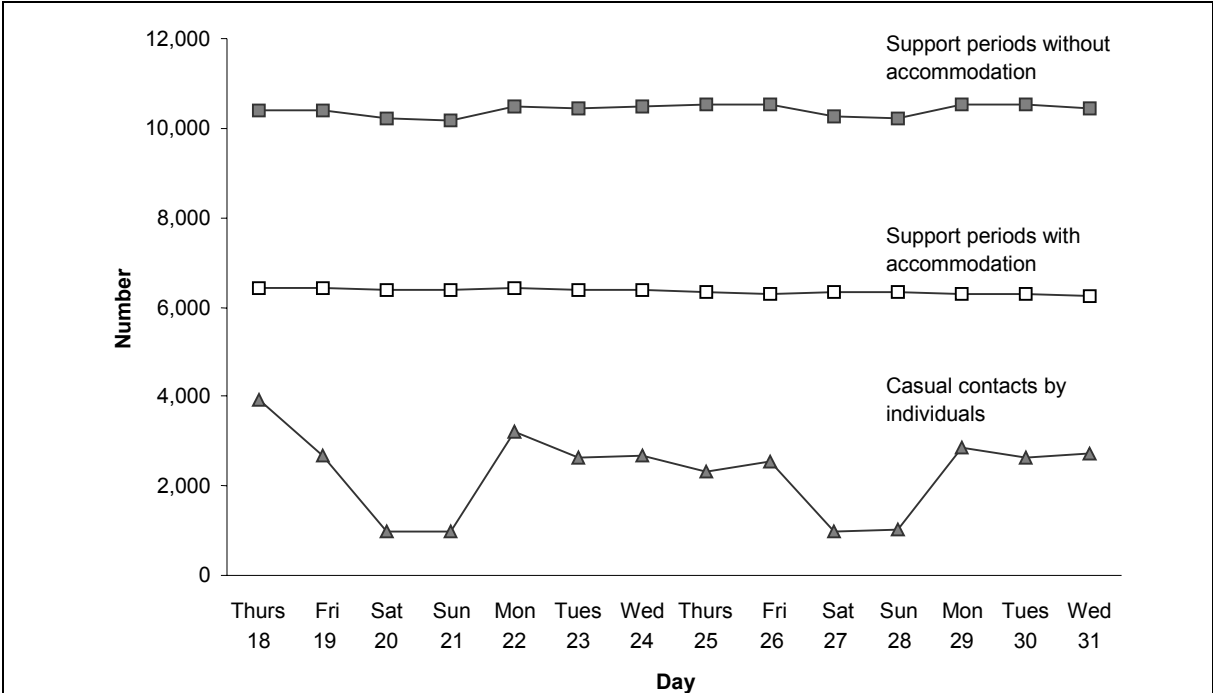
<sup>3</sup> The figures of daily number of support periods and daily number of casual client contacts by individuals may be too low because not all in-scope agencies participated in the Client Collection and the Casual Client Collection. Over 1999–2000, 93% of in-scope SAAP agencies participated in the Client Collection (Table A2.1) and, in May 2000, 83% of in-scope SAAP agencies participated in the Casual Client Collection (Table A2.3). In addition, accompanying children are not included in the numbers.

<sup>4</sup> The Casual Client Collection uses the family group as the basis for reporting one-off services provided. This has been converted to the number of individuals for purposes of comparison. In doing this, however, there has been a slight underestimation of the number of individuals receiving one-off services (see note 3 to Table 4.1).

<sup>5</sup> The population aged 10 years or more as at 30 June 2000 was 16,560,000 (ABS 2001). The lower limit of usage per 10,000 is derived as  $10,000 \times 17,370 / 16,560,000 = 10.5$ . The upper limit of usage per 10,000 is derived as  $10,000 \times (17,370 + 2,290) / 16,560,000 = 11.9$ .

periods without accommodation during the 2 week period occurred at the weekends. In contrast, support periods with accommodation did not show this pattern; instead, they showed a small but gradual decline over the 2 weeks.

The numbers of contacts by individuals receiving one-off assistance showed much greater variation and, like new accommodations (see Figure 3.1), were at their lowest on the weekends (Table 4.1). On weekdays there were between 2,310 and 3,920 contacts by individuals receiving one-off services, with the maximum number of 3,920 being recorded on the first day of the period. On weekends the number of contacts by individuals receiving one-off assistance dropped to between 960 and 1,040. It should be noted that an individual may have more than one case of one-off assistance on a particular day, either by approaching a number of different agencies or by approaching the same agency a number of times—for example, for meals.



Source: Table 4.1

**Figure 4.1: Daily numbers of support periods with accommodation, support periods without accommodation and casual contacts by individuals, Australia, 18–31 May 2000**

**Table 4.1: Daily SAAP support periods and estimated casual contacts by individuals, Australia, 18–31 May 2000 (number)**

Date	SAAP support periods				Estimated casual contacts by individuals
	Client accommodated	Client not accommodated	Accommodation unknown	Total	
Thursday 18 May	6,410	10,400	620	17,430	3,920
Friday 19 May	6,410	10,410	640	17,450	2,690
Saturday 20 May	6,400	10,230	620	17,250	1,000
Sunday 21 May	6,400	10,180	590	17,180	970
Monday 22 May	6,410	10,480	620	17,510	3,190
Tuesday 23 May	6,380	10,460	620	17,460	2,610
Wednesday 24 May	6,390	10,470	610	17,470	2,680
Thursday 25 May	6,340	10,550	620	17,510	2,310
Friday 26 May	6,290	10,510	620	17,420	2,550
Saturday 27 May	6,320	10,260	590	17,170	960
Sunday 28 May	6,340	10,220	590	17,150	1,040
Monday 29 May	6,310	10,510	630	17,450	2,840
Tuesday 30 May	6,270	10,510	620	17,400	2,630
Wednesday 31 May	6,250	10,440	600	17,290	2,710
<b>Daily average</b>	<b>6,350</b>	<b>10,400</b>	<b>610</b>	<b>17,370</b>	<b>2,290</b>

*Notes*

1. Casual Client Collection cases excluded due to missing data: 0.
2. Client Collection cases excluded due to missing data: 0.
3. In the Casual Client Collection casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. While this approach will lead to an understatement of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
4. In general, accommodation periods ending on a particular day are excluded from the estimate of the number accommodated for that day. However, if an accommodation period starts and ends on the same date the client is said to be accommodated on that day.
5. Clients are said to be supported on all days in a support period, including both the start and end dates.
6. Total support periods include those known to be active on the day but for which it is not known whether accommodation was provided.
7. Numbers exclude accompanying children.
8. Not all in-scope agencies participated in the Client Collection and the Casual Client Collection. No adjustment has been made for agency non-participation, so the table understates the level of assistance provided by agencies through SAAP. The agency participation rates for the two collections are presented in Tables A2.1 and A2.3. Anecdotal evidence suggests that agencies that do not participate in the Casual Client Collection do not have the same contact rates as agencies that participate.

Sources: SAAP Client Collection and Casual Client Collection

## 4.2 One-off assistance

As noted, an average of 2,300 instances of one-off assistance were provided to individuals on a daily basis in the 2 weeks of the Casual Client Collection. Overall, on around 30,000 occasions one-off services were provided to family groups in that period, including to those seeking assistance on their own.<sup>6</sup> It should be noted that some of these one-off services were provided to people seeking more substantial assistance and to people who were already clients at another SAAP agency, as well as to those wanting only limited assistance (see Figure 1.1). For example, a person might be accommodated at one SAAP agency, or might be seeking accommodation at that agency, but might get a meal at another.

On average, 1.8 types of service were provided during a casual client contact (Table 4.2). Information was given in 53% of contacts (or 15,400), and meals were provided in 43% (12,700). Other services often provided were arrangement of referrals (in 19% of contacts) and emotional support (in 20%). In 10% of contacts people used shower and laundry facilities, and in a similar number financial assistance was provided. Other unidentified services were provided in one-quarter of casual contacts.

Some agencies (termed 'casual client' agencies) specialise in providing one-off assistance—for example, referral agencies and soup kitchens. The majority of agencies, however, provide a mixture of one-off assistance and more substantial support. Among this latter group are 'high-volume' agencies, characterised by having a relatively high client turnover. In the May collection period, agencies that provided a mixture of support accounted for the majority of contacts involving one-off assistance: general agencies accounted for 61% of the contacts and high-volume agencies accounted for 28% (Table 4.2). Agencies that provided assistance only to casual clients accounted for 12% of contacts involving one-off assistance.

