

1 Introduction

This national report provides an overview of assistance given to clients and their accompanying children by the Supported Accommodation Assistance Program (SAAP) during the financial year 2007–08. It is accompanied by state and territory supplements.

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. Readers are therefore encouraged to consult Appendix 2 of this report and the National Data Collection (NDC) collectors manual (AIHW 2005b).

The Supported Accommodation Assistance Program

SAAP is a major part of Australia's overall response to homelessness. It was established in 1985 to consolidate a number of Australian Government and state and territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence.

The current program (SAAP V 2005–2010)¹ is governed by the *Supported Accommodation Assistance Act 1994*. This specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

Each year, the program funds non-government, community or local government agencies ranging from small stand-alone agencies with single outlets to auspices with multiple outlets. These agencies provide accommodation and support services to a range of groups – single men, single women, young people, families, women and children escaping domestic violence, or a combination of client groups.

Innovation and Investment Fund

This report includes data from the SAAP Innovation and Investment (I & I) Fund, which focuses on pilot and research projects that help identify key characteristics of good practice in relation to the SAAP V strategic priority areas (FaHCSIA 2006). Appendix 1 contains further information on this as well as summary data relating to participating I & I Pilot Projects.

The SAAP National Data Collection

The main source of data on the provision of services through SAAP is the SAAP National Data Collection, which consists of three distinct components, each of which can be thought of as a separate collection – the Client Collection, the Administrative Data Collection and the Demand for Accommodation Collection. Appendix 2 provides an overview of these

¹ As part of the Australian Government's National Reform Agenda, the Council of Australian Governments (COAG) has rolled SAAP into the new National Affordable Housing Agreement (NAHA), effective from 1 January 2009. The 2007–08 data presented in this report are not affected by this change.

collections. This report mainly presents analysis of the Client Collection. Some analysis of funding using the Administrative Data Collection is also presented to provide context. A further report, *Demand for SAAP accommodation by homeless people 2007-08*, will include data on the met and unmet demand for SAAP accommodation gathered from the Demand for Accommodation Collection.

2 Funding

Funding for the Supported Accommodation Assistance Program is provided jointly by the Australian Government (through the Department of Families, Housing, Community Services and Indigenous Affairs) and the state and territory governments. This chapter analyses information about the overall funding for SAAP in 2007–08 as well as that allocated directly to the 1,562 SAAP agencies that were funded that year (Table 2.3). Not all of these agencies were funded throughout the entire year: at 30 June 2008, 1,547 were still funded. Further, not all funded agencies are required to participate in data collection. In 2007–08, 1,444 agencies were required to participate (Table A2.1).

This report also includes data from the SAAP I & I Fund (see later in this chapter and Appendix 1 for more information).

Total funding

Data provided by the Australian Government and state and territory government departments responsible for administering SAAP show that the agreed allocation for SAAP nationally in 2007–08 was \$372.4 million (derived from Table 2.1). This comprised \$185.8 million contributed by the Australian Government and just under \$186.7 million contributed by the state and territory governments (FaHCSIA unpublished data).

On top of this, six jurisdictions reported funding allocations of \$27.5 million in addition to the amounts determined in the agreements between those jurisdictions and the Australian Government. Further, the Australian Government contributed \$0.5 million in national priorities funding in addition to the funding allocated to the state and territory governments for specific I & I projects.

When all this is taken into account, the total SAAP funding allocation nationally was just over \$400.4 million. Of the total allocation, \$383.9 million was allocated directly to SAAP agencies (Table 2.3), with the remaining \$16.5 million allocated for purposes such as administration, training, data collection, research and evaluation.²

Distribution of total support and funding

Table 2.2 shows the distribution of the total SAAP funding allocation by state and territory, and compares this with the distribution of the Australian population and of support periods and accompanying child support periods provided by agencies.

The distribution of funds varied from the proportions of the general population in the various states and territories, with some jurisdictions having relatively more funding than others (Table 2.2). In particular, Tasmania, the Australian Capital Territory and the Northern Territory together had around 11% of the funding but only 5% of the population at 30 June 2007. On the other hand, 20% of the population lived in Queensland, but that state had 17%

² The amount that can be used for administrative purposes by state and territory funding departments is determined by a formula set out under their bilateral SAAP agreements with the Australian Government. This amount is to be excluded from the SAAP Administrative Data Collection which shows funding allocated to SAAP agencies.

of the total SAAP funding. In the other states, their proportion of funding was roughly equivalent to their proportion of the population.

The number of support periods and accompanying child support periods are not indicative of the per capita size of the homeless population. They are only indicative of the number of people accessing SAAP and are used only as a broad summary measure of the amount of support provided by agencies. In addition, not all of the total SAAP funding is allocated directly to agencies (see next section) and not all agencies that receive funding are required to participate in the Client Collection (refer to Table A2.1).

When analysing variations in the distribution of support and funding, it is also important to recognise that the level and intensity of assistance provided can vary considerably with each support period. Differences between the distributions of support and funding may also reflect different approaches to service provision and the type of agency, rather than just differences in the relative amount of support provided.

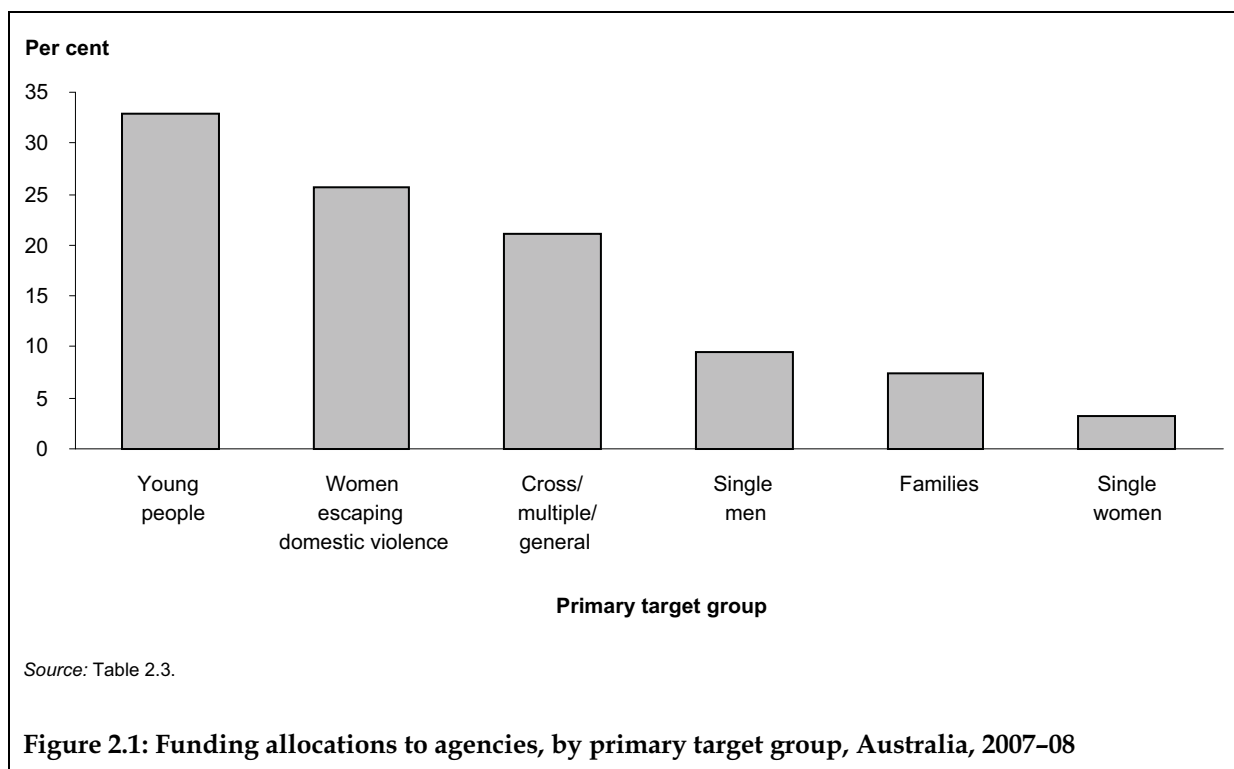
For the above reasons, care must be taken when comparing levels of funding and support.

Funding to agencies

Table 2.3 shows the funding allocations that went directly to SAAP agencies and mean (average) funding per agency by state and territory, region (remoteness) and primary target group of the agency. Agencies receive funds for salaries and ongoing operating costs to enable them to provide support. Caution is advised when comparing average funding per agency or using such figures to measure efficiency, as agency size, delivery models and client needs are diverse across the agencies and different agencies provide different services.

As noted, the total SAAP funding allocation across Australia in 2007–08 was \$400.4 million, of which \$383.9 million was allocated to agencies (Table 2.3). The largest group of agencies, those that primarily provide services to young people (35% of agencies), received the largest proportion of the funding allocation, at 33% (Figure 2.1 and Table 2.3). Agencies targeting women escaping domestic violence (23% of agencies) received the next largest allocation at 26%, followed by general agencies (those that are set up to support multiple target groups, 24% of agencies) at 21%. Agencies primarily set up to support family groups accounted for 8% of agencies and received 7% of the funding, and agencies that support mostly single men accounted for 7% of agencies and received 10% of the funding. The small number of agencies targeting single women only (3%) received the smallest overall proportion of funding, at 3%.

In 2007–08, the average level of funding per agency was \$245,800. There was, however, a considerable range in the average funding level per agency across the states and territories. Agencies in Tasmania received the highest average funding per agency at \$392,900, whereas agencies in Victoria received the lowest at \$174,400. In terms of the primary target group of the agency, agencies targeting single men had the highest average funding (\$360,600), followed by agencies for women and children escaping domestic violence (\$273,200). Family agencies received the lowest average amount of funding per agency (\$218,300).



Over half (58%) of all agencies were located in *Major cities* and 24% were located in *Inner regional Areas* (Table 2.3). This compares with 13% in *Outer regional areas*, and 3% in both *Remote areas* and *Very remote areas*. Agencies in *Major cities* received the highest average funding per agency (\$280,300), followed by agencies in *Remote areas* (\$231,500), agencies in *Outer regional areas* (\$204,600), and agencies in *Very remote areas* (\$201,900). Agencies in *Inner regional areas* had the lowest average funding per agency (\$190,600).

Innovation and Investment Fund

The Innovation and Investment (I & I) Fund was initiated by the Australian Government to ensure that SAAP V provided significant capacity to explore and implement the kind of sector reform found necessary following the National Evaluation of SAAP IV (FaHCSIA 2006). It was a collaborative venture between the Australian Government and the state and territory governments and was to operate over the 5 years of the SAAP V Agreement.

For the purposes of this report, there are two distinct types of I & I funding and agencies – I & I recurrent and I & I Pilot Project.

I & I recurrent refers to previously state and territory-only funded SAAP agencies accepted under the SAAP V Agreement as in-kind contributions to the I & I Fund. In 2007-08, \$17.2 million was allocated under the SAAP V Agreement as I & I recurrent funding (Table 2.1). Of this, \$14.8 million was allocated directly to SAAP agencies (AIHW unpublished data). Some of these agencies and their funding were included in the National Data Collection prior to their formal recognition in the SAAP V Agreement. In previous years, some of the additional funding for these agencies was included in ‘State-only recurrent allocations’ (AIHW 2007:Table 2.1, 2006a:Table 2.1, 2005a:Table 2.1).

I & I Pilot Projects are not recurrently funded; rather they involve cash payments for a specific project with a specified period of operation. In 2007–08, I & I Pilot Projects were allocated \$16.0 million under the SAAP V Agreement (Table 2.1). Of this, \$12.7 million was allocated directly to SAAP agencies (Table A1.1).

Further information on the Innovation and Investment Fund and additional tables relating to SAAP I & I Pilot Project agencies are contained at Appendix 1.

2.1 Tables

Table 2.1: SAAP funding: total funding allocations^(a), by state and territory, Australia, 2007–08

State/territory	Australian Government–state/territory government agreement						State/territory-only additional ^(d)		Total allocations ^(e)	
	Base funding		I & I pilot ^(b)		I & I recurrent ^(c)		\$'000	Per cent	\$'000	Per cent
	\$'000	Per cent	\$'000	Per cent	\$'000	Per cent				
NSW	120,599	35.6	933	5.8	—	—	—	121,532	—	30.4
Vic	66,113	19.5	2,954	18.5	7,416	43.0	20,262	96,745	73.7	24.2
Qld	58,001	17.1	5,871	36.8	1,766	10.2	2,179	67,817	7.9	16.9
WA	32,629	9.6	1,272	8.0	2,843	16.5	827	37,571	3.0	9.4
SA	28,404	8.4	1,498	9.4	4,588	26.6	49	34,539	0.2	8.6
Tas	13,317	3.9	1,829	11.5	—	—	1,498	16,643	5.4	4.2
ACT	11,534	3.4	263	1.6	626	3.6	2,677	15,100	9.7	3.8
NT	8,631	2.5	1,348	8.4	—	—	—	9,979	—	2.5
Australian Government administered I & I	500	..	0.1
Total	339,228	100.0	15,967	100.0	17,240	100.0	27,491	400,426	100.0	100.0

(a) With the exception of the 'State/territory-only additional' column, funding allocations in this table include funds not allocated directly to agencies (e.g. funds allocated for administration, training, research and evaluation). Funding allocated directly to agencies is presented in Table 2.3.

(b) 'I & I pilot' refers to cash payments for SAAP Innovation and Investment Fund Pilot Projects. Note that not all of the allocated I & I Pilot Project funding went directly to SAAP agencies (refer to Table A1.1).

(c) 'I & I recurrent' refers to state and territory-only funded SAAP agencies accepted under the SAAP V Agreement as in-kind contributions to the I & I Fund. Note that not all of the allocated I & I recurrent funding went directly to SAAP agencies.

(d) 'State/territory-only additional' refers to funding allocated to SAAP agencies in addition to the SAAP funding agreement between that state or territory and the Australian Government. Only funding allocated directly to SAAP agencies is included in this amount.

(e) SAAP agencies may receive funding from sources other than SAAP. This is not included in 'Total allocations'.

Sources: SAAP Administrative Data Collection; FaHCSIA unpublished data.

Table 2.2: SAAP support periods, accompanying child support periods, total support, total funding allocations and total Australian population, by state and territory, Australia, 2007–08

State/ territory	Support periods		Accompanying child support periods		Total support		Total allocations ^(a)		Total Australian population ^(b)	
	Number	Per cent	Number	Per cent	Number	Per cent	\$'000	Per cent	Number	Per cent
NSW	64,500	29.3	25,400	23.7	89,900	27.4	121,532	30.4	6,888,000	32.8
Vic	70,300	31.9	31,600	29.5	102,000	31.1	96,745	24.2	5,204,800	24.8
Qld	31,800	14.4	17,000	15.9	48,800	14.9	67,817	16.9	4,181,400	19.9
WA	18,100	8.2	11,700	10.9	29,800	9.1	37,571	9.4	2,106,100	10.0
SA	21,900	9.9	14,100	13.2	36,000	11.0	34,539	8.6	1,584,200	7.5
Tas	6,700	3.0	2,900	2.7	9,600	2.9	16,643	4.2	493,400	2.3
ACT	2,900	1.3	1,900	1.8	4,900	1.5	15,100	3.8	339,800	1.6
NT	4,100	1.9	2,600	2.4	6,700	2.0	9,979	2.5	214,900	1.0
Australian Government administered I & I	500	0.1
Total	220,300	100.0	107,300	100.0	327,600	100.0	400,426	100.0	21,015,000	100.0

(a) 'Total allocations' includes Innovation and Investment Fund allocations; funds not allocated to agencies (e.g. funds allocated for administration, training, research and evaluation); and funds in addition to the SAAP funding agreement between some jurisdictions and the Australian Government (refer to Table 2.1).

(b) 'Total Australian population' refers to the estimated resident population at 30 June 2007 (preliminary estimates). Residents of external territories are included in the total.

Notes

1. Support period and accompanying child support period figures have been weighted to adjust for agency non-participation.
2. Not all SAAP funding is allocated directly to SAAP agencies (refer to Table 2.3).

Sources: SAAP Administrative Data and Client Collections; FaHCSIA unpublished data; ABS 2007c.

Table 2.3: SAAP agencies: funding allocations to agencies and mean funding per agency, by state and territory, region and primary target group of agency, Australia, 2007–08

	Agencies (number)	Agencies (%)	Funding allocation (\$) ^(a)	Funding allocation (%) ^(a)	Mean funding per agency (\$)
State/territory					
NSW	398	25.5	118,137,000	30.8	296,800
Vic	519	33.2	90,511,000	23.6	174,400
Qld	240	15.4	67,080,000	17.5	279,500
WA	158	10.1	36,809,000	9.6	233,000
SA	127	8.1	33,452,000	8.7	263,400
Tas	38	2.4	14,932,000	3.9	392,900
ACT	43	2.8	14,417,000	3.8	335,300
NT	39	2.5	8,609,000	2.2	220,700
Total	1,562	100.0	383,947,000	100.0	245,800
Region^(b)					
Major city	902	57.8	252,978,000	65.9	280,300
Inner regional	368	23.5	70,082,000	18.3	190,600
Outer regional	196	12.5	40,087,000	10.4	204,600
Remote	48	3.1	11,185,000	2.9	231,500
Very remote	48	3.0	9,615,000	2.5	201,900
Total	1,562	100.0	383,947,000	100.0	245,800
Primary target group					
Young people	553	35.4	126,251,000	32.9	228,300
Single men only	102	6.5	36,780,000	9.6	360,600
Single women only	48	3.1	12,751,000	3.3	265,700
Families	130	8.3	28,375,000	7.4	218,300
Women escaping domestic violence	360	23.0	98,350,000	25.6	273,200
Cross-target/multiple/general	369	23.6	81,440,000	21.2	220,700
Total	1,562	100.0	383,947,000	100.0	245,800
Funding allocations to agencies ^(a)	1,562	100.0	383,947,000	95.9	245,800
Other funding allocations	16,479,000	4.1	..
Total	400,426,000	100.0	..

(a) 'Funding allocation' by state/territory, region and primary target group and 'Funding allocations to agencies' excludes funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation (note that these amounts are included in the 'total allocations' shown in tables 2.1 and 2.2).

(b) For the definition of region, refer to Appendix 2:Section A2.4. Note that the postcode of an agency may fall into one or more Remoteness Areas (RA) and has been proportionally assigned.

Notes

1. At 30 June 2008, 1,547 agencies were funded.
2. Not all funded agencies are required to participate in the Client Collection (refer to Appendix 2:Table A2.1 and Section A2.4).

Sources: AIHW 2008a; SAAP Administrative Data Collection.

3 Level of support

It is estimated that 1 in every 104 Australians received substantial SAAP support at some time during 2007–08.³ More specifically, SAAP agencies supported an estimated 202,500 people. Of these, 125,600 were adults or unaccompanied children (clients) and 76,900 were accompanying children (tables 3.1 and 3.2).

The total number of support periods (220,300) exceeded the number of clients, as each client can receive support or supported accommodation on more than one occasion. Similarly, the total number of accompanying child support periods (107,300) exceeded the number of accompanying children, as individual children may accompany a parent or guardian during more than one period of support.

Note that this report includes data on clients and accompanying children who were supported using funds allocated under the SAAP I & I Fund (refer to FaHCSIA 2006 and Appendix 1). Appendix 1 contains summary information relating to funding, support periods, clients, accompanying child support periods and accompanying children in participating I & I Pilot Project agencies.

Adults and unaccompanied children (clients)

In 2007–08, there were 125,600 clients who were provided with 220,300 periods of support (Table 3.1). Nationally, 1 in every 147 (or 68 per 10,000) people aged 10 years and over in the general population became a SAAP client (derived from Table 3.1).

The majority of clients (73%) had only one occasion of support, with the average number of support periods being 1.8.

Around a third of all support periods included a period of SAAP or Crisis Assistance Program (CAP) accommodation (34%), with the majority being for support services only (66%). It is important to note that, when accommodated, a client may be accommodated for all or only some of the total time they were supported.

State and territory

Of the states and territories, Victoria reported the highest number of support periods (70,300), followed by New South Wales (64,500). New South Wales, however, reported the highest number of clients (37,700), followed by Victoria (36,600). This can partly be explained by the higher number of support periods per client in Victoria (1.9) compared with New South Wales (1.7), meaning that the same client was slightly more likely to have multiple periods of support in Victoria. The Northern Territory had the lowest average number of support periods per client (1.3).

The Northern Territory had the highest number of clients per 10,000 people in the general population aged 10 years and over (172 or 1 in every 58). Queensland had the lowest (56 or 1 in every 179).

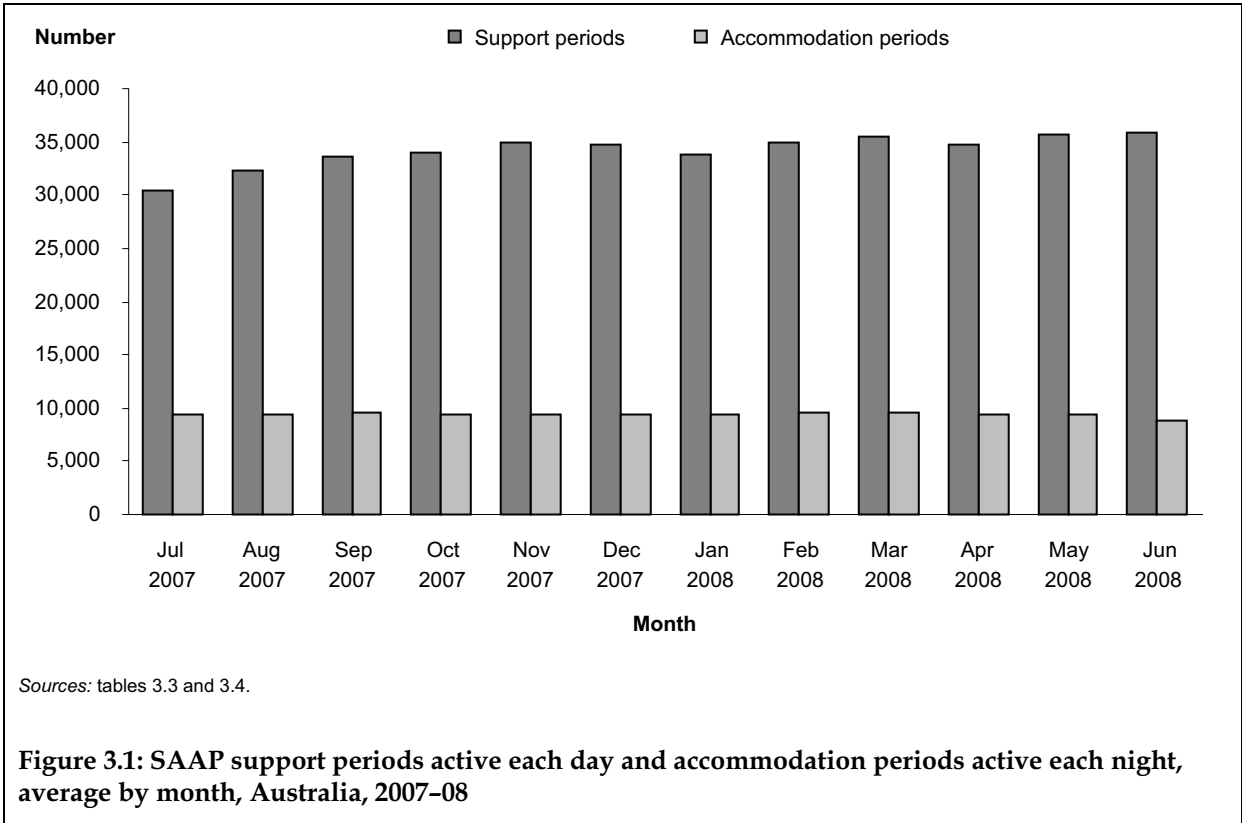
³ From tables 2.2, 3.1 and 3.2 we calculate: total Australian population 21,015,000 ÷ (125,600 clients + 76,900 accompanying children) = 103.8.

The majority of support periods in Victoria (83%), South Australia (71%), Tasmania (61%) New South Wales (59%), the Australian Capital Territory (59%), and Queensland (51%) did not include a period of accommodation (derived from Table 3.1). In contrast, in Northern Territory (61%) and Western Australia (just over 50%) the majority of support periods did involve a period of accommodation.

The provision of support versus accommodation is largely dependent on the model of homelessness service delivery and the types of agencies operating in the jurisdictions. For example, in Victoria, while support services are provided via SAAP, accommodation is largely provided through complementary programs such as the Transitional Housing Management (THM) program.

Daily support

Figure 3.1 shows the average number of support periods that were active each day and the average number of accommodation periods that were active each night during each month of 2007-08. Accommodation periods occur during support periods and are not in addition to the number of support periods provided by SAAP agencies.



Support periods

In 2007-08, a total of 12,522,500 days of support were provided, with an average of 34,200 support periods being provided each day (tables 3.3 and 9.2). The average days of support fluctuated depending on the month. The month with the highest daily average was June 2008 (35,900) and the month with the lowest was July 2007 (30,400).

State and territory

Despite Victoria recording more support periods overall than New South Wales (Table 3.1), when looked at in terms of total days of support, agencies in New South Wales provided the most—4,342,700 days compared with 3,021,200 in Victoria (Table 3.3). This can largely be explained by clients in New South Wales generally being supported for longer periods than those in Victoria (an average of 62 days compared with 44 days) (Table 6.1). Agencies in the Northern Territory reported the fewest days of support (216,400) (Table 3.3).

Some states showed an increase in the average days of support as the year progressed (Table 3.3). In particular, New South Wales generally increased from 10,100 in July 2007 to 13,100 in June 2008 (an increase of 30%), Western Australia generally increased from 2,200 in July 2007 to 2,900 (an increase of 32%, not including the peaks of 3,000 in March 2008 and May 2008) and the Australian Capital Territory increased from 800 in July 2007 to 1,100 in June 2008 (an increase of 38%).

Accommodation periods

A total of 3,322,200 nights of accommodation were provided by SAAP agencies in Australia during 2007–08, with an average of 9,100 accommodation periods being provided each night (tables 3.4 and 9.2). The average nightly number of accommodation periods did not replicate the pattern of support, remaining relatively constant throughout most of the year (ranging between 9,400 and 9,500 for the first 10 months) before dipping slightly in May (to 9,300) and again in June 2008 (to 8,900).

State and territory

New South Wales reported the most nights of accommodation (1,205,100), followed by Victoria (676,800) (Table 3.4). In most states and territories, there was little variation over the 12 months in the number of accommodation periods active each night. The exceptions to this were New South Wales, where the number of active accommodation periods generally increased over the year, from 3,200 in July 2007 to 3,500 in June 2008, and Victoria where the number generally decreased over the year from 2,100 in July 2007 to 1,600 in June 2008.

In Victoria a large proportion of properties in the complementary THM program accommodate tenants provided with SAAP support. The decrease in the average number of accommodation periods active each night in Victoria is likely due to the move by Victoria, as part of the Victorian Homelessness Strategy, to implement a new collection to gather information on THM properties separately to the SAAP National Data Collection. While this collection is still to be fully implemented, it is possible that some of the accommodation periods provided to clients at THM properties, that were previously reported to the NDCA, are not now being reported and this is expected to increase as the new collection takes effect.

Accompanying children

This section focuses on children who accompanied their parent(s) or guardian(s) to SAAP agencies, and/or who required or received assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. The estimates presented here relate to accompanying children and accompanying child support periods (refer to Appendix 2, Section A2.4).

In 2007–08, 76,900 children accompanied clients of SAAP agencies (accompanying children) (Table 3.2). This equates to 1 in every 64 children in the general Australian population aged 17 years and under (or 156 children per 10,000).

These accompanying children had 107,300 periods of support (accompanying child support periods). Most (82%) accompanying children had only one period of support during the year, resulting in an average number of accompanying child support periods per accompanying child of 1.4.

Around a third of accompanying child support periods involved a period of accommodation (35%).⁴

State and territory

Victoria recorded the highest number of both accompanying children and accompanying child support periods (21,400 and 31,600, respectively), followed by New South Wales (19,000 and 25,400). The Australian Capital Territory had the smallest number (1,500 accompanying children and 1,900 accompanying child support periods).

The majority of accompanying child support periods in most states and territories did not include a period of accommodation. The exceptions to this were Western Australia and the Northern Territory.

Of the states and territories, Victoria had the highest repeat use and the Northern Territory and Tasmania the lowest (1.5 accompanying child support periods per accompanying child compared with 1.2, respectively).

The Northern Territory reported significantly higher numbers of accompanying children per 10,000 population aged 17 years and under (363 or 1 in 28), followed by South Australia (282 or 1 in 35). New South Wales reported the lowest number of accompanying children compared with the general population aged 17 years and under (117 or 1 in 85).

⁴ For the purposes of calculating the number of accompanying child support periods with and without a period of accommodation, accompanying children are assumed to be accommodated if their parent or guardian was accommodated.