The different types of agencies tend to provide different services. General agencies were more likely than other agencies to provide information: 65% of casual contacts at these agencies received information compared with 31% and 37% of contacts at high-volume and casual client agencies respectively. Other types of assistance also more likely to be provided by general agencies than other agencies were the arrangement of referrals (26% compared with under 14%) and emotional support (28% compared with under 10%). On the other hand, high-volume and casual client agencies were more likely to provide meals: meals were provided in around 63% of contacts at these agencies compared with 30% in general agencies.

As with more substantial support, unaccompanied males accounted for the greatest number of casual client contacts. This group accounted for 44% of support periods with substantial support and 53% of casual contacts by individuals (Tables 2.1 and 4.3). In contrast, females with children accounted for 12% of casual contacts but 20% of support periods. Nineteen per cent of contacts by individuals were by unaccompanied females, while couples with and without children each accounted for 5% of contacts by individuals; the corresponding figures for general support were 25%, 3% and 2% of support periods respectively.

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<sup>6</sup> The figures for casual client contacts may be an underestimation because not all in-scope agencies participated in the Casual Client Collection. In May 2000, 83% of in-scope SAAP agencies participated in the Casual Client Collection (Table A2.3).

**Table 4.2: SAAP casual contacts: one-off assistance provided, by type of agency, Australia, 18–31 May 2000 (per cent contacts)**

One-off assistance provided	General	High-volume	Casual client	Total	
		%		%	Number
Information	65.3	31.2	37.0	52.5	15,390
Referral arranged	25.8	7.4	13.9	19.3	5,640
Emotional support	28.2	6.9	9.4	20.1	5,890
Meals	30.2	64.0	62.7	43.4	12,730
Financial/ material aid	10.6	11.2	1.1	9.6	2,830
Transport	4.8	2.9	1.9	3.9	1,150
Laundry/shower facilities	9.2	16.4	2.8	10.4	3,060
Other	23.3	36.8	4.8	24.9	7,310
<b>Mean number of types of assistance provided</b>	<b>2.0</b>	<b>1.8</b>	<b>1.3</b>	<b>. .</b>	<b>1.8</b>
<b>Total (%)</b>	<b>60.5</b>	<b>27.9</b>	<b>11.6</b>	<b>100.0</b>	<b>. .</b>
<b>Total (number)</b>	<b>17,720</b>	<b>8,190</b>	<b>3,410</b>	<b>. .</b>	<b>29,310</b>

*Notes*

1. Cases excluded due to missing data: 736.
2. 'General' agencies includes a small number of agencies that operate both general and high-volume outlets.
3. In the Casual Client Collection casual contacts are reported for the group receiving assistance. As a result, the number of contacts understates the number of contacts by individuals (compare Table 4.1).
4. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.

Source: SAAP Casual Client Collection

The different client groups tended to receive different types of assistance (Table 4.3). Solo males were much more likely to receive meals than other groups: meals were provided in 60% of their contacts compared with 36% for couples without children and a low of 6% for females with children. Solo males were also more likely than others to use washing facilities: laundry and shower facilities were used by unaccompanied males in 14% of their contacts compared with under 7% for all other groups except couples without children. On the other hand, males on their own were less likely to use information services (37%) or receive a referral (11%) or emotional support (11%) than other casual clients, while females with children received these services most frequently (in 88%, 39% and 46% of their contacts respectively). Males with children and couples with children were proportionally more likely than others to receive financial aid, this being provided in 19% and 17% of their contacts respectively.

**Table 4.3: SAAP casual contacts: one-off assistance provided, by client group, Australia, 18–31 May 2000 (per cent contacts)**

<b>One-off assistance provided</b>	<b>Male alone</b>	<b>Female alone</b>	<b>Couple without children</b>	<b>Male with children</b>	<b>Female with children</b>	<b>Couple with children</b>	<b>Other/unknown</b>	<b>Total</b>	
				<b>%</b>				<b>%</b>	<b>No.</b>
Information	37.0	66.7	68.2	79.9	87.6	83.8	50.6	52.5	15,390
Referral arranged	11.0	25.5	29.8	31.5	39.0	35.7	20.7	19.3	5,640
Emotional support	11.2	25.7	19.3	41.8	45.8	35.2	22.5	20.1	5,890
Meals	60.3	25.4	35.5	18.7	5.7	13.8	46.4	43.4	12,730
Financial/ material aid	8.8	8.5	13.9	19.4	11.9	17.4	10.7	9.6	2,830
Transport	3.1	5.1	8.6	1.5	4.8	3.9	4.5	3.9	1,150
Laundry/shower facilities	14.4	6.6	12.9	5.5	1.6	3.4	5.7	10.4	3,060
Other	26.4	23.2	30.6	27.5	22.8	23.6	14.5	24.9	7,310
<b>Mean number of types of assistance provided</b>	<b>1.7</b>	<b>1.9</b>	<b>2.2</b>	<b>2.3</b>	<b>2.2</b>	<b>2.2</b>	<b>1.8</b>	<b>. .</b>	<b>1.8</b>
<b>Total (% contacts)</b>	<b>56.8</b>	<b>20.7</b>	<b>2.7</b>	<b>0.9</b>	<b>12.5</b>	<b>2.7</b>	<b>3.6</b>	<b>100.0</b>	<b>. .</b>
<b>Total (number of contacts)</b>	<b>16,660</b>	<b>6,080</b>	<b>810</b>	<b>270</b>	<b>3,650</b>	<b>800</b>	<b>1,050</b>	<b>. .</b>	<b>29,310</b>
<b>Contacts by individuals (%)</b>	<b>53.2</b>	<b>19.4</b>	<b>5.1</b>	<b>0.9</b>	<b>11.7</b>	<b>5.1</b>	<b>4.5</b>	<b>100.0</b>	<b>. .</b>
<b>Contacts by individuals (number)</b>	<b>16,660</b>	<b>6,080</b>	<b>1,610</b>	<b>270</b>	<b>3,650</b>	<b>1,600</b>	<b>1,420</b>	<b>. .</b>	<b>31,290</b>

*Notes*

1. Cases excluded due to missing data: 736 contacts; 795 contacts by individuals.
2. In the Casual Client Collection casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. While this approach will lead to an understatement of individuals, this understatement will be less than if contacts of unknown composition were counted as missing (compare Table 4.1).
3. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
4. 'Other/unknown' includes those cases where the assisted unit was reported as 'other', where it was not reported at all, or where the gender of the assisted person was unknown (where relevant).

Source: SAAP Casual Client Collection

## One-off assistance to potential clients

As noted, casual assistance can be provided to people seeking more substantial assistance—that is, to potential clients. For example, a person seeking accommodation might not be accommodated but might be given some information and a meal. In the fortnight of the November 1999 Unmet Demand Collection, one-off assistance was provided following

6,250 (or 85%) of the reported 7,400 unmet requests for substantial assistance (Table 4.4).<sup>7</sup> On average, people received 1.7 services directly after each unmet request.

Information was by far the most common assistance received, being provided following 72% of unmet requests. Referrals for accommodation were also commonly arranged—in 43% of cases. It is not known, however, if these referrals were for immediate accommodation, or if they were taken up. Emotional support was provided in just over one-fifth of cases (22%). All other types of assistance were provided following 10% or fewer unmet requests. Meals were provided after only 5% of unmet requests.