3.1 Tables

Table 3.1: SAAP support periods and clients, by state and territory, Australia, 2007–08

State/ territory	Support periods			Clients				
	Support periods (number)	With accommodation ^(a) (number)	Without accommodation ^(a) (number)	Clients (number)	Clients with only one support period (%)	Mean no. of support periods per client (number)	Per 10,000 population aged 10+ years ^(a)	
							Actual	Age- standardised
NSW	64,500	26,300	38,200	37,700	76.2	1.71	62	62
Vic	70,300	12,000	58,300	36,600	69.4	1.92	79	79
Qld	31,800	15,600	16,200	20,400	75.8	1.56	56	55
WA	18,100	9,100	9,000	10,900	70.7	1.65	59	58
SA	21,900	6,400	15,500	13,000	72.6	1.69	91	95
Tas	6,700	2,600	4,100	4,700	78.7	1.43	108	115
ACT	2,900	1,200	1,700	2,000	73.4	1.49	65	60
NT	4,100	2,500	1,600	3,100	77.0	1.34	172	152
Australia	220,300	75,800	144,600	125,600	72.7	1.75	68	68

(a) 'Per 10,000 population aged 10+ years' shows how many people out of every 10,000 aged 10 years and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June 2007 (preliminary estimates). Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions.

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The number of clients within a state or territory relates to the first visit for that client in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007c.

Table 3.2: SAAP accompanying child support periods and accompanying children, by state and territory, Australia, 2007–08

State/ territory	Accompanying child support periods			Accompanying children			
	Accompanying child support periods (number)	With accomm- odation ^(a) (number)	Without accomm- odation ^(a) (number)	Accompanying children (number)	Accompanying children with only one accompanying child support period (%)	Mean no. of accompanying child support periods per accompanying child (number)	Per 10,000 population aged 0–17 years ^(b)
NSW	25,400	9,200	16,200	19,000	86.3	1.34	117
Vic	31,600	8,000	23,700	21,400	78.2	1.48	180
Qld	17,000	7,800	9,200	13,200	88.4	1.27	129
WA	11,700	6,400	5,200	8,300	83.5	1.40	164
SA	14,100	3,100	11,100	9,900	77.1	1.43	282
Tas	2,900	1,200	1,700	2,400	84.7	1.22	200
ACT	1,900	800	1,200	1,500	81.6	1.33	195
NT	2,600	1,400	1,100	2,200	84.4	1.20	363
Australia	107,300	37,800	69,400	76,900	82.1	1.39	156

(a) Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of accompanying child support periods with and without a period of accommodation, accompanying children are assumed to be accommodated if their parent or guardian was accommodated.

(b) 'Per 10,000 population aged 0–17 years' shows how many people out of every 10,000 aged 17 years and under in the general population accompanied SAAP clients. The rate is estimated by comparing the number of SAAP accompanying children aged 17 years and under with the estimated resident population aged 17 years and under at 30 June 2007 (preliminary estimates).

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The number of accompanying children within a state or territory relates to the first visit for that child in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. Accompanying child support period figures have been weighted to adjust for agency non-participation.
4. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007c.

Table 3.3: SAAP support periods: number of support periods active each day, average by month and state and territory, Australia, 2007–08

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 2007	10,100	7,700	3,800	2,200	4,000	1,200	800	600	30,400
August 2007	11,100	7,900	4,000	2,300	4,200	1,300	900	600	32,300
September 2007	11,700	8,200	4,100	2,500	4,400	1,400	900	600	33,700
October 2007	11,500	8,500	4,200	2,600	4,300	1,400	900	600	33,900
November 2007	11,900	8,700	4,400	2,800	4,300	1,400	900	600	35,000
December 2007	11,700	8,600	4,400	2,800	4,300	1,400	900	600	34,800
January 2008	11,400	8,400	4,200	2,700	4,100	1,300	900	600	33,800
February 2008	12,100	8,300	4,600	2,900	4,200	1,300	900	600	35,000
March 2008	12,500	8,200	4,600	3,000	4,300	1,300	1,000	700	35,500
April 2008	12,400	8,100	4,500	2,900	4,200	1,200	1,000	600	34,800
May 2008	12,700	8,300	4,500	3,000	4,200	1,300	1,000	600	35,600
June 2008	13,100	8,100	4,500	2,900	4,200	1,300	1,100	600	35,900
Support periods:									
total number of days	4,342,700	3,021,200	1,578,800	994,400	1,543,900	480,000	345,100	216,400	12,522,500

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Please refer to Appendix 2, Section A2.4 for the method used to calculate the monthly average.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.4: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and state and territory, Australia, 2007-08

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 2007	3,200	2,100	1,600	700	1,000	300	300	200	9,400
August 2007	3,300	2,100	1,600	700	1,000	300	300	200	9,400
September 2007	3,400	2,000	1,700	800	1,000	300	300	200	9,500
October 2007	3,300	2,000	1,700	700	1,000	300	300	200	9,400
November 2007	3,300	2,000	1,600	800	1,000	300	300	200	9,400
December 2007	3,400	2,000	1,600	800	900	300	300	200	9,400
January 2008	3,400	2,000	1,600	800	900	300	300	200	9,400
February 2008	3,500	1,900	1,700	800	1,000	300	300	200	9,500
March 2008	3,500	1,800	1,700	800	1,000	300	300	200	9,500
April 2008	3,500	1,800	1,700	700	1,000	300	300	200	9,400
May 2008	3,600	1,800	1,600	700	1,000	300	300	100	9,300
June 2008	3,500	1,600	1,500	700	900	200	300	100	8,900
Accommodation periods: total number of nights	1,205,100	676,800	578,200	262,400	339,900	94,300	108,100	57,400	3,322,200

Notes

1. Number excluded due to errors and omissions (weighted): 1,450.
2. Please refer to Appendix 2, Section A2.4 for the method used to calculate the monthly average.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

4 Age, sex, country of birth and cultural and linguistic diversity

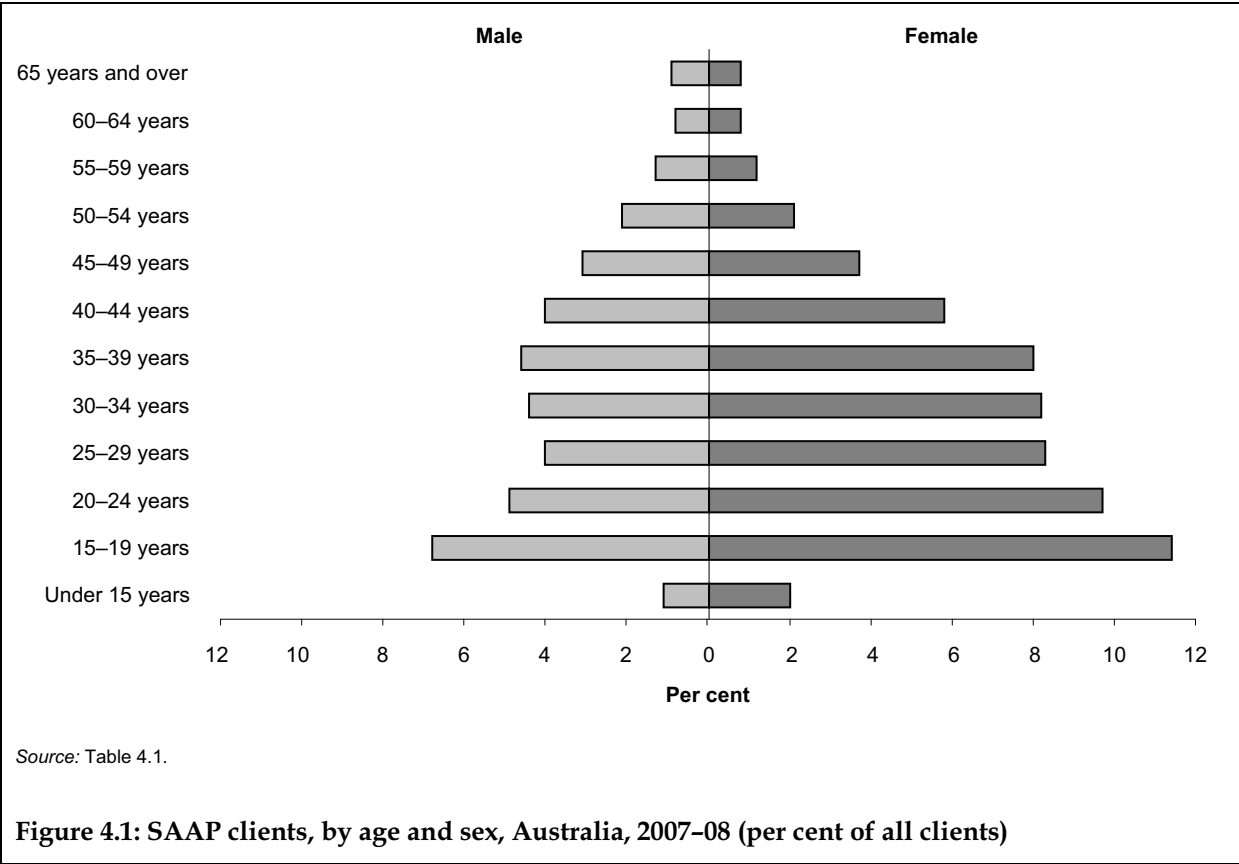
This chapter discusses the demographic characteristics of SAAP clients (adults and unaccompanied children) and accompanying children. In addition, patterns of service use are examined according to age, sex, and cultural and linguistic diversity.

Characteristics of SAAP clients

Age and sex

In 2007-08, there were more female clients (62%) than male clients (38%) (Table 4.1). The average age of clients overall was 32 years. Male clients were on average slightly older than female clients – the average age of female clients was 31 years and the average of male clients was 33 years.

Figure 4.1 shows the age and sex distribution of SAAP clients in Australia during 2007-08. It can be seen that in all age groups of clients under 50 years there were more female than male clients, particularly in the younger age groups.



The largest group of clients by age were 15–19 year-olds (18%), with female clients accounting for well over half of this group (63%) (derived from Table 4.1). The next largest group were 20–24 year-olds (15%).

Country of birth

Eighty-five per cent of SAAP clients were born in Australia, and the proportion of male clients was slightly higher than for female clients (87% of males were Australian-born compared with 84% of females) (Table 4.5). The next most common places of birth were 'Oceania and Antarctica' and 'North Africa and the Middle East' (both around 3%).

Australian-born people made up a greater proportion of SAAP clients (85%) than they did of the general Australian population (73% aged 10 years and over). People born in 'North-West Europe' and 'Southern and Eastern Europe' made up smaller proportions of the SAAP population than they did of the Australian population.

Cultural and linguistic diversity

The majority (67%) of SAAP clients were born in Australia and did not identify as Aboriginal or Torres Strait Islander ('other Australian-born people') (Table 4.7). Among male clients this proportion was higher, with 74% of males compared with 63% of females identifying as Australian-born non-Indigenous.

Aboriginal and/or Torres Strait Islander peoples were overrepresented as SAAP clients relative to their population size: around 2% of Australians aged 10 years and over were estimated to be Aboriginal and/or Torres Strait Islander, compared with 18% of all SAAP clients. A greater proportion of female clients identified as being an Indigenous Australian (21% of female clients, compared with 13% of male clients). The Northern Territory (63%) and Western Australia (34%) had the highest proportion of clients who identified as Aboriginal and/or Torres Strait Islander peoples (Table 4.9). The lowest percentage was recorded in Victoria (7%).

Smaller proportions of SAAP clients were born overseas and this group was underrepresented in SAAP when compared with the general Australian population. Around 17% of the Australian population aged 10 years and over were born overseas in predominantly non-English-speaking countries (English proficiency groups 2–4 countries) compared with 11% of SAAP clients. Ten per cent were born overseas in predominantly English-speaking countries (English proficiency group 1 countries), compared with 4% of SAAP clients (Table 4.7).

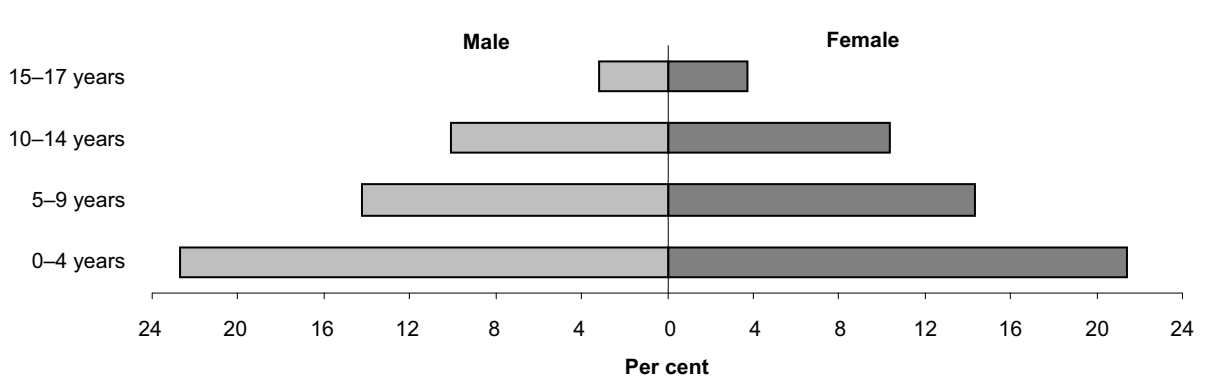
Characteristics of accompanying children

There was little difference reported in the sex of accompanying children; just over 50% were girls and just under 50% were boys (Table 4.2). The proportions of boys and girls were roughly equal for all age groups. The average age of accompanying children was 6 years.

Figure 4.2 shows the age and sex distribution of accompanying children. Close to half (44%) of all accompanying children were aged 4 years and under and over a quarter (29%) were aged 5–9 years.

The vast majority of accompanying children (94%) were born in Australia (Table 4.6).

According to the cultural and linguistic diversity of accompanying children, most (67%) were 'other Australian-born', 26% were Aboriginal and/or Torres Strait Islander peoples and the remaining 7% were born overseas (Table 4.8). Aboriginal and/or Torres Strait Islander children were highly overrepresented in SAAP when compared with the general Australian population – 26% compared with around 5%.



Source: Table 4.2.

Figure 4.2: SAAP accompanying children, by age and sex, Australia, 2007-08 (per cent of all accompanying children)

Use of SAAP services by clients

How often clients accessed SAAP services throughout the year, and who was more likely to access SAAP services, varied according to the age, sex, and cultural and linguistic diversity of the client.

Age and sex

Who was more likely to become a SAAP client varied according to age and sex, with young people, especially females, generally more likely to access SAAP services (Table 4.3).

In 2007-08, there were 159 SAAP clients aged 15-19 years for every 10,000 people in Australia aged 15-19 years (or 1 in every 63), and this was the highest rate of access by any age group. Australians aged 20-24 years were the group next most likely to have become a SAAP client (123 clients per 10,000 people in this age bracket), followed by people aged 25-44 years (99 clients for every 10,000 people in this age bracket). People aged 65 years and over accessed SAAP the least; for every 10,000 there were 8 clients, equating to 1 in every 1,250 people in this age group.

Females were more likely to use SAAP services than males: there were 83 female clients for every 10,000 females aged 10 years and over in the general population (or 1 in 120) and 52 male clients per 10,000 males aged 10 years and over (or 1 in 192). For the age brackets up to 65 years and over, there were more female than male clients per 10,000 of the Australian population of each age group, while for the oldest bracket (65 years and over) males were slightly more likely to become SAAP clients than females.

The highest rate of use by any one age and sex group was by females aged 15–19 years, among whom there were 205 clients per 10,000 females in the general population (or 1 in 49).

Repeat use of SAAP services also varied according to the age and sex of the client (Table 4.3). Overall, and in all age groups, males averaged slightly more support periods per client than females (1.9 compared with 1.7 overall). The highest repeat usage was by males aged 25–44 and 45–64 years (both an average of 2.0 support periods per client compared with 1.7 and 1.6 support periods for female clients in these age groups).

Cultural and linguistic diversity

The average number of support periods per client varied slightly according to cultural and linguistic diversity (Table 4.7). ‘Other Australian-born’ clients and those born overseas in predominantly English-speaking countries (English proficiency group 1 countries) had the highest number of support periods, both averaging 1.8. In comparison, clients from predominantly non-English-speaking countries (English proficiency groups 2–4) had fewer support periods per client, averaging 1.6. Aboriginal and Torres Strait Islander clients averaged 1.7 support periods.

Within most cultural and linguistic diversity groups, males had a higher average number of support periods per client, with the largest difference between the sexes seen for ‘other Australian-born’ people and clients born overseas in predominantly English-speaking countries. The exception to this was Aboriginal and/or Torres Strait Islander clients where females averaged 1.8 support periods per client and males averaged 1.7.

State and territory

There was a large variation across the states and territories in terms of SAAP use (Table 4.9). The number of SAAP clients per 10,000 people aged 10 years and over ranged from 56 in Queensland to 172 in the Northern Territory. These differences largely reflect the varying usage of SAAP services by clients of different cultural backgrounds and the different population profiles in the states and territories. It may also reflect the availability and types of SAAP services across the states and territories.

In all states and territories, females were more likely to use SAAP services than males.

Use of SAAP services by accompanying children

While accompanying children averaged 1.4 periods of support, the percentage with only one period of support increased as age increased, rising from 81% for those aged 0–4 years to 87% for those aged 15–17 years (Table 4.4). Not surprisingly then, the three younger age groups (0–4, 5–9 and 10–14 years) had on average slightly more support periods per accompanying child than the oldest age group (15–17 years).

The highest rate of SAAP use was for accompanying children aged 0–4 years, with 1 in every 39 (or 255 per 10,000) children in this age bracket accompanying a SAAP client. The next highest usage rate was for 5–9-year-olds (1 in every 61 or 163 per 10,000 children). One in every 88 (or 113 per 10,000) children aged 10–14 years and 1 in 164 (or 61 per 10,000) children aged 15–17 years accompanied a client to a SAAP agency.

4.1 Tables

Table 4.1: SAAP clients: age, by sex, Australia, 2007–08

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	1.1	2.0	2.9	3.2	3.1	3,900
15–19 years	6.8	11.4	17.9	18.5	18.2	22,900
20–24 years	4.9	9.7	12.9	15.6	14.6	18,400
25–29 years	4.0	8.3	10.5	13.3	12.3	15,400
30–34 years	4.4	8.2	11.5	13.2	12.6	15,800
35–39 years	4.6	8.0	12.1	12.9	12.6	15,800
40–44 years	4.0	5.8	10.5	9.3	9.8	12,300
45–49 years	3.1	3.7	8.2	5.9	6.8	8,500
50–54 years	2.1	2.1	5.4	3.4	4.2	5,200
55–59 years	1.3	1.2	3.4	2.0	2.5	3,200
60–64 years	0.8	0.8	2.2	1.2	1.6	2,000
65 years and over	0.9	0.8	2.5	1.4	1.8	2,200
<i>Total</i>	<i>38.1</i>	<i>61.9</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	47,800	77,800	47,800	77,800	..	125,600
Mean age (years)	33.2	30.8	..	31.7
Median age (years)	32	29	..	30

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients aged 0–17 years: 17,100 (6,400 males, 10,700 females).
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 4.2: SAAP accompanying children: age, by sex, Australia, 2007–08

Age	Percentage of all accompanying children		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–4 years	22.7	21.4	45.3	43.0	44.1	34,000
5–9 years	14.2	14.3	28.2	28.7	28.5	21,900
10–14 years	10.1	10.4	20.1	20.9	20.5	15,800
15–17 years	3.2	3.7	6.4	7.3	6.9	5,300
<i>Total</i>	<i>50.2</i>	<i>49.8</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	38,600	38,300	38,600	38,300	..	76,900
Mean age (years)	6.1	6.4	..	6.2
Median age (years)	5	6	..	5

Notes

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

Source: SAAP Client Collection.

Table 4.3: SAAP clients: number of support periods per client, by age and sex, Australia, 2007–08 (per cent)

Number of support periods	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
							%	Number
Male clients								
1	86.4	72.1	74.8	68.9	70.2	76.0	71.2	34,000
2	6.3	14.0	13.5	15.1	14.3	13.7	14.3	6,800
3	3.3	5.6	5.0	5.9	6.1	3.8	5.7	2,700
4	1.6	2.9	2.4	3.4	2.9	2.0	3.0	1,400
5	1.3	2.2	1.3	1.9	1.8	1.4	1.9	900
6+	1.2	3.2	3.0	4.7	4.7	3.2	4.1	2,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	2.9	17.9	12.9	44.6	19.1	2.5	100.0	..
Total (number)	1,400	8,600	6,200	21,300	9,200	1,200	..	47,800
Mean number of support periods	1.44	1.80	1.72	2.00	2.01	1.78		1.91
Per 10,000 population^(a)	11	116	82	71	35	9		52
Female clients								
1	84.7	71.9	72.6	72.5	77.7	83.3	73.6	57,300
2	8.7	15.1	15.8	15.6	13.2	10.9	14.9	11,600
3	2.9	6.6	5.7	5.6	4.4	2.1	5.5	4,300
4	1.7	2.8	2.8	2.8	1.9	1.4	2.6	2,000
5	0.7	1.5	1.2	1.2	1.1	0.6	1.2	1,000
6+	1.3	2.1	2.0	2.3	1.6	1.8	2.1	1,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	3.2	18.5	15.6	48.7	12.6	1.4	100.0	..
Total (number)	2,500	14,400	12,200	37,900	9,800	1,100	..	77,800
Mean number of support periods	1.43	1.70	1.65	1.69	1.57	1.54	..	1.66
Per 10,000 population^(a)	21	205	166	126	37	7	..	83
All clients								
1	85.3	72.0	73.4	71.2	74.1	79.4	72.7	91,300
2	7.9	14.7	15.0	15.4	13.7	12.3	14.7	18,400
3	3.1	6.2	5.5	5.7	5.2	3.0	5.6	7,000
4	1.6	2.8	2.6	3.0	2.4	1.7	2.8	3,500
5	0.9	1.8	1.2	1.5	1.4	1.0	1.5	1,800
6+	1.3	2.5	2.3	3.2	3.1	2.5	2.8	3,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	3.1	18.2	14.6	47.2	15.1	1.8	100.0	..
Total (number)	3,900	22,900	18,400	59,200	18,900	2,200	..	125,600
Mean number of support periods	1.44	1.73	1.67	1.80	1.79	1.67	..	1.75
Per 10,000 population^(a)	16	159	123	99	36	8	..	83

(a) 'Per 10,000 population' shows how many people out of every 10,000 in the population of that sex and age group became SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated sex and age group as at 30 June 2007 (preliminary estimates). For the age group 'Under 15 years', only those aged 10–14 are included in the calculations.

Notes

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

Sources: SAAP Client Collection; ABS 2007c.

Table 4.4: SAAP accompanying children: number of accompanying child support periods per accompanying child, by age, Australia, 2007–08 (per cent)

Number of accompanying child support periods	0–4 years	5–9 years	10–14 years	15–17 years	Total	
					Per cent	Number
1	81.0	81.6	83.6	86.6	82.1	63,100
2	12.9	12.8	11.6	9.5	12.4	9,500
3	3.6	3.3	2.9	2.3	3.3	2,500
4	1.4	1.3	1.0	0.9	1.2	900
5	0.6	0.5	0.3	0.4	0.5	400
6+	0.6	0.6	0.5	0.3	0.6	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	44.1	28.5	20.5	6.9	100.0	..
Total (number)	34,000	21,900	15,800	5,300	..	76,900
Mean number of accompanying child support periods	1.41	1.40	1.37	1.32	..	1.39
Per 10,000 population of applicable age group^(a)	255	163	113	61	..	156

(a) 'Per 10,000 population of applicable age group' shows how many children out of every 10,000 children in the relevant age group in the general population accompanied SAAP clients. The rate is estimated by comparing the number of SAAP accompanying children with the estimated resident population in the designated age group as at 30 June 2007 (preliminary estimates).

Notes

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

Sources: SAAP Client Collection; ABS 2007c.

Table 4.5: SAAP clients: country of birth, by sex, Australia, 2007–08 (per cent)

Country of birth	Male	Female	Total		Australian population 10+ years ^(a)	
			%	Number	%	Number
Australia (including external territories)	86.8	84.4	85.3	103,000	73.0	13,155,900
Oceania and Antarctica (excluding Australia)	2.8	2.8	2.8	3,400	3.2	581,700
North-West Europe	2.4	1.5	1.9	2,200	8.2	1,482,900
Southern and Eastern Europe	1.5	1.8	1.6	2,000	4.6	825,000
North Africa and the Middle East	2.2	2.7	2.5	3,000	1.6	289,200
South-East Asia	1.1	2.6	2.0	2,400	3.5	622,400
North-East Asia	0.4	1.0	0.8	900	2.1	383,700
Southern and Central Asia	0.7	1.0	0.9	1,100	1.5	275,600
Americas	0.6	0.6	0.6	700	1.0	187,400
Sub-Saharan Africa	1.5	1.6	1.6	1,900	1.2	207,300
Total	100.0	100.0	100.0	..	100.0	..
Total (number)	45,900	74,900	..	120,700	..	18,011,100

(a) 'Australian population 10+ years' refers to the estimated resident population aged 10 years and over at 30 June 2006 (preliminary estimates) and includes people resident in the external territories.

Notes

1. Number excluded due to errors and omissions (weighted): 4,839.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007a, 2007c.

Table 4.6: SAAP accompanying children: country of birth, Australia, 2007–08

Country of birth	Accompanying children		Australian population 0–17 years ^(a)	
	Per cent	Number	Per cent	Number
Australia (including external territories)	93.5	69,500	93.5	4,515,100
Oceania and Antarctica (excluding Australia)	1.4	1,000	1.3	63,500
North-West Europe	0.2	100	1.2	57,700
Southern and Eastern Europe	0.2	200	0.4	17,100
North Africa and the Middle East	2.1	1,500	0.6	28,000
South-East Asia	0.6	500	0.9	42,800
North-East Asia	0.1	100	0.6	29,700
Southern and Central Asia	0.4	300	0.6	29,700
Americas	0.2	100	0.3	15,500
Sub-Saharan Africa	1.3	1,000	0.6	31,000
Total	100.0	74,400	100.0	4,830,000

(a) 'Australian population 0–17 years' refers to the estimated resident population aged 17 years and under at 30 June 2006 (preliminary estimates) and includes people resident in the external territories.

Notes

1. Number excluded due to errors and omissions (weighted): 2,531.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007a, 2007c.

Table 4.7: SAAP clients and support periods per client: cultural and linguistic diversity, by sex, Australia, 2007–08

Cultural and linguistic diversity	Male	Female	Total		Australian population 10+ years ^(a)	
	Per cent	Per cent	Per cent	Number	Per cent	Number
Clients						
Aboriginal and Torres Strait Islander peoples	13.0	21.0	18.0	21,300	2.2	388,200
Other Australian-born people	73.5	63.1	67.0	79,300	70.9	12,767,700
People born overseas, English proficiency group 1	4.6	3.4	3.8	4,500	10.4	1,880,000
People born overseas, English proficiency groups 2–4	8.9	12.5	11.1	13,200	16.5	2,975,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (row %)	38.0	62.0	100.0
Total (number)	45,000	73,400	..	118,400	..	18,011,100
Support periods						
	Mean number per client			Total number		
Aboriginal and Torres Strait Islander peoples	1.71	1.75	1.74	36,800
Other Australian-born people	1.95	1.65	1.78	141,700
People born overseas, English proficiency group 1	2.02	1.61	1.79	8,000
People born overseas, English proficiency groups 2–4	1.67	1.59	1.61	21,100
<i>Total</i>	<i>1.90</i>	<i>1.66</i>	<i>1.75</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (row %)	41.2	58.8	100.0
Total support periods (number)	85,500	122,100	..	207,600

(a) 'Australian population 10+ years' refers to the estimated resident population aged 10 years and over at 30 June 2006 (preliminary estimates) and includes people resident in the external territories. The figures for Aboriginal and Torres Strait Islander peoples are from experimental estimates based on preliminary figures from the 2006 Census produced by the ABS. The number of 'Other Australian-born people' is derived from the Australian-born population minus the number of Aboriginal and Torres Strait Islander peoples.

Notes

1. Number excluded due to errors and omissions (weighted): 7,223 clients; 12,755 support periods.
2. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007a, 2007c.

Table 4.8: SAAP accompanying children: cultural and linguistic diversity, Australia, 2007–08

Cultural and linguistic diversity	Accompanying children		Australian population 0–17 years^(a)	
	Per cent	Number	Per cent	Number
Aboriginal and Torres Strait Islander children	26.2	19,100	4.7	228,500
Other Australian-born children	66.9	48,700	88.7	4,286,600
Children born overseas, English proficiency group 1	1.2	900	2.8	134,900
Children born overseas, English proficiency groups 2–4	5.7	4,100	3.7	180,000
Total	100.0	72,900	100.0	4,830,000

(a) 'Australian population 0–17 years' refers to the estimated resident population aged 17 years and under at 30 June 2006 (preliminary estimates) and includes people resident in the external territories. The figures for Aboriginal and Torres Strait Islander peoples are from experimental estimates based on preliminary figures from the 2006 Census produced by the ABS. The number of 'Other Australian-born people' is derived from the Australian-born population minus the number of Aboriginal and Torres Strait Islander peoples.