**Table 4.4: Contacts by people with unmet requests for support or accommodation at SAAP agencies: one-off assistance, by client group, Australia, 11–24 November 1999 (per cent contacts by people)**

One-off assistance provided	Male alone	Female alone	Couple without children	Male with children	Female with children	Couple with children	Other/unknown	Total	No.
	%							%	No.
Information	69.7	71.3	76.1	74.6	73.1	83.8	68.1	72.2	5,340
Referral for accommodation	38.0	43.7	53.1	42.6	44.5	50.6	45.6	43.1	3,190
Referral for non-accommodation	10.9	9.5	12.6	16.4	10.4	9.8	8.5	10.4	770
Emotional support	18.3	19.4	26.4	33.6	24.7	27.4	21.3	21.5	1,590
Meals	9.1	4.0	6.5	5.7	1.7	2.2	4.9	5.1	380
Financial /material aid	6.4	3.9	9.0	11.5	5.3	5.2	4.3	5.5	410
Transport	4.3	4.2	3.4	5.7	3.2	2.4	3.0	3.8	280
Laundry/shower facilities	4.1	1.6	2.8	1.6	0.5	0.8	1.5	2.1	160
Other	2.3	2.7	1.4	4.9	2.5	1.8	3.3	2.5	180
None	15.6	15.5	9.8	14.8	16.7	8.0	23.1	15.4	1,140
<b>Mean number of types of assistance provided</b>	<b>1.6</b>	<b>1.6</b>	<b>1.9</b>	<b>2.0</b>	<b>1.7</b>	<b>1.8</b>	<b>1.6</b>	<b>. .</b>	<b>1.7</b>
<b>Total (%)</b>	<b>31.5</b>	<b>26.5</b>	<b>4.8</b>	<b>1.6</b>	<b>24.3</b>	<b>6.8</b>	<b>4.4</b>	<b>100.0</b>	<b>. .</b>
<b>Total (number)</b>	<b>2,330</b>	<b>1,960</b>	<b>360</b>	<b>120</b>	<b>1,800</b>	<b>500</b>	<b>330</b>	<b>. .</b>	<b>7,390</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. Adults seeking assistance together are counted separately.
3. Numbers exclude accompanying children.
4. People seeking assistance were able to receive more than one type of one-off assistance, so percentages do not total 100.
5. 'Other/unknown' includes those cases where the assisted unit was reported as 'other', where it was not reported at all, or where the gender of the assisted person was unknown (where relevant).

Source: SAAP Unmet Demand Collection

<sup>7</sup> All unmet requests are included in this analysis, not just valid unmet requests (see Glossary). The numbers of unmet requests may be an underestimation because not all in-scope agencies participated in the Unmet Demand Collection. In November 1999, 71% of in-scope SAAP agencies participated in the Unmet Demand Collection (Table A2.2).

While there were some large differences across client groups in the types of one-off assistance received, the differences were not nearly so marked among people with unmet requests as they were among all casual contacts. Thus, although unaccompanied males with unmet requests had relatively low levels of provision of information (following 70% of unmet requests), referrals for accommodation (38%) and emotional support (18%), these levels of provision were much closer to those for other groups with unmet requests than among casual contacts in general (see Tables 4.3 and 4.4). Females with children received information, referrals for accommodation, and emotional support after 73%, 45% and 25% of unmet requests respectively.

### 4.3 Summary

The average number of support periods provided to clients on any day from 18 to 31 May was 17,370. On average, clients were accommodated in at least 6,350 of these support periods (about 37%), while in the remainder clients received other types of substantial support. In addition, on average on any day 2,300 individuals received some type of one-off assistance from SAAP agencies. As with the number of new accommodations and unmet requests for accommodation, casual assistance dropped considerably on weekends compared with weekdays. Information and meals were the most common forms of one-off assistance provided. Some of the casual assistance was given to people seeking more substantial support—very roughly, about 20% of contacts by individuals were by people seeking such support.<sup>8</sup> Information and referrals for accommodation were the most common forms of casual assistance received by people seeking more substantial support.

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8 This estimate is derived as  $7,390 \times 0.846$  (from Table 4.4)/31,209 (from Table 4.3) = 0.20. The estimate is very rough because of the different collection periods for the Unmet Demand Collection (numerator) and the Casual Client Collection (denominator) and because of the different participation rates in the two collections (71% and 83%, respectively—Tables A2.2 and A2.3).



# Appendix 1 State and Territory tables

**Table A1.1: SAAP support periods: support services provided to clients or referred on, by broad service type and State/Territory, Australia, 1999–2000 (per cent support periods)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Support services provided</b>									
SAAP/CAP accommodation	79.4	32.0	72.5	77.6	60.6	53.3	83.8	77.0	63.0
Other assistance with housing/accommodation	16.0	37.4	18.1	20.0	30.2	29.0	33.2	14.8	24.2
Employment	2.4	3.7	2.8	4.0	4.3	1.5	7.9	2.8	3.2
Financial	24.1	36.7	30.8	30.5	32.2	34.1	43.8	36.5	30.9
Counselling	26.7	47.6	38.4	45.7	47.5	52.0	52.2	41.4	39.2
General support/advocacy	65.0	79.9	63.8	58.7	76.4	67.1	82.7	68.4	69.6
Specialist services	19.3	19.6	22.4	33.9	23.5	11.7	29.9	33.2	21.8
Other support	83.6	42.5	67.1	72.7	61.4	56.4	85.4	80.4	66.2
<b>Mean number of individual support services provided</b>	<b>5.1</b>	<b>4.7</b>	<b>5.2</b>	<b>5.4</b>	<b>5.5</b>	<b>4.6</b>	<b>7.4</b>	<b>6.1</b>	<b>5.1</b>
<b>Support services referred</b>									
SAAP/CAP accommodation	3.4	12.3	2.7	2.9	5.6	2.8	4.1	2.3	5.7
Other assistance with housing/accommodation	7.7	17.5	6.7	6.2	15.7	11.6	23.3	5.7	11.0
Employment	2.0	3.8	1.8	2.3	3.0	2.0	6.0	3.0	2.7
Financial	5.4	16.6	6.5	6.4	13.8	16.8	12.6	9.8	10.0
Counselling	5.7	11.8	5.4	6.0	7.9	7.6	10.2	8.1	7.7
General support/advocacy	7.0	16.1	6.7	6.3	13.1	7.9	15.7	8.8	10.0
Specialist services	11.0	16.5	8.5	12.9	13.2	9.5	24.8	12.4	12.7
Other support	4.8	6.6	2.3	6.1	5.4	4.0	5.2	3.4	5.0
<b>Mean number of individual support services referred</b>	<b>0.6</b>	<b>1.3</b>	<b>0.5</b>	<b>0.6</b>	<b>1.0</b>	<b>0.8</b>	<b>1.3</b>	<b>0.7</b>	<b>0.8</b>
<b>Total (%)</b>	<b>32.5</b>	<b>27.1</b>	<b>16.6</b>	<b>8.3</b>	<b>6.9</b>	<b>3.7</b>	<b>2.0</b>	<b>3.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>51,200</b>	<b>42,700</b>	<b>26,100</b>	<b>13,100</b>	<b>10,900</b>	<b>5,800</b>	<b>3,200</b>	<b>4,700</b>	<b>157,600</b>

## Notes

1. Cases excluded due to missing data: 0.
2. Clients were able to receive multiple services, so percentages do not total 100. See note 3 to Table 2.1 for services included in the broad service types.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

**Table A1.2: SAAP estimated potential clients, by State/Territory and method of derivation: 2 week collections November 1997, 1998 and 1999 (number)**

State/Territory	Old method			New method
	1997	1998	1999	1999
NSW	1,260	1,270	1,220	1,200
Vic	990	990	1,210	1,190
Qld	830	790	970	990
WA	350	370	380	370
SA	380	280	410	400
Tas	100	120	100	110
ACT	70	110	110	110
NT	50	90	80	80
<b>Total</b>	<b>4,030</b>	<b>4,020</b>	<b>4,490</b>	<b>4,450</b>

*Notes*

1. Cases excluded from table due to missing data: 0.
2. 'Estimated potential clients' estimates the number of people who request support or accommodation from SAAP agencies but who are not provided with that assistance. People who refuse an offer of assistance are excluded. Adjustments have been made to allow for missing information in both methods. However, in the old method adjustments were made at the State/Territory level, while the new method adjusts at the record level. See Appendix 2 for a description of the adjustment procedures used under the new method. For information on the old adjustment method see the 1998–99 annual report (AIHW 2000a:185). Due to data limitations potential clients may be counted twice if they make more than one type of request.