Notes

1. Number excluded due to errors and omissions (weighted): 4,062.
2. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007b; ABS unpublished data.

Table 4.9: SAAP clients: cultural and linguistic diversity and sex, by state and territory, Australia, 2007–08 (per cent)

Cultural and linguistic diversity	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male clients										
Aboriginal and Torres Strait Islander peoples	14.3	5.3	18.1	14.6	14.7	8.5	10.5	33.3	13.0	5,900
Other Australian-born people	70.2	82.5	71.2	63.0	74.3	82.6	73.6	56.6	73.5	33,000
People born overseas, English proficiency group 1	5.5	3.0	5.1	8.1	4.4	2.4	3.0	3.7	4.6	2,100
People born overseas, English proficiency groups 2–4	10.0	9.2	5.5	14.3	6.6	6.5	12.9	6.4	8.9	4,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	32.1	26.3	19.3	7.5	9.9	4.5	1.8	2.2
Total (number)	14,400	11,800	8,700	3,400	4,500	2,000	800	1,000	..	45,000
Per 10,000 population^(a)	51	56	50	38	66	103	57	104	..	52
Female clients										
Aboriginal and Torres Strait Islander peoples	20.9	7.1	27.2	43.2	22.2	12.1	15.8	76.6	21.0	15,400
Other Australian-born people	62.3	73.5	61.1	38.1	66.5	81.5	64.3	19.7	63.1	46,300
People born overseas, English proficiency group 1	3.6	2.9	4.1	4.7	2.7	2.7	3.2	0.7	3.4	2,500
People born overseas, English proficiency groups 2–4	13.2	16.5	7.5	14.0	8.6	3.7	16.7	3.0	12.5	9,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	28.4	30.5	14.8	9.6	10.8	3.1	1.5	2.8
Total (number)	20,800	22,400	10,900	7,000	8,000	2,300	1,100	2,100	..	73,400
Per 10,000 population^(a)	72	102	61	80	115	112	74	246	..	83
All clients										
Aboriginal and Torres Strait Islander peoples	18.2	6.5	23.2	33.9	19.5	10.4	13.6	62.8	18.0	21,300
Other Australian-born people	65.5	76.6	65.6	46.2	69.3	82.0	68.3	31.5	67.0	79,300
People born overseas, English proficiency group 1	4.4	2.9	4.6	5.8	3.3	2.5	3.1	1.7	3.8	4,500
People born overseas, English proficiency groups 2–4	11.9	14.0	6.6	14.1	7.9	5.0	15.0	4.1	11.1	13,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	29.8	28.9	16.5	8.8	10.5	3.7	1.6	2.6
Total (number)	35,300	34,200	19,500	10,400	12,400	4,300	1,900	3,100	..	118,400
Per 10,000 population^(a)	62	79	56	59	91	108	65	172	..	68

(a) 'Per 10,000 population' shows how many people out of every 10,000 in the population became SAAP clients. The rate is estimated by comparing the number of SAAP clients in the designated group with the estimated resident population in that group as at 30 June 2006 (preliminary estimates). Note it is calculated using client numbers with no data excluded due to errors or omissions.

Notes

1. Number excluded due to errors and omissions (weighted): 7,223.
2. Number of clients within a state or territory relates to the first visit for that client in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. For derivation of cultural and linguistic diversity refer to Appendix 2, Section A2.4.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007a, 2007c.

5 Client groups and reasons for seeking assistance

This chapter contains information on the main client groups that were supported by SAAP during 2007–08, including the type of agency they attended and their main reason for seeking assistance. For client groups presenting at SAAP agencies with accompanying children, the number of accompanying child support periods associated with each client group is also reported.

Client groups are classified according to the relationship the client has to the people they are assisted with and should not be confused with their family type (see AIHW 2005b). For example, if a married woman with children is escaping a violent situation and is supported by a SAAP agency without her partner, she would be classified as a female with children, not as a couple, and a 17 year-old male presenting with a group of friends would be classified as a person presenting alone or with an unrelated person.

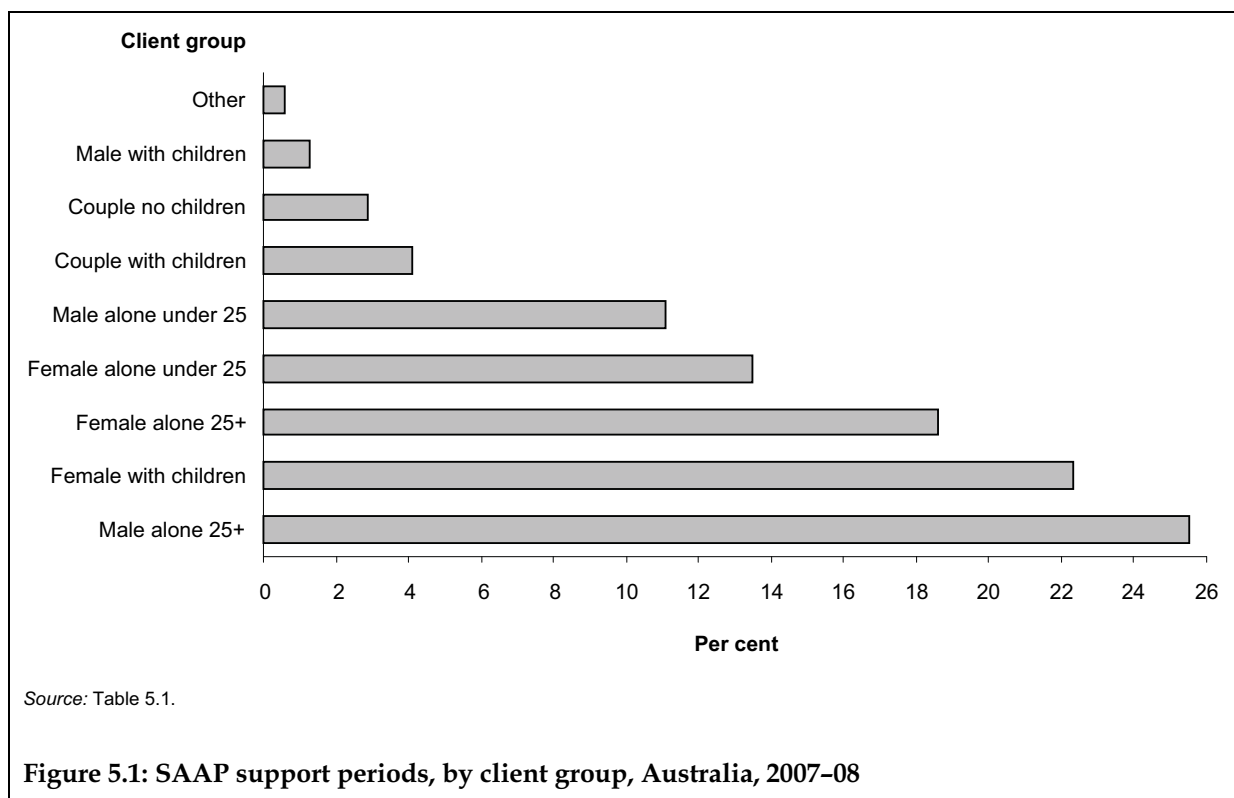
Clients may have more than one support period during a reporting year (see Chapter 3). As a client may present with different people in each support period, and because the reasons they seek support may also vary, analyses in this chapter relate to support periods rather than to clients (refer to Appendix 2, Section A2.4).

Client groups supported by SAAP

Figure 5.1 gives a breakdown of the number of support periods provided to the main client groups reported in this chapter. Nationally, over one-quarter (26%) of support periods were provided to males aged 25 years and over who presented alone or with an unrelated person, and 22% were provided to female clients with children. Females aged 25 years and over who presented alone or with an unrelated person accounted for 19% of support periods, and females alone aged under 25 years accounted for 14%. This was followed by males aged under 25 years (11% of support periods), couples with children (4%) and couples without children (3%). Males with children accounted for just over 1% of support periods and other family groups ('other') for just under 1%.

State and territory

Client group profiles varied between the states and territories (Table 5.1). For example, in New South Wales (28%), Victoria (26%), Queensland (29%) and Tasmania (28%) the greatest proportion of support periods were for males aged 25 years and over presenting alone or with an unrelated person. However, females with children accounted for the highest proportion of support periods in Western Australia (28%), South Australia (31%), the Australian Capital Territory (26%) and the Northern Territory (30%).



Primary target group of agency

The type of agency attended by the client groups is shown in Table 5.2. As might be expected, agencies with specific target groups tended to provide services predominantly to that client group, although it is unlikely that agencies will turn away people in crisis outside their target group if they have the means to provide appropriate support. Consequently, 79% of support periods at agencies targeting young people were for people aged under 25 years presenting on their own or with an unrelated person. Agencies targeting single men were overwhelmingly used by males aged 25 years or over presenting on their own or with an unrelated person (85% of support periods), followed by unaccompanied males aged under 25 years (11%). Similarly, agencies that targeted women escaping domestic violence were mainly used by females with children (51%) and unaccompanied females aged 25 years or over (35%). Agencies primarily targeting families provided a high proportion of their support periods to females with children (40%) or to couples with children (22%). Cross-target group agencies were mainly used by unaccompanied males and females aged 25 years and over (41% and 22% of support periods, respectively).

Support periods for clients with accompanying children

In around a quarter of their support periods SAAP clients presented with accompanying children (derived from tables 5.1, 5.3 and 3.1). In each of these, there was an average of two children. Couples with children had the highest average number of accompanying child support periods per client support period (2.3), followed by females with children (2.0), males with children (1.8) and 'other' groups with children (1.4).

In the vast majority of their support periods, children accompanied a female client (in 85% of accompanying child support periods), in 11% they accompanied a couple and in 4% a male client. Children accompanied 'other' family groups in less than 1% of accompanying child support periods.

State and territory

In the majority of their periods of support, accompanying children in all the states and territories accompanied a female client (ranging from 68% in the Australian Capital Territory to 89% in New South Wales). There were, however, some significant variations in both the proportion of accompanying child support periods and in the support periods reported for client groups with accompanying children. For example, the Australian Capital Territory had higher proportions in which children accompanied couples and male clients than the other states and territories, and a smaller proportion where they accompanied female clients.

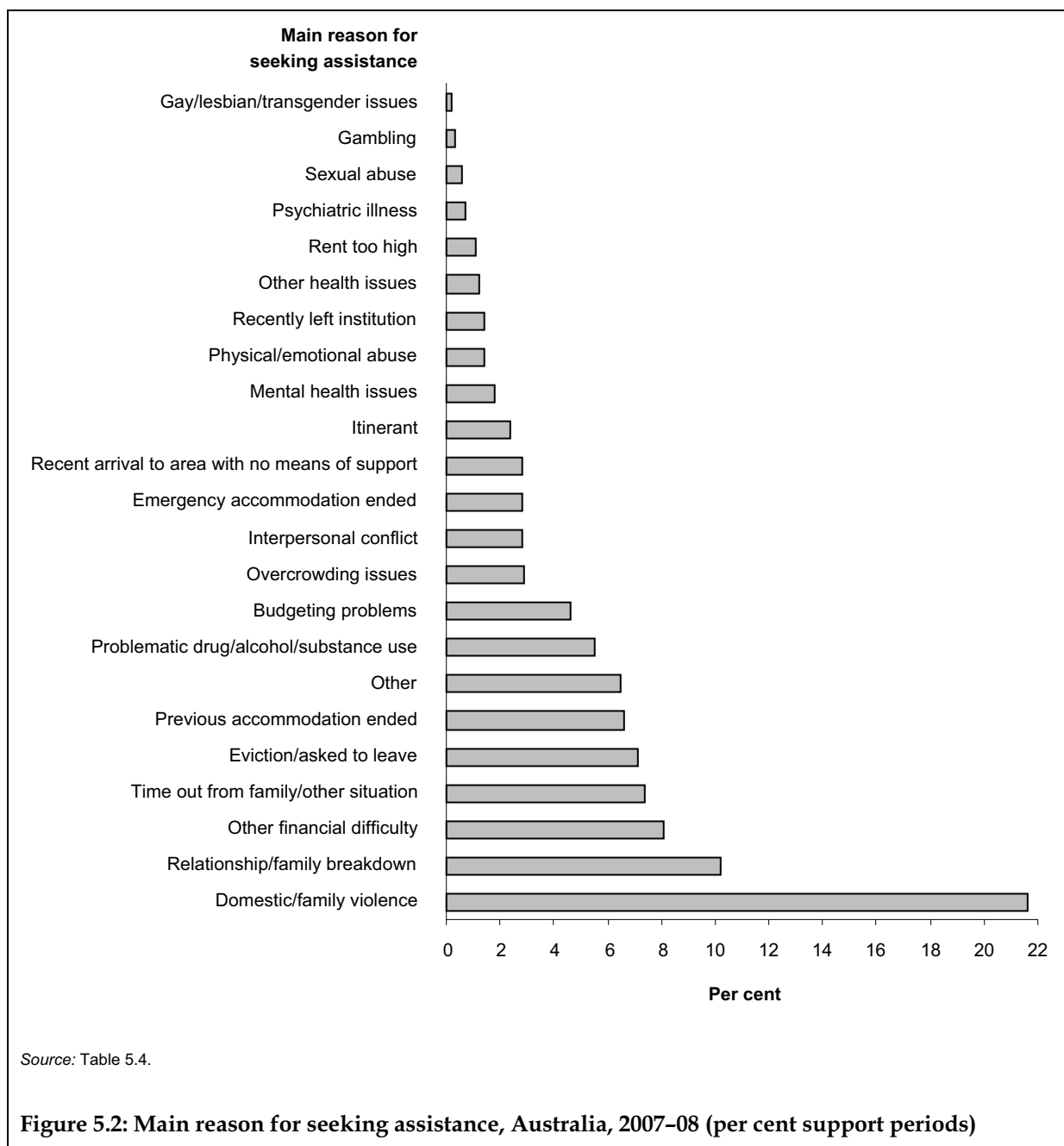
Main reason for seeking assistance

In addition to recording client characteristics, the SAAP Client Collection collects information on the main reasons clients seek assistance from SAAP agencies. Overall, the most common main reasons that clients gave for seeking assistance were domestic or family violence (in 22% of support periods), relationship or family breakdown (10%) and other financial difficulty (8%) (Figure 5.2).

When similar individual categories for seeking assistance are grouped together, issues around interpersonal relationships were reported as the main reason for seeking assistance in close to half of all support periods (44%), followed by accommodation issues (19%) and financial reasons (14%) (Table 5.4).

State and territory

Whilst in general there were only small variations across the states and territories in the proportions for many of the main reasons for seeking assistance, there were some exceptions (Table 5.4). For example, domestic violence ranged from highs of 29% of support periods in the Northern Territory, South Australia and Western Australia, through to a low of 10% in Tasmania; in New South Wales problematic drug, alcohol, or substance abuse was the main reason for seeking assistance in 12% of support periods, while for the other jurisdictions it was between 2% and 5%; other financial difficulty was recorded as the main reason in 13% of support periods in Victoria and in between 3% and 9% in the other jurisdictions; and relationship or family breakdown ranged between 19% in Tasmania to 8% in Western Australia, the Northern Territory and Victoria.



Client group

The main reason given for seeking support varied considerably according to the client group (Table 5.5). Females with children cited domestic or family violence most often (in 50% of their support periods). For males with children, relationship or family breakdown was the main reason given (in 16% of their support periods), followed by eviction or being asked to leave (in 14%).

Unaccompanied females aged 25 years and older most commonly cited domestic or family violence (in 37% of their support periods), followed by other financial difficulty (10%). In contrast, males aged 25 years and over most commonly reported drug, alcohol or substance use as their main reason for seeking assistance (in 15% of their support periods), followed by

other financial difficulty (13%). For these older males, drug, alcohol or substance use was reported in a far higher proportion than for other client groups (between 1% and 4%).

Young females and males most commonly sought support because of issues in their interpersonal relationships, particularly the breakdown of relationships with a family member or with a spouse or partner. Females alone aged under 25 years most often cited relationship or family breakdown (in 22% of their support periods), with domestic or family violence as the second most frequently given reason (16%), followed by time out from family or other situation (12%). For males alone aged under 25 years, relationship or family breakdown (20%) followed by time out from family or other situation (12%) were the most commonly given reasons.

For couples, accommodation issues were the main reason for seeking assistance; in particular, eviction or being asked to leave (in 21% of support periods for couples with children and in 13% of those without children). For couples with children the next most common reasons were overcrowding issues or that their previous accommodation ended (both in 11% of their support periods), and for couples without children it was relationship or family breakdown or 'other' issues (both 10%).

5.1 Tables

Table 5.1: SAAP support periods: client group, by state and territory, Australia, 2007–08 (per cent)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male alone, under 25	14.8	8.5	11.3	7.9	10.4	14.3	13.9	7.8	11.1	23,900
Male alone, 25+	27.5	26.2	28.9	21.4	18.1	28.0	18.7	17.2	25.5	54,900
Female alone, under 25	16.7	11.8	12.1	10.7	12.5	14.2	15.7	15.2	13.5	28,900
Female alone, 25+	16.4	23.6	13.0	23.9	15.6	11.6	5.0	22.5	18.6	40,000
Couple no children	2.3	2.9	3.7	2.4	3.3	4.4	2.5	2.3	2.9	6,200
Couple with children	2.6	3.4	7.0	4.1	6.2	4.1	13.2	3.8	4.1	8,900
Male with children	0.8	1.3	2.2	0.7	1.8	2.6	2.3	1.5	1.3	2,800
Female with children	18.7	21.4	21.6	28.2	30.8	20.0	26.4	29.6	22.3	47,900
Other	0.3	0.8	0.3	0.6	1.2	0.7	2.3	0.1	0.6	1,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	29.2	32.3	13.9	8.3	10.0	3.1	1.3	1.9	100.0	..
Total (number)	62,700	69,300	29,900	17,800	21,400	6,600	2,900	4,100	..	214,800

Notes

1. Number excluded due to errors and omissions (weighted): 5,548.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 5.2: SAAP support periods: client group, by primary target group of agency, Australia, 2007–08 (per cent)

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	36.4	10.5	0.2	2.6	0.8	6.6	11.1	23,900
Male alone, 25+	1.2	84.8	0.3	11.8	0.9	40.8	25.5	54,900
Female alone, under 25	42.2	0.3	12.0	3.7	9.3	6.5	13.5	28,900
Female alone, 25+	1.2	1.5	57.6	10.2	35.4	21.7	18.6	40,000
Couple no children	4.0	0.7	1.2	2.9	0.7	4.5	2.9	6,200
Couple with children	2.7	0.5	1.3	22.3	0.9	4.7	4.1	8,900
Male with children	0.6	0.5	0.1	5.4	0.2	2.0	1.3	2,800
Female with children	11.1	1.3	26.7	39.8	51.2	12.6	22.3	47,900
Other	0.7	—	0.5	1.3	0.6	0.6	0.6	1,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	19.8	11.5	2.7	7.3	23.2	35.6	100.0	..
Total (number)	42,400	24,600	5,800	15,700	49,800	76,400	..	214,800

Notes

1. Number excluded due to errors and omissions (weighted): 5,548.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client and Administrative Data Collections.

Table 5.3: SAAP support periods for clients with accompanying children and associated accompanying child support periods: client group, by state and territory, Australia, 2007–08 (per cent)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Support periods (%)										
Couple with children	7.1	8.5	15.9	9.4	10.2	10.2	23.8	7.7	9.9	5,200
Male with children	3.6	5.1	5.4	2.4	4.7	9.8	7.1	4.1	4.6	2,400
Female with children	89.2	86.2	78.6	88.2	85.0	80.0	69.0	88.2	85.4	44,800
Other with children	—	0.2	0.1	—	0.1	0.1	—	—	0.1	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	24.1	29.9	14.7	10.3	13.8	2.8	1.9	2.5	100.0	..
Total (number)	12,600	15,700	7,700	5,400	7,200	1,500	1,000	1,300	..	52,500
Accompanying child support periods (%)										
Couple with children	7.5	9.4	17.6	11.8	11.7	12.4	24.9	7.8	11.2	11,900
Male with children	3.1	4.3	4.7	2.2	4.1	7.5	6.9	4.5	4.0	4,200
Female with children	89.3	86.1	77.6	85.9	84.1	80.1	68.2	87.7	84.8	90,200
Other with children	—	0.1	—	—	0.1	—	—	—	0.1	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	23.7	29.4	15.8	10.9	13.2	2.7	1.8	2.4	100.0	..
Total (number)	25,200	31,300	16,900	11,600	14,000	2,900	1,900	2,500	..	106,400
Mean number of accompanying child support periods per support period (number)										
Couple with children	2.12	2.19	2.43	2.69	2.23	2.36	2.03	1.96	..	2.28
Male with children	1.75	1.70	1.90	1.99	1.68	1.49	1.88	2.11	..	1.76
Female with children	2.00	1.99	2.16	2.09	1.91	1.94	1.92	1.93	..	2.01
Other with children	1.20	1.39	1.00	2.00	1.67	1.00	—	—	..	1.38
Total	2.00	1.99	2.19	2.15	1.94	1.94	1.94	1.94	..	2.03

Notes

1. Number excluded due to errors and omissions (weighted): 410 support periods.
2. Number excluded due to errors and omissions (weighted): 847 accompanying child support periods.
3. 'Support periods' exclude records where there was not a corresponding accompanying child record attached—the client group of the client may indicate that they presented with an accompanying child/ren but details of the accompanying child/ren may not have been recorded. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
4. Accompanying children are recorded on only one client form if they present in a group consisting of more than one client. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only 1 support period. This may also be the case for 'other' family groups if they comprise more than one client. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 5.4: SAAP support periods: main reason for seeking assistance, by state and territory, Australia, 2007–08 (per cent)

Main reason for seeking assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Interpersonal relationships	47.0	41.1	35.6	48.8	51.2	42.6	43.2	52.0	44.0	93,100
Time out from family/ other situation	9.3	6.0	9.0	7.1	5.2	5.1	4.9	9.1	7.4	15,700
Relationship/ family breakdown	12.5	8.2	8.7	7.7	11.0	19.4	16.3	7.8	10.2	21,600
Interpersonal conflict	3.3	2.3	2.4	2.1	3.3	4.8	5.2	3.2	2.8	6,000
Sexual abuse	0.8	0.3	0.3	0.4	0.9	2.1	0.4	0.7	0.6	1,200
Domestic/family violence	19.7	23.2	13.9	28.8	29.2	9.8	14.7	29.3	21.6	45,700
Physical/emotional abuse	1.4	1.0	1.3	2.6	1.5	1.3	1.7	1.9	1.4	2,900
Financial	9.5	19.7	19.1	13.2	4.4	11.5	9.9	15.4	14.1	30,000
Gambling	0.4	0.2	0.3	0.1	0.2	0.2	0.3	0.2	0.3	500
Budgeting problems	2.9	5.9	9.0	3.1	1.2	3.4	1.7	5.2	4.6	9,800
Rent too high	0.8	1.1	2.1	1.4	0.5	1.2	2.6	1.9	1.1	2,400
Other financial difficulty	5.4	12.6	7.7	8.6	2.5	6.6	5.3	8.3	8.1	17,100
Accommodation	15.0	21.9	21.9	13.9	23.8	25.6	20.6	13.5	19.4	41,000
Overcrowding issues	2.5	2.8	2.9	2.3	3.6	3.4	5.8	4.4	2.9	6,100
Eviction/asked to leave	5.0	8.7	8.3	5.2	8.8	9.0	6.8	1.9	7.1	15,100
Emergency accommodation ended	3.1	2.5	4.7	1.6	1.7	1.7	2.7	0.9	2.8	5,800
Previous accommodation ended	4.4	8.0	6.0	4.7	9.7	11.6	5.2	6.3	6.6	14,000
Health	16.5	5.5	9.2	5.2	5.8	6.6	9.8	5.3	9.3	19,700
Mental health issues	2.4	1.5	1.9	1.2	1.7	1.8	3.0	0.6	1.8	3,900
Problematic drug/ alcohol/substance use	12.2	1.8	4.6	2.8	2.8	3.5	3.5	3.2	5.5	11,700
Psychiatric illness	1.0	0.8	0.8	0.3	0.2	0.3	0.8	0.2	0.7	1,500
Other health issues	0.9	1.4	1.9	0.9	1.1	1.0	2.4	1.2	1.2	2,600
Other reasons	12.0	11.7	14.2	19.0	14.9	13.6	16.5	13.8	13.2	28,000
Gay/lesbian/ transgender issues	0.6	—	—	—	—	0.1	—	0.1	0.2	400
Recently left institution	1.6	1.0	1.3	0.8	2.5	2.0	2.1	0.8	1.4	2,900
Recent arrival to area with no means of support	2.3	1.5	5.3	2.8	3.8	4.0	3.7	4.9	2.8	5,800
Itinerant	2.6	2.0	2.3	1.9	2.8	4.2	2.2	2.6	2.4	5,100
Other	5.0	7.2	5.2	13.5	5.7	3.3	8.5	5.4	6.5	13,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	29.0	32.4	13.9	8.3	10.0	3.1	1.3	1.9	100.0	..
Total (number)	61,400	68,700	29,500	17,600	21,200	6,600	2,800	4,100	..	211,800

Notes

1. Number excluded due to errors and omissions (weighted): 8,491.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 5.5: SAAP support periods: main reason for seeking assistance, by client group, Australia, 2007–08 (per cent)

Main reason for seeking assistance	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
Interpersonal relationships	41.1	16.5	58.2	52.7	26.8	19.1	28.5	67.8	49.2
Time out from family/ other situation	11.7	6.7	12.2	5.6	6.9	4.5	3.6	5.2	4.0
Relationship/ family breakdown	20.4	5.4	22.1	5.1	10.1	5.9	16.2	7.8	11.3
Interpersonal conflict	4.8	2.5	4.3	2.3	3.4	2.5	2.4	1.8	3.2
Sexual abuse	0.4	0.1	1.6	0.8	0.3	0.1	0.3	0.6	0.5
Domestic/family violence	3.0	1.2	16.3	36.8	5.2	5.1	5.1	50.4	28.2
Physical/emotional abuse	0.8	0.5	1.6	2.2	0.9	0.9	0.9	2.0	2.1
Financial	9.5	21.8	9.1	16.4	17.2	18.9	19.9	7.7	7.2
Gambling	0.1	0.7	—	0.2	0.1	0.2	0.2	—	—
Budgeting problems	3.3	7.4	2.9	5.3	5.5	5.4	9.1	2.2	1.8
Rent too high	0.7	0.9	0.7	0.9	2.4	3.8	2.3	1.3	1.3
Other financial difficulty	5.3	12.8	5.5	10.1	9.2	9.5	8.3	4.1	4.1
Accommodation	24.4	18.4	19.2	13.1	31.2	45.2	32.4	16.3	24.9
Overcrowding issues	2.4	1.0	3.3	1.3	7.3	10.6	6.7	3.9	4.6
Eviction/asked to leave	9.3	5.2	6.8	4.7	12.8	20.8	13.7	6.8	12.9
Emergency accommodation ended	4.1	4.3	2.5	2.2	1.7	2.3	1.9	1.3	1.2
Previous accommodation ended	8.5	7.9	6.6	4.8	9.3	11.4	10.1	4.3	6.3
Health	7.0	23.0	3.8	7.3	5.5	3.2	5.2	1.8	3.4
Mental health issues	2.0	3.6	1.2	1.9	0.7	0.6	1.0	0.5	0.8
Problematic drug/ alcohol/substance use	4.0	15.4	1.6	3.2	2.4	1.2	2.5	0.7	1.2
Psychiatric illness	0.6	1.7	0.2	0.8	0.4	0.1	0.2	0.1	0.2
Other health issues	0.5	2.2	0.8	1.4	2.0	1.3	1.5	0.6	1.3
Other reasons	18.0	20.3	9.7	10.5	19.3	13.6	13.9	6.3	15.3
Gay/lesbian/ transgender issues	0.6	0.1	0.5	0.2	0.1	—	—	—	0.2
Recently left institution	3.0	2.6	0.7	0.9	0.6	0.5	1.7	0.2	0.3
Recent arrival to area with no means of support	3.1	4.7	1.3	1.6	4.7	4.9	3.7	1.4	3.9
Itinerant	3.1	4.2	2.2	1.4	3.6	1.8	1.9	0.9	1.6
Other	8.2	8.8	5.0	6.4	10.3	6.4	6.7	3.8	9.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (row %)	11.1	25.4	13.4	18.7	2.9	4.1	1.3	22.4	0.6
Total (number)	23,100	52,900	28,000	39,100	6,000	8,600	2,700	46,800	1,300

Notes

1. Number excluded due to errors and omissions (weighted): 11,794.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

6 Support provided

In this chapter, the lengths of support and accommodation for clients are examined for closed support periods – that is, support periods that finished on or before 30 June 2008. This chapter also presents an overview of the types of services provided by SAAP agencies to clients across all support periods and to accompanying children across all accompanying child support periods.