*Sources:* SAAP Unmet Demand Collection and Administrative Data Collection

**Table A1.3: SAAP estimated valid unmet requests and potential clients, by main type of support requested and State/Territory, 11–24 November 1999 (number)**

State/ Territory	Estimated valid unmet requests, main support requested				Estimated potential clients, main support requested			
	Accommodation		Other support	Total	Accommodation		Other support	Total
	Required within 24 hours	Other			Required within 24 hours	Other		
NSW	970	400	50	1,420	800	360	40	1,200
Vic	670	740	120	1,530	490	580	130	1,190
Qld	680	400	120	1,190	560	320	110	990
WA	300	120	20	440	250	100	20	370
SA	290	150	50	500	220	120	50	400
Tas	100	30	10	130	80	20	10	110
ACT	70	60	—	130	60	50	—	110
NT	60	20	—	80	50	20	—	80
<b>Total</b>	<b>3,130</b>	<b>1,920</b>	<b>370</b>	<b>5,420</b>	<b>2,520</b>	<b>1,570</b>	<b>360</b>	<b>4,450</b>

*Notes*

1. Cases excluded from table due to missing data: 0.
2. 'Estimated potential clients' estimates the number of people who request support or accommodation from SAAP agencies but who are not provided with that assistance. People who refuse an offer of assistance are excluded. Adjustments have been made to allow for missing information. See Appendix 2 for a description of the adjustment procedures used. Due to data limitations potential clients may be counted twice if they make more than one type of request.
3. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, those where the requested service (for example, accommodation) is not provided by the agency, or those where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
4. 'Other' main support requested includes cases where the required assistance was reported as 'SAAP support only' or as 'other'.

Sources: SAAP Unmet Demand Collection and Administrative Data Collection

**Table A1.4: SAAP estimated potential clients and valid unmet requests, by gender, age and State/Territory, 11–24 November 1999 (number)**

State/ Territory	Male				Female				Total
	Under 25	25+	Age unknown	Total	Under 25	25+	Age unknown	Total	
<b>NSW</b>									
Potential clients	250	170	60	480	300	250	150	690	1,170
Valid unmet requests	300	200	70	570	330	290	180	810	1,380
<b>Vic</b>									
Potential clients	280	180	10	470	400	270	20	690	1,160
Valid unmet requests	350	250	20	610	530	320	30	880	1,490
<b>Qld</b>									
Potential clients	240	120	20	380	280	240	60	580	960
Valid unmet requests	270	130	30	430	370	290	80	740	1,160
<b>WA</b>									
Potential clients	100	40	10	140	80	70	60	220	360
Valid unmet requests	120	40	10	160	110	90	70	260	430
<b>SA</b>									
Potential clients	50	70	10	130	90	90	70	240	370
Valid unmet requests	60	80	10	150	120	120	90	320	460
<b>Tas</b>									
Potential clients	40	10	—	50	40	10	10	60	110
Valid unmet requests	40	20	—	70	40	10	20	60	130
<b>ACT</b>									
Potential clients	20	—	—	20	30	40	20	90	110
Valid unmet requests	20	10	—	30	40	40	10	90	120
<b>NT</b>									
Potential clients	20	10	—	30	10	20	10	40	80
Valid unmet requests	20	10	—	40	10	20	10	40	80
<b>Total</b>									
Potential clients	<b>980</b>	<b>610</b>	<b>110</b>	<b>1,700</b>	<b>1,230</b>	<b>990</b>	<b>390</b>	<b>2,610</b>	<b>4,310</b>
Valid unmet requests	<b>1,170</b>	<b>740</b>	<b>140</b>	<b>2,050</b>	<b>1,550</b>	<b>1,160</b>	<b>490</b>	<b>3,200</b>	<b>5,250</b>

*Notes*

1. Cases excluded due to missing data: 140 potential clients and 170 valid unmet requests.
2. 'Estimated potential clients' estimates the number of people who request support or accommodation from SAAP agencies but who are not provided with that assistance. People who refuse an offer of assistance are excluded. Adjustments have been made to allow for missing information. See Appendix 2 for a description of the adjustment procedures used. Due to data limitations potential clients may be counted twice if they make more than one type of request.
3. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, those where the requested service (for example, accommodation) is not provided by the agency, or those where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).

Sources: SAAP Unmet Demand Collection and Administrative Data Collection

**Table A1.5: SAAP casual contacts: one-off assistance, by State/Territory, Australia, 18–31 May 2000 (per cent contacts)**

<b>One-off assistance provided</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>	
				<b>%</b>					<b>%</b>	<b>No.</b>
Information	69.8	66.6	35.4	39.2	67.1	65.9	71.9	38.9	52.5	15,390
Referral arranged	30.5	26.0	10.8	10.2	24.0	25.5	24.1	17.2	19.3	5,640
Emotional support	25.1	22.6	11.0	23.5	33.7	35.0	30.5	34.0	20.1	5,890
Meals	28.5	32.4	61.1	53.7	12.9	19.7	19.0	62.8	43.4	12,730
Financial/material aid	8.2	11.1	9.9	6.1	13.2	11.2	13.9	7.4	9.6	2,830
Transport	7.8	3.1	3.5	0.9	1.2	7.1	3.6	6.9	3.9	1,150
Laundry/shower facilities	13.1	8.0	9.0	11.0	7.6	10.7	9.4	57.6	10.4	3,060
Other	17.3	47.3	13.2	26.4	31.0	44.4	24.5	9.1	24.9	7,310
<b>Mean number of types of assistance provided</b>	<b>2.0</b>	<b>2.2</b>	<b>1.5</b>	<b>1.7</b>	<b>1.9</b>	<b>2.2</b>	<b>2.0</b>	<b>2.3</b>	<b>. .</b>	<b>1.8</b>
<b>Total (%)</b>	<b>19.2</b>	<b>23.0</b>	<b>36.4</b>	<b>11.3</b>	<b>5.5</b>	<b>1.6</b>	<b>1.6</b>	<b>1.4</b>	<b>100.0</b>	<b>. .</b>
<b>Total (number)</b>	<b>5,640</b>	<b>6,750</b>	<b>10,670</b>	<b>3,310</b>	<b>1,610</b>	<b>470</b>	<b>470</b>	<b>410</b>	<b>. .</b>	<b>29,310</b>

*Notes*

1. Cases excluded due to missing data: 736.
2. In the Casual Client Collection casual contacts are reported for the group receiving assistance. Numbers, therefore, understate the number of contacts by individuals.
3. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.

Sources: SAAP Casual Client Collection and Administrative Data Collection

**Table A1.6: Contacts by people with unmet requests for support or accommodation at SAAP agencies: one-off assistance, by State/Territory, Australia, 11–24 November 1999 (per cent contacts by people)**

<b>One-off assistance provided</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>	
				<b>%</b>					<b>%</b>	<b>No.</b>
Information	64.3	79.8	74.5	70.5	65.3	64.5	89.0	77.2	72.2	5,340
Referral for accommodation	39.0	51.9	36.2	50.6	29.9	40.4	75.5	41.9	43.1	3,190
Referral for non-accommodation	7.1	14.6	11.9	6.1	7.0	9.3	11.0	17.6	10.4	770
Emotional support	17.0	30.4	16.7	20.2	18.2	23.5	24.5	32.4	21.5	1,590
Meals	4.2	5.5	6.6	2.7	6.3	3.8	3.0	7.4	5.1	380
Financial assistance/material aid	2.8	9.2	5.1	2.3	6.0	12.0	1.5	6.6	5.5	410
Transport	3.9	4.7	2.2	2.0	2.4	5.5	6.0	16.2	3.8	280
Laundry/shower facilities	2.6	2.3	1.9	1.3	1.0	3.8	1.0	1.5	2.1	160
Other	2.0	3.3	2.3	2.0	1.6	2.2	1.5	6.6	2.5	180
None	22.0	8.0	13.8	15.1	24.7	15.8	2.0	18.4	15.4	1,140
<b>Mean number of types of assistance provided</b>	<b>1.4</b>	<b>2.0</b>	<b>1.6</b>	<b>1.6</b>	<b>1.4</b>	<b>1.7</b>	<b>2.1</b>	<b>2.1</b>	<b>. .</b>	<b>1.7</b>
<b>Total (%)</b>	<b>27.8</b>	<b>27.0</b>	<b>21.7</b>	<b>8.2</b>	<b>8.3</b>	<b>2.5</b>	<b>2.7</b>	<b>1.8</b>	<b>100.0</b>	<b>. .</b>
<b>Total (number)</b>	<b>2,050</b>	<b>2,000</b>	<b>1,610</b>	<b>600</b>	<b>620</b>	<b>180</b>	<b>200</b>	<b>140</b>	<b>. .</b>	<b>7,390</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. Adults seeking assistance together are counted separately.
3. Numbers exclude accompanying children.
4. People seeking assistance were able to receive more than one type of one-off assistance, so percentages do not total 100.