In 2007–08, 220,300 support periods were provided (Table 3.1). Of these, 187,000 were closed support periods and 64,700 of these included a period of accommodation (tables 6.1 and 6.3, including errors and omissions [see Note 1, Table 6.3]). It is important to note that, when accommodated, a client may be accommodated for all or only some of the total time they were supported.

Length of support

Nationally, just under half (47%) of all closed support periods lasted for 1 week or less, with 26% lasting for less than 1 day (Table 6.1). Sixteen per cent lasted from 1 week to 1 month, 21% lasted from 1 month to 3 months, 8% lasted from 3 to 6 months and 8% lasted for longer than 6 months.

The median length of support Australia-wide was 10 days. Because means are affected much more than medians by a small number of large values, the mean (or average) number of days of support is considerably longer than the median. The mean length of support Australia-wide was 56 days.

State and territory

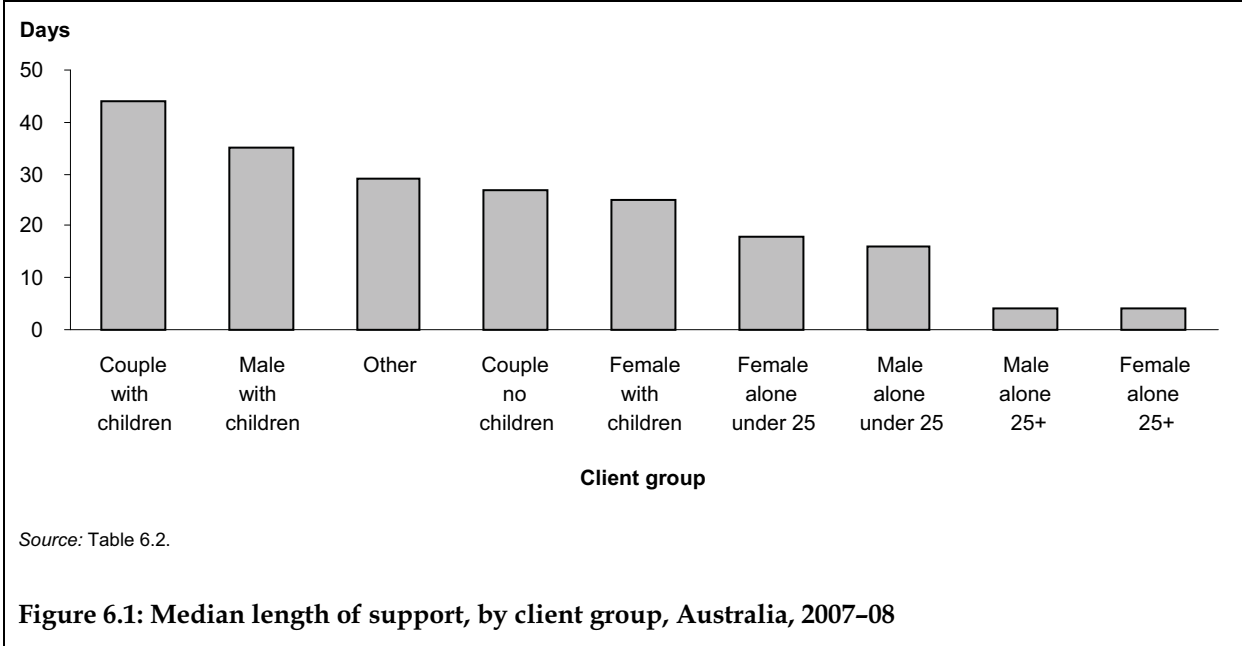
Support period lengths were not consistent across the states and territories. In particular, in Victoria 44% of closed support periods lasted less than 1 day, compared with between 1% and 22% for the other jurisdictions. In contrast, Tasmania reported a higher proportion of closed support periods lasting between 1 and 3 months (39% compared with between 15% and 27% for the other states and territories), and the Australian Capital Territory had the highest proportion of support periods for clients who were supported for longer than 6 months (21% compared with between 5% and 11% for the other states and territory).

These differences across the states and territories are also clearly shown in the mean and median lengths of support. Victoria had the shortest median length of support (2 days), followed by Western Australia (6 days) and the Northern Territory (9 days). The Australian Capital Territory had the longest median length of support (46 days), ahead of Tasmania (36 days). The average (mean) length of support ranged from 40 days in the Northern Territory to 121 days in the Australian Capital Territory.

Client group

Patterns of support length varied according to client group. As illustrated in Figure 6.1, family groups, especially those with accompanying children, tended to have longer periods of support than clients who presented alone or with unrelated people. For example, couples

with children recorded the longest median length of support of all (44 days). In contrast, females and males aged 25 years and over who presented alone or with an unrelated person tended to be supported for short periods (4 days each).



Length of accommodation

As mentioned, there were 64,700 closed support periods which included one or more periods of accommodation (Table 6.3, including errors and omissions, see Note 1). Of these, 63,400 had dates of accommodation reported. A small proportion (11% or 6,700) involved accommodation that started and ended on the same day and the remainder involved accommodation of 1 day or longer. For analysis purposes, accommodation starting and ending on the same day has been excluded from tables and figures in this section.

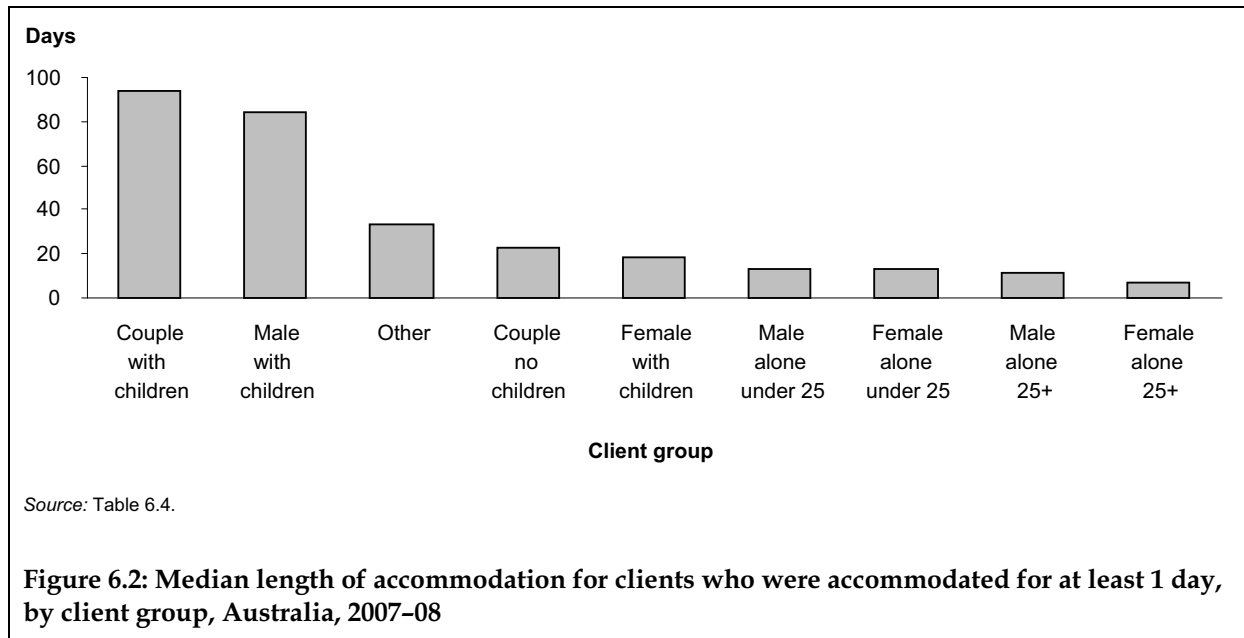
Of closed support periods that lasted 1 day or longer, in 42% the accommodation lasted for one week or less, in 24% for between 1 week and 1 month, and in 20% from 1 to 3 months. In 7% the accommodation lasted for between 3 and 6 months, and in another 7% it lasted longer than 6 months. In line with this, the median length of accommodation nationally was 12 days.

State and territory

Accommodation period lengths were not consistent across the states and territories. For example, clients in the Australian Capital Territory were generally accommodated for longer periods, with a median length of 35 days. In contrast, clients in the Northern Territory and Western Australia were generally accommodated for short periods, with median lengths of 4 and 5 days, respectively.

Client group

Family groups, especially couples with children, were generally accommodated for longer periods than clients who presented alone or with unrelated people (Figure 6.2).



Support provided to SAAP clients

In 2007-08 SAAP collected information on 35 types of support for clients (including an 'other' category of support). These individual types of support can be grouped into six broad types of services. The three broad types of services most often provided were general support or advocacy services (in 78% of support periods), personal support services (55%) and housing or accommodation services (54%) (Table 6.5). Specifically, the main type of general support or advocacy provided was advice or information (in 70% of support periods), the most commonly provided personal support service was emotional support (49%) and the main type of housing or accommodation service provided was SAAP or CAP accommodation (36%).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 21% of support periods. The most commonly provided specialist services were health or medical services (in 8% of support periods), culturally specific services (5%), drug and alcohol support or intervention services (4%) and specialist counselling (4%).

No services were provided directly to the client by the agency in 3% of support periods in which information was recorded on the types of support that clients received. However, agencies may have arranged referrals for clients in these cases. How agencies meet the needs of clients is examined further in Chapter 7.

State and territory

The types of support provided to clients varied considerably by state and territory. For example, housing or accommodation services were provided to clients in 39% of support

periods in Victoria, compared with 74% in the Australian Capital Territory; specialist services were provided in 34% of support periods in Western Australia, compared with 11% in Tasmania; financial or employment services were provided in 45% of support periods in the Northern Territory, compared with 30% in Tasmania; personal support services were provided in 68% of support periods in South Australia, compared with 47% in Victoria; and basic support services were provided in 67% of support periods in Western Australia, compared with 27% in Victoria (Table 6.5).

Client group

The services commonly provided to clients varied markedly according to the person or group being assisted. Males alone aged under 25 years were provided with housing or accommodation support more often than the other client groups, with 63% of support periods for this group including the provision of at least one of these support types (Table 6.6). Females aged 25 years and over were provided with housing or accommodation services less often than the other client groups (in 40% of their support periods).

Females with children received some form of personal support in 73% of their support periods, which was the highest percentage recorded for any of the client groups. More specifically, females with children recorded relatively high levels of support for domestic or family violence (in 45% of their support periods, compared with between 1% and 31% for the other client groups), and for emotional support (in 65%, compared with between 36% and 56% for the other client groups).

Females with children, males alone aged 25 years and over, and 'other' family groups were provided with specialist services more often than the other client groups (in at least 23% of their support periods). Specifically, females with children were provided with culturally appropriate services (10%) and specialist counselling services (8%) more often than other client groups; and males alone 25 years and over had a higher proportion of support periods in which they received health or medical services (12%), psychological services (5%) and drug or alcohol support or intervention (8%). Males with children were provided with specialist services in fewer of their support periods than the other client groups (12%).

Support provided to accompanying children

In 58,700 of the 107,300 accompanying child support periods reported during 2007–08, some information was provided on the service requirements or provision for accompanying children (Table 6.7). The large difference between these two numbers is primarily because children may or may not require direct support when they accompany a parent(s) or guardian(s) to a SAAP agency, though they may benefit indirectly as a result of their parent or guardian being supported.

In 2007–08, 18 types of support were collected for accompanying children (including an 'other' category of support). As for clients, these individual service types can be grouped into six broad types of service. At the broad level, SAAP or CAP accommodation and basic support services were the most commonly provided, each being provided in 53% of periods in which information was provided on service requirements or provision. Specialist services were the least often provided broad group of services (15%).

At a finer level, after SAAP or CAP accommodation (53%), meals were the next most commonly provided type of service (in 34% of accompanying child support periods). The

types of services provided least often were sexual or physical abuse support (2%), specialist counselling (3%), and assistance with access arrangements (3%).

Agencies did not provide any services directly to children in 5% of the accompanying child support periods in which information was provided on service requirements or provision. However, agencies may have arranged referrals in these cases. How agencies meet the needs of accompanying children is examined further in Chapter 7.

State and territory

The services commonly provided to accompanying children varied according to the state or territory they were in (Table 6.7). For example, SAAP or CAP accommodation was provided most often in the Northern Territory (87%) and least often in South Australia (28%). In South Australia, the most common broad type of service provided was general support or advocacy services (71%), and this was provided in a far higher proportion of accompanying child support periods than in the other jurisdictions (between 21% and 54%).

Other notable differences were: in the Northern Territory and Western Australia, basic support services were provided in 77% and 70% of periods, respectively, compared with between 27% and 61% in the other states and territory; in the Australian Capital Territory and New South Wales, personal support services were provided in 33% and 26% of periods, respectively, compared with between 8% and 18% in the other jurisdictions; and in New South Wales, Queensland and Tasmania, school liaison or child care services were provided in 33%, 29% and 28% of periods, respectively, compared with between 10% and 21% in the other states and territories.

Client group

The services commonly provided to accompanying children varied according to who they were with (Table 6.8). For example, while the most common broad type of support provided to children accompanying their mother or a female guardian was basic support services, for children accompanying a father or male guardian it was general support or advocacy services. Further, children who accompanied their mother or a female guardian were more likely to be provided with SAAP or CAP accommodation, school liaison or child care services, and specialist services (except specialist counselling) than children in the other client groups.