*Sources:* SAAP Unmet Demand Collection and Administrative Data Collection

# Appendix 2 Collection participation and estimation methods

The analysis in this report uses information collected in three of the four regular collections in the SAAP National Data Collection. An overview of these three collections follows. The level of agency participation in the collections is discussed and estimation methods used to allow for missing data in the Unmet Demand Collection are outlined.

## A2.1 The Client Collection

The Client Collection is the main component of the National Data Collection. It contains information about all clients receiving support of more than 1 hour's duration under SAAP. 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 (30 June). Data collected include basic socio-demographic information, information about the services required by and provided to each client, and information about each client's situation before and after receiving SAAP services. 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 being introduced in July each year.

To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In 1999–2000, 93% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A2.1). This is down slightly from the 95% participation rate obtained for 1998–99.

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 the data-collection forms returned are complete. All data collections and surveys invariably have some missing data, but this does not necessarily undermine the validity or reliability of information obtained. However, high levels of non-response to particular questions mean that some caution should be exercised when interpreting the data because the results may not fully reflect the entire population of interest.

In this context 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 the 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 they allow enumeration of actual *clients* in addition to occasions of support.

Nationally, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 79% and 77% of support periods respectively (Table A2.1). These rates were the highest since the inception of the National Data Collection in July 1996. In all States and Territories valid consent was obtained in the majority of cases, ranging from 70%

in Tasmania to 81% in Victoria. The 1999–2000 valid consent rates were higher for every State and Territory and primary target group compared with 1998–99.

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 that 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 30,852 high-volume forms returned (21% of the total) during the reporting period (Table A2.1). Appendix 3 contains copies of the general client form and the high-volume client form.

The Australian Institute of Health and Welfare has developed a scheme—primarily for use when deriving annual estimates—that adjusts for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation, 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. A description of the scheme is given in the 1999–2000 national annual report (AIHW 2000b:57–8). In this current report, data items requiring consent are not used, and only Tables 2.1 and A1.1 present annual data. Consequently, only those tables have been adjusted, and then only for agency non-participation. No other adjustments have been made to estimates from the Client Collection.



**Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by State/Territory and primary target group for 1999–2000 and by reporting period, Australia**

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
<b>State/Territory (1999–2000)</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>%</b>
NSW	384	91.9	47,007	75.5	74.0
Vic	311	93.6	39,948	83.0	81.0
Qld	182	92.3	24,121	78.2	73.8
WA	104	93.3	12,178	80.1	77.3
SA	77	93.5	10,158	81.0	79.3
Tas	41	97.6	5,634	71.3	69.5
ACT	30	100.0	3,188	80.9	79.7
NT	30	96.7	4,559	85.1	74.5
<b>Total</b>	<b>1,159</b>	<b>93.2</b>	<b>146,793</b>	<b>79.0</b>	<b>76.5</b>
<b>Primary target group (1999–2000)</b>					
Young people	452	92.9	34,516	75.7	74.1
Single men only	101	97.0	33,386	82.9	81.8
Single women only	45	93.3	3,550	75.8	73.6
Families	101	94.1	7,265	75.1	72.4
Women escaping domestic violence	267	94.0	32,146	77.4	71.6
Cross-target/multiple/general	193	90.2	35,930	81.0	79.3
<b>Total</b>	<b>1,159</b>	<b>93.2</b>	<b>146,793</b>	<b>79.0</b>	<b>76.5</b>
<b>Reporting period</b>					
1996–97	1,119	95.4	148,873	67.9	63.7
1997–98	1,159	94.6	156,589	75.4	72.0
1998–99	1,163	95.0	155,005	75.0	71.5
1999–2000	1,159	93.2	146,793	79.0	76.5

*Notes*

1. 'Agencies' refers to the number of agencies that were 'in scope', that is agencies that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection.
3. 'Valid consent' here refers to all forms with a valid alpha code that were completed with consent, where the alpha code is a predetermined combination of letters from a client's name together with a letter designating the client's gender. It is joined to the client's reported year of birth and encrypted to create a unique client indicator. This is used to combine data from more than one support period without requiring the actual name of the client to be recorded.
4. Of the 146,793 forms returned in 1999–2000, 30,852 were high-volume forms.

Sources: AIHW 1997; AIHW 1999; AIHW 2000a; AIHW 2000b

## **A2.2 The Unmet Demand Collection**

### **A2.2.1 The Collection**

The 2 week Unmet Demand Collection is conducted annually to gather information on homeless people or people at risk of homelessness who are not accepted as clients of a SAAP agency. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation that are not met, for whatever reason. In 1999–2000 the collection was held between 11 and 24 November. All SAAP-funded agencies that provide support or accommodation to clients were asked to record each unsuccessful request for assistance during the specified fortnight—a form was completed for each person aged 18 years or more and for children aged less than 18 years who were not accompanied by their parent or guardian. In November 1999, 7,394 forms were returned (Table A2.2).

The participation rate for the Unmet Demand Collection was lower than that for the Client Collection. Nationally, 71% of agencies returned forms following the 2 week collection period—lower than the 79% recorded in the previous year (Table A2.2). The participation rate ranged from a high of 84% in the Australian Capital Territory to a low of 61% in Western Australia. It also varied across target groups: agencies targeting families had the highest participation rate (85%) and agencies targeting single men recorded the lowest (66%) (Table A2.2).

It is not known whether agencies that did not participate in the Unmet Demand Collection received requests they could not meet. Consequently, it is possible that findings from this collection may understate the true extent of unmet demand.

**Table A2.2: SAAP Unmet Demand Collection: agency participation rates and forms returned, by State/Territory and primary target group for 11–24 November 1999 and by reporting period, Australia**

	Agencies	Participation rate	Forms returned
State/Territory (11–24 November 1999)	Number	(%)	Number
NSW	383	69.5	2,053
Vic	314	74.8	1,996
Qld	182	69.8	1,607
WA	108	61.1	603
SA	75	66.7	616
Tas	41	75.6	183
ACT	31	83.9	200
NT	30	80.0	136
<b>Total</b>	<b>1,164</b>	<b>70.9</b>	<b>7,394</b>
<b>Primary target group (11–24 November 1999)</b>			
Young people	450	68.2	2,545
Single men only	100	66.0	482
Single women only	45	66.7	301
Families	99	84.8	1,330
Women escaping domestic violence	263	74.9	1,056
Cross-target/multiple/general	207	68.1	1,680
<b>Total</b>	<b>1,164</b>	<b>70.9</b>	<b>7,394</b>
<b>Reporting period</b>			
14–27 November 1996	1,106	69.0	8,036
13–26 November 1997	1,152	76.3	7,239
12–25 November 1998	1,168	78.6	7,001
11–24 November 1999	1,164	70.9	7,394

*Notes*

1. Based on forms returned from agencies in scope for the Unmet Demand Collection.
2. 'Agencies' refers to the number of agencies that were 'in scope', that is agencies that should have been participating in the reference period.
3. In November 1999, 469 forms were returned for people who refused assistance.

Sources: SAAP Administrative Data Collection and Unmet Demand Collection; AIHW 1997; AIHW 1999; AIHW 2000a; AIHW 2000b

## A2.2.2 Estimation methods

During the collection period for the 1999 Unmet Demand Collection, SAAP agencies across Australia reported 6,925 requests for support or accommodation that were not met, excluding those in which people refused to accept assistance (Table A2.2). However, many of these requests were at inappropriate agencies; such *invalid* requests include those made for accommodation at agencies that do not provide accommodation or where the person did not fall within the agency's target group. Invalid requests may be followed by successful requests at another agency, especially if a referral has been arranged. Consequently, the number of *valid unmet requests* is a more useful measure of unmet demand. In addition, not all valid unmet requests involve accommodation. In the context of homelessness, the level of unmet requests for immediate accommodation is of particular importance. It must also be emphasised that the number of valid unmet requests does not represent the actual number of people, since a person can make requests on more than one occasion and of more than one SAAP agency. Therefore, there are two types of estimates of primary interest: numbers of valid unmet requests, and numbers of people with valid unmet requests.

There are several difficulties in estimating both the number of valid unmet requests and the number of people who make these requests but who, for various reasons, are not provided with that assistance. First, a proportion of people who make an unsuccessful request for support or accommodation may subsequently receive ongoing support or accommodation from a SAAP agency, quite possibly soon after the initial request. Use of a linkage key (the alpha code) has proved to be unworkable in the context of unmet need, so to date it has not been possible to identify when this situation occurs. Second, people may have their needs met by other means and no longer require SAAP assistance. Third, a person may make several requests for the same assistance. Again, without a linkage key related requests cannot be identified with certainty. Finally, data required to identify valid unmet requests may be missing from returned forms.

This poses several problems:

- Estimates of numbers of unmet requests obtained from the collection may overstate the actual level of unmet demand.
- Estimates of valid unmet requests may be too low as a result of missing data.
- The number of people making valid unmet requests cannot be obtained directly from the collection.
- An accurate final success rate for those seeking assistance cannot be calculated.

Although it is not currently possible to resolve the first and last of these problems, a method has been developed which derives estimates of both the total number of valid unmet requests and the number of individuals, or potential clients, whose valid requests were not met during the 2 week period. It should be noted, however, that the resulting estimate of potential clients would overstate the number of people involved if people make requests for different services on different approaches to SAAP agencies within the collection period. Additionally, because people might make several approaches to SAAP agencies throughout the year, the fortnightly figure cannot be pro-rated up to give an estimate of the number of people turned away from SAAP agencies annually. That people often approach SAAP services more than once within 12 months is illustrated by the fact that nationally 35% of SAAP clients had more than one support period in 1999-2000 (AIHW 2000b:23).

Between 11 and 24 November 1999 an estimated 4,450 potential clients were unable to be supported by SAAP agencies at the time they made their request for assistance (Table 3.1). Furthermore, it is estimated that these people made a total of 5,420 valid unmet requests for this assistance. The method used to derive these estimates is outlined in the following section.

### **Adjusting for missing information**

The foregoing discussion makes it clear that two types of estimates from the Unmet Demand Collection are particularly important:

- numbers of valid unmet requests for immediate accommodation; and
- numbers of potential clients.

These estimates are crucial because they show the volume of requests for immediate accommodation, indicate the number of people with unmet needs within the collection period, and are used in conjunction with data from other collections to examine total demand for SAAP services. Missing data in items used to derive these estimates will therefore affect the estimates' utility because they lead to estimates being too low.

The information used to derive these estimates is elicited through five questions on the Unmet Demand form (see Appendix 3 for the questionnaire):

- question 10, asking about immediacy of need for accommodation;
- question 11, asking whether or not this was the first time the person had their request turned down;
- question 12, asking whether the previous request for assistance, identified in question 11, was made at a SAAP agency;
- question 13, asking if the person refused an offer of assistance; and
- question 14, asking if the person made a valid request—that is, sought support from an appropriate agency (in terms of target group and type of assistance provided by the agency).

Missing information for any of these questions affects estimates of valid unmet requests and/or estimates of potential clients.

To maximise the utility of estimates from the Unmet Demand Collection, where information was missing for one of these questions an answer was imputed. The imputation itself was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions. This is the first time such adjustments have been made in connection with the Unmet Demand Collection.

An estimate of the total number of valid unmet requests can then be derived by identifying forms that corresponded to valid unmet requests. This is done using both the original and the imputed answers: initially valid requests are identified using question 14, then any requests in which an offer of assistance was refused are excluded using the results of question 13. Question 10 can then be used to divide these valid unmet requests into requests for immediate accommodation and other requests.

Potential clients are identified by finding those valid unmet requests that correspond to first valid unmet requests. This can partly be done by excluding repeat requests at SAAP agencies (identified via questions 11 and 12) from identified valid unmet requests (estimated as described). However, in addition to this, to estimate the number of potential clients one

further piece of information is needed: whether a first (invalid) request at an inappropriate agency later becomes an unmet (valid) request at an appropriate agency. Such information is very difficult to obtain and is not available from the current collection. In previous reports adjustments were made for this gap in information at the State and Territory level. The adjustments were based on the ratio of valid second (or further) unmet requests to the total number of first unmet requests. In the current analysis this ratio was also applied, but it was used at the form level to provide an estimate of the probability of an invalid first unmet request later becoming a valid unmet request. Using this probability, a proportion of invalid first unmet requests were imputed to become first valid unmet requests. These imputed first valid unmet requests can then be combined with observed first valid unmet requests to estimate the total number of potential clients. This 'unit-level' approach allows greater flexibility in the tables that can be produced than the 'State-level' adjustments.

In this report, imputed data are included in all tables that use information from questions 10 to 14 on the Unmet Demand Collection form, or present information on potential clients. Notes to tables indicate the use of imputed data.

## **A2.3 The Casual Client Collection**

The 2 week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people and people at risk of homelessness. In 1999–2000 it was conducted from 18 May to 31 May. A total of 30,050 records were returned for the collection period (Table A2.3).

The participation rate for this collection was relatively high, with 83% of agencies across Australia returning forms following the collection period, compared with 75% in the previous year. There was some variation across States and Territories—94% of agencies in the Australian Capital Territory participated, compared with 80% of agencies in New South Wales, Western Australia and South Australia. Variation also occurred across target groups. Participation was highest among agencies targeting single men (88%) and lowest among agencies targeting single women (76%).

**Table A2.3: SAAP Casual Client Collection: participation rates and forms returned, by State/Territory and primary target group for 18–31 May 2000 and by reporting period, Australia**

	Agencies	Participation rate	Records returned
<b>State/Territory (18 May–31 May 2000)</b>	<b>Number</b>	<b>(%)</b>	<b>Number</b>
NSW	383	79.6	5,779
Vic	315	86.0	6,901
Qld	186	81.7	10,892
WA	108	79.6	3,362
SA	79	79.7	1,701
Tas	41	90.2	496
ACT	31	93.5	489
NT	30	83.3	430
<b>Total</b>	<b>1,173</b>	<b>82.5</b>	<b>30,050</b>
<b>Primary target group (18–31 May 2000)</b>			
Young people	449	81.1	4,964
Single men only	101	88.1	5,231
Single women only	45	75.6	765
Families	101	82.2	1,822
Women escaping domestic violence	268	85.4	2,641
Cross target/multiple/general	209	80.9	14,627
<b>Total</b>	<b>1,173</b>	<b>82.5</b>	<b>30,050</b>
<b>Reporting period</b>			
22 May–4 June 1996	1,127	79.2	40,762
21 May–3 June 1997	1,175	81.1	25,257
20 May–2 June 1999	1,183	74.9	27,050
18 May–31 May 2000	1,173	82.5	30,050

*Note:* 'Agencies' refers to the number of agencies that should have been participating in the reference period.

*Sources:* SAAP Administrative Data Collection and Casual Client Collection; AIHW 1997; AIHW 1999; AIHW 2000a; AIHW 2000b

## A2.4 Interpretation of tables

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

- The reference period for the table is specified in the title. This may vary from table to table, depending on the collection being used.
- The population to which the table refers is specified in the title. A number of tables use data from more than one collection, so a table may have two reference populations. This is specified in the title.

- The main unit used in the table (for example, percentages or numbers) 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. Fortnightly estimates based on the Unmet Demand Collection, and all figures from the Casual Client Collection, are rounded to the nearest 10. Annual estimates derived from the Client Collection are rounded to the nearest 100. Daily figures on demand for accommodation (presented in Table 3.2) are not rounded.
- Adjustments have been made for agency non-participation only in Tables 2.1 and A1.1 (see A2.2).
- Unless indicated otherwise, records with missing data (due to 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).
- Components may not add to totals due to rounding.
- In a number of tables people may have had 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.

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

- the number of records excluded from the table because of missing data. The number missing for each collection used in the table are given separately;
- whether an adjustment for non-participation has been made;
- whether any imputed data have been used (see Appendix A2.3.2); and
- any additional information needed to interpret the table.



# **Appendix 3 Collection questionnaires**



# CLIENT FORM

JULY 1999 - JUNE 2000



<b>AGENCY NUMBER</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>SUPPORT PERIOD</b>	D D	M M	Y Y Y Y	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>ONGOING AS AT</b>				
31 December 1999	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	<i>If client is ongoing, take a photocopy of the form and tick the appropriate box on the photocopy</i>	
30 June 2000	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2		
<b>CONSENT OBTAINED</b>	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2		
<b>ALPHA CODE</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE

## 1 SOURCE OF REFERRAL/INFORMATION

*please tick one box only*

- self  13
- family  14
- friends  15
- school/other educational institution  2
- community services department  3
- police/legal unit  4
- prison/correction institution  5
- hospital/health/medical services  6
- psychiatric unit  7
- telephone/crisis referral agency  8
- SAAP agency/worker  9
- other government department  10
- other non-government organisation  11
- no information  0

## 2 PERSON(S) RECEIVING ASSISTANCE

*please tick one box only*

- person alone or with unrelated person(s)  1 go to **5**
- couple without child(ren)  2 go to **5**
- person with child(ren)  3 go to **4**
- couple with child(ren)  4 go to **3**
- other \_\_\_\_\_  5 go to **3**

## 3 IF THE PERSONS RECEIVING ASSISTANCE INCLUDES TWO OR MORE ADULTS WITH CHILDREN, ARE THE CHILDREN RECORDED ON THIS FORM?

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

*please tick one box only*

- yes  1 go to **4**
- no  2 go to **5**
- not applicable  3 go to **5**

## 4 NUMBER OF ACCOMPANYING CHILDREN IN EACH AGE GROUP

0-4 years

5-12 years

13-15 years

16-17 years

*(complete a separate client form*

*for each child aged 18 years and over)*

18 years and over

## 5 GENDER OF CLIENT

female  1

male  2

## 6 YEAR OF BIRTH OF CLIENT

## 7 COUNTRY OF BIRTH OF CLIENT

Australia  1

other \_\_\_\_\_  2

## 8 DOES THE CLIENT IDENTIFY AS BEING OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?

no  1

yes, Aboriginal person  2

yes, Torres Strait Islander person  3

yes, both  4

## 9 CULTURAL IDENTITY OF CLIENT

Anglo-Australian  1

other \_\_\_\_\_  2



Completed forms will be kept strictly confidential

**10 LABOUR FORCE STATUS BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

employed full time  1

employed part time  2

employed casual  3

unemployed (looking for work)  4

not in labour force (see manual)  5

no information  0

**12 WHAT SUPPLEMENTARY GOVERNMENT PAYMENTS DOES THE CLIENT RECEIVE ?**

*please tick as many circles as apply* BEFORE AFTER

no payments  1

family payment  2

DSS rent assistance (Commonwealth)  3

mortgage/rent relief (State/Territory)  4

proposed Crisis Payment (Commonwealth)  6

other \_\_\_\_\_  5

no information  0

**11 PRIMARY INCOME SOURCE BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

**NO INCOME**

no income  1

registered/awaiting benefit  2

**GOVERNMENT PAYMENTS**

newstart allowance  4

youth allowance-independent at home  24

youth allowance-independent not at home  25

youth allowance-dependent at home  26

youth allowance-dependent not at home  27

austudy for students 25 years of age and over  28

community development employment program  8

austudy/abstudy (standard rate)  9

austudy/abstudy (independent rate)  10

austudy/abstudy (homeless rate)  11

disability support pension  12

age pension  13

parenting payment (sole parent pension)  14

special benefit  15

sickness allowance  16

partner allowance  17

DVA support pension  29

DVA disability pension  30

any other benefit or pension  18

**OTHER INCOME**

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

other \_\_\_\_\_  23

no information  0

**13 STUDENT STATUS BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

not a student  1

primary/secondary school student  2

post-secondary student/employment training  3

no information  0

**14 REASON(S) FOR SEEKING ASSISTANCE**

	ALL REASONS	MAIN REASON ONLY
<i>please tick as many circles as apply &amp; tick one box only</i>		
usual accommodation unavailable	<input type="radio"/> 19	<input type="checkbox"/>
time out from family/other situation	<input type="radio"/> 2	<input type="checkbox"/>
relationship/family breakdown	<input type="radio"/> 3	<input type="checkbox"/>
interpersonal conflicts	<input type="radio"/> 4	<input type="checkbox"/>
physical/emotional abuse	<input type="radio"/> 5	<input type="checkbox"/>
domestic violence	<input type="radio"/> 6	<input type="checkbox"/>
sexual abuse	<input type="radio"/> 7	<input type="checkbox"/>
financial difficulty	<input type="radio"/> 8	<input type="checkbox"/>
eviction/previous accommodation ended/asked to leave	<input type="radio"/> 9	<input type="checkbox"/>
drug/alcohol/substance abuse	<input type="radio"/> 10	<input type="checkbox"/>
emergency accommodation ended	<input type="radio"/> 11	<input type="checkbox"/>
recently left institution	<input type="radio"/> 12	<input type="checkbox"/>
psychiatric illness	<input type="radio"/> 13	<input type="checkbox"/>
recent arrival to area with no means of support	<input type="radio"/> 14	<input type="checkbox"/>
itinerant (moving from place to place)	<input type="radio"/> 15	<input type="checkbox"/>
other _____	<input type="radio"/> 17	<input type="checkbox"/>
other _____	<input type="radio"/> 18	<input type="checkbox"/>
no information	<input type="radio"/> 0	<input type="checkbox"/>

**15 CURRENT PERIOD OF UNSAFE, INSECURE OR INADEQUATE HOUSING**

in days  OR months   
 OR weeks  OR years   
 not applicable (at imminent risk)  999  
 no information  998

**16 LOCATION BEFORE CURRENT PERIOD OF UNSAFE, INSECURE OR INADEQUATE HOUSING**

postcode   
 OR  
 state  AND  
 suburb/town   
 overseas  9998  
 not asked/no information  0

**17 LIVING SITUATION IMMEDIATELY BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

with both parents  1

with one parent and parent's spouse/partner  2

with one parent  3

with a foster family  4

with relative(s)—temporary  5

with relative(s)—long term  6

with spouse/partner  7

with spouse/partner and child(ren)  8

alone with child(ren)  9

alone  10

with friend(s)—temporary  11

with friend(s)—long term  12

living with other unrelated persons  13

other  14

no information  0

**18 TYPE OF HOUSING/ACCOMMODATION IMMEDIATELY BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

SAAP/CAP FUNDED ACCOMMODATION

crisis/short-term accommodation  1

medium/long-term accommodation  2

hostel  3

motel/hotel  4

community placement  5

other SAAP/CAP funded accommodation  6

NON-SAAP HOUSING/ACCOMMODATION

non-SAAP emergency accommodation  7

living rent-free in house or flat  8

renting independently in the private rental market  9

renting a public housing dwelling  10

renting community housing  11

renting a caravan  12

rooming house/hostel/hotel  13

boarding in a private home  14

purchasing or living in own home  15

living in a car/tent/park/street/squat  16

other non-SAAP housing/accommodation  17

INSTITUTIONAL SETTING

hospital/psychiatric institution  18

prison/youth training centre  19

other government residential arrangement  20

detoxification unit/rehabilitation centre  21

other institutional setting  22

no information  0

**19 WAS THE CLIENT INVOLVED IN ANY LEGAL PROCESSES BEFORE AND AFTER SUPPORT PERIOD ?**

*please tick as many circles as apply* BEFORE AFTER

no  1

protection or guardianship order (including wardship or equivalent)  2

intervention/protection or restraining order (as a result of violence perpetrated against the client)  3

other legal processes  4

no information  0

**20 HAS A CASE MANAGEMENT/SUPPORT PLAN BEEN AGREED TO DURING THE SUPPORT PERIOD?**

yes  1  
 no  2  
 not appropriate  3

**21 SUPPORT TO THE CLIENT**

<i>please tick as many circles as apply</i>	NEEDED	PROVIDED	REFERRAL ARRANGED
SAAP/CAP accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
assistance to obtain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2
assistance to obtain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3
assistance to obtain benefit/pension/other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
financial counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
incest/sexual assault counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8
domestic violence counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10
emotional support/other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 34
drug/alcohol support or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 24
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 27
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 28
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 30
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 31

**22 TYPES AND DATES OF SAAP/CAP SUPPORTED ACCOMMODATION PROVIDED TO THE CLIENT**

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

**23 ASSISTANCE TO ACCOMPANYING CHILD(REN)**

*(please leave blank unless children aged 0-17 years are recorded in question 4)*

<i>please tick as many circles as apply</i>	NEEDED	PROVIDED	REFERRAL ARRANGED
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
sexual/physical abuse counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
counselling/support to child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8



# CLIENT FORM

HIGH VOLUME AGENCIES

JULY 1999 - JUNE 2000



AGENCY NUMBER

SUPPORT PERIOD

D D M M Y Y Y Y

Date commenced

Date finished

ONGOING AS AT

31 December 1999

Yes  1

No  2

*If client is ongoing, take a photocopy of the form and tick the appropriate box on the photocopy*

30 June 2000

Yes  1

No  2

CONSENT OBTAINED

Yes  1

No  2

ALPHA CODE

2ND & 3RD LETTERS OF FIRST NAME

1ST & 2ND LETTERS OF SURNAME

LAST LETTER OF SURNAME

M/F FOR MALE OR FEMALE

## 1 PERSON(S) REQUESTING ASSISTANCE

*please tick one box only*

person alone or with unrelated person(s)  1 go to **4**

couple without child(ren)  2 go to **4**

person with child(ren)  3 go to **3**

couple with child(ren)  4 go to **2**

other \_\_\_\_\_  5 go to **2**

## 5 YEAR OF BIRTH OF CLIENT

## 6 PRIMARY INCOME SOURCE AT COMMENCEMENT

*please tick one box only*

NO INCOME

no income  1

registered/awaiting benefit  2

GOVERNMENT PAYMENTS

newstart allowance  4

youth allowance-independent at home  24

youth allowance-independent not at home  25

youth allowance-dependent at home  26

youth allowance-dependent not at home  27

austudy for students 25 years of age and over  28

community development employment program  8

austudy/abstudy (standard rate)  9

austudy/abstudy (independent rate)  10

austudy/abstudy (homeless rate)  11

disability support pension  12

age pension  13

parenting payment (sole parent pension)  14

special benefit  15

sickness allowance  16

partner allowance  17

any other benefit or pension  18

OTHER INCOME

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

other \_\_\_\_\_  23

no information  0

## 2 IF THE PERSONS RECEIVING ASSISTANCE INCLUDES TWO OR MORE ADULTS WITH CHILDREN, ARE THE CHILDREN RECORDED ON THIS FORM?

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

*please tick one box only*

yes  1 go to **3**

no  2 go to **4**

not applicable  3 go to **4**

## 3 NUMBER OF ACCOMPANYING CHILDREN IN EACH AGE GROUP

0-4 years

5-12 years

13-15 years

16-17 years

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

18 years and over

## 4 GENDER OF CLIENT

female  1

male  2



Completed forms will be kept strictly confidential

**7 COUNTRY OF BIRTH OF CLIENT**

- Australia  1  
 other \_\_\_\_\_  2

**8 DOES THE CLIENT IDENTIFY AS BEING OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?**

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

**9 TYPE OF HOUSING/ACCOMMODATION AT COMMENCEMENT**

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING/ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

- hospital/psychiatric institution  18  
 prison/youth training centre  19  
 other government residential arrangement  20  
 detoxification unit/rehabilitation centre  21  
 other institutional setting  22  
 no information  0

**10 SUPPORT TO THE CLIENT**

*please tick as many circles as apply*

	NEEDED	PROVIDED	REFERRAL ARRANGED
SAAP/CAP accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
assistance to obtain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2
assistance to obtain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3
assistance to obtain benefit/pension/other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
financial counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
incest/sexual assault counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8
domestic violence counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10
emotional support/other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 34
drug/alcohol support or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 24
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 27
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 28
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 30
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 31



# UNMET DEMAND FORM

11-24 November 1999



**AGENCY NUMBER**

**DATE ASSISTANCE REQUESTED** D D M M Y Y Y Y

**CONTACT MADE** *Please tick one box only*

by a third party  1

in person  2

by telephone  3

**ALPHA CODE**

(Optional - answer only if person consents)

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

**PLEASE COMPLETE A SEPARATE FORM FOR EACH ADULT OR UNACCOMPANIED CHILD REQUESTING SUPPORT OR SUPPORTED ACCOMMODATION**

### 1 PERSON(S) REQUESTING ASSISTANCE

*please tick one box only*

person alone or with unrelated person(s)  1 go to **4**

couple without child(ren)  2 go to **4**

person with child(ren)  3 go to **3**

couple with child(ren)  4 go to **2**

other \_\_\_\_\_  5 go to **2**

### 2 IF THE PERSONS REQUESTING ASSISTANCE INCLUDES TWO OR MORE ADULTS WITH CHILDREN, ARE THE CHILDREN RECORDED ON THIS FORM?

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

*please tick one box only*

yes  1 go to **3**

no  2 go to **4**

not applicable  3 go to **4**

### 3 NUMBER OF ACCOMPANYING CHILDREN

### 4 GENDER OF PERSON REQUESTING ASSISTANCE

female  1

male  2

### 5 AGE OF PERSON REQUESTING ASSISTANCE

*please tick one box only*

under 15 years  1

15-17 years  2

18-19 years  3

20-24 years  4

25-44 years  5

45-64 years  6

65+ years  7

### 6 COUNTRY OF BIRTH OF PERSON REQUESTING ASSISTANCE

Australia  1

other \_\_\_\_\_  2

### 7 DOES THE PERSON IDENTIFY AS BEING OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?

*please tick one box only*

no  1

yes, Aboriginal person  2

yes, Torres Strait Islander person  3

yes, both  4



**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**



**8** WHERE WAS THE PERSON STAYING LAST NIGHT?

*please tick one box only*

- streets/car/tent/park/squat  1
- SAAP or other emergency accommodation (including THMs in Victoria)  2
- accommodated by friends/relatives on a temporary basis  3
- single room in a boarding house or hostel  4
- in stable/permanent housing but at risk of eviction or becoming homeless  5
- other \_\_\_\_\_  6

**9** MAIN TYPE OF ASSISTANCE REQUESTED

*please tick one box only*

- SAAP crisis/short term accommodation  1 go to **10**
- SAAP medium/long term accommodation  2 go to **10**
- SAAP support only  3 go to **11**
- other \_\_\_\_\_  4 go to **11**

**10** IF SAAP ACCOMMODATION WAS REQUESTED, HOW SOON IS THE ACCOMMODATION NEEDED?

*please tick one box only*

- tonight (within 24 hours)  1
- tomorrow night (between 24 and 48 hours)  2
- in 2-6 days  3
- in 7-14 days  4
- in over 14 days  5

**11** HAS THE PERSON MADE THE SAME REQUEST AND BEEN TURNED AWAY FROM YOUR AGENCY OR ANY OTHER AGENCY SINCE 11 NOVEMBER 1999?

- yes  1
- no  2 go to **13**

**12** WHERE WAS THIS REQUEST LAST MADE?

*please tick one box only*

- government department/agency  1
- SAAP funded agency  2
- non-government community services organisation  3
- no information  0

**13** DID THE PERSON REFUSE OR NOT ACCEPT AN OFFER OF SUPPORT OR SUPPORTED ACCOMMODATION ?

- yes  1 go to **15**
- no  2

**14** MAIN REASON REQUEST WAS NOT MET

*please tick one box only*

- type of assistance requested is not provided by the agency  1
- insufficient staff to provide support  2
- insufficient accommodation available  3
- agency inappropriate-wrong target group  4
- facilities for disability needs not available  5
- facilities for cultural needs not available  6
- facilities for other special needs not available  7
- age of male child (applicable for domestic violence agencies)  8
- other \_\_\_\_\_  9

**15** ONE-OFF ASSISTANCE PROVIDED

*please tick as many circles as apply*

- information  1
- referral for accommodation  2
- referral for non-accommodation service  3
- meals  4
- financial assistance/material aid  5
- transport  6
- laundry/shower facilities  7
- emotional support  8
- other \_\_\_\_\_  9



# Casual Client Form

18 - 31 May 2000

Please complete only one line for each family unit and each unrelated person



# AIHW

Agency number:

Today's Date:

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