6.1 Tables

Table 6.1: SAAP closed support periods: length of support, by state and territory, Australia, 2007–08 (per cent)

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
1 week or less	42.7	57.4	41.3	52.8	36.6	24.0	19.7	46.7	47.0	87,900
Less than 1 day	18.4	43.6	16.9	21.6	12.9	7.6	1.0	6.9	25.7	48,100
1 day	9.9	4.9	8.0	12.7	7.4	7.4	5.5	14.7	7.9	14,800
2–3 days	5.7	3.9	7.2	9.7	7.1	4.0	5.4	13.9	5.9	11,000
4–5 days	3.3	2.3	4.6	4.8	4.6	2.5	4.3	5.9	3.4	6,400
6–7 days	5.4	2.7	4.6	4.0	4.6	2.4	3.5	5.3	4.1	7,600
>1 week–1 month	15.8	12.0	20.8	18.1	19.0	15.5	19.9	19.8	15.8	29,600
>1–2 weeks	7.1	5.1	9.7	8.8	8.9	6.3	8.4	10.1	7.2	13,500
>2–3 weeks	4.7	3.7	6.3	5.1	5.4	4.6	6.2	5.4	4.7	8,800
>3–4 weeks	4.0	3.2	4.7	4.1	4.7	4.6	5.3	4.3	3.9	7,400
>1 month–3 months	24.1	18.2	23.2	15.0	22.0	38.9	27.4	21.1	21.4	40,100
>4–6 weeks	9.6	6.1	10.3	6.0	7.0	16.8	8.2	7.5	8.1	15,100
>6–8 weeks	5.1	4.2	5.0	3.6	5.0	9.0	7.4	5.1	4.8	8,900
>8–10 weeks	4.1	3.8	3.8	2.6	4.8	6.6	6.2	4.2	4.0	7,500
>10–13 weeks	5.3	4.2	4.2	2.9	5.2	6.6	5.7	4.3	4.6	8,500
>3 months–6 months	9.1	6.7	8.2	6.7	11.0	13.3	11.9	7.8	8.2	15,400
>13–16 weeks	3.3	2.3	3.2	2.1	3.5	5.2	3.5	3.5	2.9	5,500
>16–19 weeks	2.3	1.8	2.0	1.6	3.1	3.5	3.3	1.7	2.1	4,000
>19–22 weeks	1.7	1.3	1.5	1.4	2.2	2.5	2.6	1.4	1.6	3,000
>22–26 weeks	1.7	1.3	1.5	1.5	2.2	2.1	2.5	1.3	1.6	3,000
>6 months	8.4	5.7	6.5	7.4	11.4	8.3	21.1	4.6	7.5	14,000
>26–39 weeks	3.3	2.6	2.9	2.8	4.6	4.3	8.2	2.0	3.1	5,800
>39–52 weeks	1.8	1.2	1.3	1.8	2.2	1.6	4.6	1.3	1.6	2,900
>52 weeks	3.3	2.0	2.2	2.8	4.7	2.4	8.3	1.2	2.8	5,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	27.8	33.7	14.8	8.3	9.5	2.9	1.0	1.9	100.0	..
Total (number)	52,000	63,100	27,700	15,500	17,800	5,500	1,900	3,600	..	187,000
Mean length (days)	62	44	53	54	76	68	121	40	..	56
Median length (days)	15	2	14	6	20	36	46	9	..	10

Notes

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

Source: SAAP Client Collection.

Table 6.2: SAAP closed support periods: length of support, by client group, Australia, 2007–08 (per cent)

Length of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
1 week or less	41.1	58.1	40.5	57.5	35.6	22.8	27.6	36.1	38.2
Less than 1 day	19.2	34.2	20.9	36.5	20.9	11.9	18.1	14.8	23.1
1 day	8.3	9.6	7.1	6.9	5.4	3.7	3.1	7.6	6.7
2–3 days	6.0	6.1	5.6	6.2	3.8	2.9	2.2	6.5	3.9
4–5 days	3.7	3.5	3.2	3.5	2.7	1.9	1.6	3.6	2.1
6–7 days	3.8	4.7	3.7	4.3	2.9	2.5	2.6	3.7	2.3
>1 week–1 month	17.3	16.3	15.6	13.0	16.0	15.8	15.1	16.2	11.7
>1–2 weeks	7.7	7.9	6.8	6.1	6.5	5.6	6.0	6.7	5.0
>2–3 weeks	5.3	4.7	5.0	3.6	4.8	5.0	4.8	4.9	2.9
>3–4 weeks	4.2	3.7	3.8	3.2	4.6	5.2	4.3	4.5	3.8
>1 month–3 months	24.8	15.9	24.8	17.9	28.8	31.3	30.9	25.4	22.7
>4–6 weeks	8.8	6.1	8.6	6.6	11.0	10.9	12.5	9.0	6.6
>6–8 weeks	5.4	3.6	5.7	4.1	6.5	6.9	7.0	5.9	5.2
>8–10 weeks	4.5	3.0	4.7	3.5	5.6	6.2	5.2	4.9	3.7
>10–13 weeks	6.0	3.1	5.8	3.7	5.7	7.3	6.2	5.5	7.2
>3 months–6 months	8.9	5.3	9.5	6.5	10.7	14.5	14.1	11.4	13.5
>13–16 weeks	3.0	2.1	3.1	2.4	3.5	5.5	4.4	3.9	5.3
>16–19 weeks	2.5	1.4	2.6	1.7	3.2	3.4	3.7	2.8	2.0
>19–22 weeks	1.7	0.9	1.9	1.2	1.9	2.5	2.7	2.3	2.9
>22–26 weeks	1.7	0.9	1.9	1.2	2.2	3.1	3.3	2.4	3.3
>6 months	8.0	4.4	9.6	5.2	8.9	15.6	12.4	10.9	13.9
>26–39 weeks	3.4	1.6	4.0	2.0	3.5	6.0	4.8	4.7	4.8
>39–52 weeks	1.7	0.9	2.1	1.0	2.2	3.4	2.8	2.3	2.1
>52 weeks	2.9	1.9	3.5	2.1	3.1	6.1	4.7	3.9	6.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (row %)	11.0	26.7	13.1	19.6	2.8	3.7	1.2	21.2	0.5
Total (number)	20,200	49,100	24,000	36,000	5,200	6,900	2,300	38,900	900
Mean length (days)	62	39	69	44	69	102	85	73	103
Median length (days)	16	4	18	4	27	44	35	25	29

Notes

1. Number excluded due to errors and omissions (weighted): 3,930.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.3: SAAP closed support periods in which clients were accommodated: total length of accommodation, by state and territory, Australia, 2007–08 (per cent)

Length of accommodation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
1 week or less	40.7	27.1	40.5	57.3	43.1	45.8	19.0	62.0	41.7	23,600
1 day	14.7	9.6	13.7	22.5	13.0	17.3	4.0	20.2	14.7	8,300
2–3 days	13.2	7.7	12.7	18.3	13.4	13.3	5.3	23.9	13.2	7,500
4–5 days	7.1	5.2	7.7	9.3	9.2	6.5	4.7	10.1	7.5	4,200
6–7 days	5.7	4.6	6.4	7.3	7.5	8.7	5.0	7.9	6.3	3,500
>1 week–1 month	22.4	23.7	26.1	22.6	27.9	25.4	26.4	20.6	24.1	13,600
>1–2 weeks	11.0	11.1	13.1	12.2	15.5	12.5	12.0	12.3	12.2	6,900
>2–3 weeks	6.5	7.0	7.4	6.2	7.9	7.6	8.4	4.9	6.9	3,900
>3–4 weeks	4.9	5.6	5.6	4.3	4.5	5.2	5.9	3.5	5.0	2,800
>1 month–3 months	21.5	26.7	21.5	12.1	11.8	20.0	26.4	10.9	19.8	11,200
>4–6 weeks	8.0	10.5	8.4	5.1	4.5	9.1	8.1	4.5	7.7	4,400
>6–8 weeks	4.9	6.2	5.0	3.1	2.6	5.2	7.3	3.0	4.6	2,600
>8–10 weeks	3.8	4.4	3.7	1.9	2.4	3.5	5.5	1.6	3.4	1,900
>10–13 weeks	4.8	5.7	4.4	2.0	2.4	2.3	5.6	1.8	4.1	2,300
>3 months–6 months	7.9	10.4	6.9	4.1	7.4	5.0	11.2	3.7	7.3	4,100
>13–16 weeks	3.0	3.5	3.3	1.4	2.1	2.2	4.3	1.8	2.8	1,600
>16–19 weeks	1.9	2.7	1.5	1.0	2.5	1.4	3.3	0.7	1.8	1,000
>19–22 weeks	1.5	1.9	1.1	0.8	1.4	0.9	1.5	0.6	1.3	700
>22–26 weeks	1.5	2.2	1.0	0.9	1.5	0.5	2.0	0.7	1.3	800
>6 months	7.5	12.1	5.0	3.9	9.8	3.8	17.1	2.8	7.2	4,100
>26–39 weeks	2.9	4.5	2.1	1.5	4.3	2.0	7.7	1.0	2.9	1,600
>39–52 weeks	1.7	2.6	1.1	0.8	2.3	0.5	4.1	0.9	1.6	900
>52 weeks	2.9	5.0	1.8	1.6	3.3	1.4	5.3	0.9	2.7	1,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	30.3	15.1	23.3	13.4	8.9	3.8	1.6	3.7	100.0	..
Total (number)	17,100	8,600	13,200	7,600	5,000	2,100	900	2,100	..	56,600
Mean length (days)	56	84	47	31	58	35	96	24	..	54
Median length (days)	13	28	12	5	10	9	35	4	..	12
Accommodation starting and ending on the same date (number)	4,400	800	500	600	100	100	<50	200	..	6,700
Total closed support periods with accommodation	21,500	9,400	13,700	8,200	5,200	2,200	900	2,300	..	63,400

Notes

1. Number excluded due to errors and omissions (weighted): 1,302.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 6.4: SAAP closed support periods in which clients were accommodated: total length of accommodation, by client group, Australia, 2007–08 (per cent)

Length of accommodation	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
1 week or less	40.6	42.9	40.9	51.7	32.2	14.4	13.8	37.3	23.6
1 day	14.4	13.8	15.3	18.5	9.2	4.0	4.5	13.0	6.8
2–3 days	12.3	13.8	12.9	17.6	10.8	5.3	5.3	12.2	7.5
4–5 days	7.5	8.2	6.7	9.1	7.2	2.1	2.3	6.4	1.4
6–7 days	6.4	7.2	5.9	6.5	5.1	3.0	1.8	5.6	7.9
>1 week–1 month	26.5	28.2	22.8	21.2	21.7	10.5	14.6	20.5	21.2
>1–2 weeks	12.9	14.6	11.0	10.9	9.5	5.4	7.3	9.7	10.1
>2–3 weeks	8.1	7.9	7.2	5.7	6.7	2.6	4.4	6.1	5.1
>3–4 weeks	5.6	5.7	4.6	4.5	5.5	2.5	3.0	4.8	6.0
>1 month–3 months	20.5	19.4	21.4	17.5	21.2	22.6	24.8	21.5	25.5
>4–6 weeks	8.2	7.6	8.1	7.6	7.7	6.0	4.2	8.0	8.1
>6–8 weeks	5.2	4.6	5.4	3.8	5.0	4.2	4.9	4.9	2.9
>8–10 weeks	3.2	3.2	3.9	3.3	3.9	4.4	6.9	3.8	4.4
>10–13 weeks	3.8	3.9	3.9	2.9	4.6	8.0	8.8	4.8	10.2
>3 months–6 months	6.5	6.0	6.9	4.9	12.5	21.6	22.6	9.7	12.4
>13–16 weeks	2.5	2.5	2.4	2.1	4.1	8.6	7.1	3.5	6.5
>16–19 weeks	1.7	1.5	1.9	1.2	4.0	4.2	7.3	2.4	2.9
>19–22 weeks	1.1	1.1	1.2	0.7	1.6	4.5	4.0	1.9	2.9
>22–26 weeks	1.2	1.0	1.4	0.9	2.7	4.3	4.2	1.9	—
>6 months	5.9	3.6	8.1	4.7	12.4	30.8	24.1	11.0	17.3
>26–39 weeks	2.3	1.4	3.3	1.7	4.9	11.0	9.1	4.6	4.3
>39–52 weeks	1.4	0.7	1.8	1.1	2.9	7.9	5.2	2.5	3.0
>52 weeks	2.2	1.5	3.0	1.9	4.7	11.9	9.8	4.0	10.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (row %)	14.1	30.9	13.3	14.4	1.6	2.5	0.9	22.0	0.3
Total (number)	7,800	17,200	7,400	8,000	900	1,400	500	12,300	200
Mean length (days)	48	41	55	41	84	165	137	70	108
Median length (days)	13	11	13	7	23	94	84	18	33
Accommodation starting and ending on the same date (number)	600	4,100	400	600	100	100	<50	600	<50
Total closed support periods with accommodation	8,400	21,300	7,900	8,700	1,000	1,500	500	12,900	200

Notes

1. Number excluded due to errors and omissions (weighted): 2,376.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.5: SAAP support periods: services provided to clients, by state and territory, Australia, 2007–08 (per cent)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Housing/accommodation	59.7	38.7	66.2	63.8	50.5	60.7	74.4	73.2	53.9
SAAP/CAP accommodation	41.9	18.2	51.5	52.0	30.9	40.2	45.7	64.4	36.0
Assistance to obtain/maintain short-term accommodation	11.5	11.1	13.3	6.0	12.2	9.9	13.1	5.7	11.1
Assistance to obtain/maintain medium-term accommodation	9.1	8.1	6.9	4.5	16.0	8.7	16.2	5.2	8.8
Assistance to obtain/maintain independent housing	22.5	17.8	19.8	14.4	18.1	24.4	41.0	11.0	19.6
Financial/employment	31.1	41.2	41.4	32.4	25.4	30.0	43.1	45.3	35.7
Assistance to obtain/maintain government allowance	10.0	6.9	10.4	8.5	7.7	5.3	12.2	7.5	8.6
Employment/training assistance	6.1	3.2	3.7	3.5	3.3	1.7	9.5	1.8	4.2
Financial assistance/material aid	22.5	35.0	34.6	26.3	18.9	24.1	34.1	36.8	28.6
Financial counselling and support	7.4	8.6	8.7	6.2	7.1	6.1	12.6	11.5	8.0
Personal support	61.7	46.9	47.8	47.8	67.5	61.7	63.7	62.6	54.5
Incest/sexual assault	2.0	0.8	1.2	0.7	2.5	15.0	1.8	1.3	1.8
Domestic/family violence	19.0	19.4	12.5	21.8	25.2	6.6	14.2	23.0	18.7
Family/relationship	18.8	13.8	15.7	12.5	13.8	9.8	29.0	13.1	15.5
Emotional support	58.2	41.8	43.8	41.4	57.9	48.5	55.8	56.4	49.2
Assistance with problem gambling	0.7	0.1	0.3	0.1	0.5	0.2	0.4	—	0.4
General support/advocacy	82.9	80.8	69.8	57.4	84.6	70.2	75.3	67.3	77.6
Living skills/personal development	21.7	13.9	16.2	14.1	16.2	15.7	35.7	18.2	17.2
Assistance with legal issues/court support	11.7	7.6	6.5	7.0	10.4	4.0	13.2	4.2	8.8
Advice/information	75.8	73.9	61.2	48.3	78.4	63.3	68.7	59.9	70.3
Retrieval/storage/removal of personal belongings	21.8	6.6	18.9	9.1	15.7	7.6	16.0	23.5	14.5
Advocacy/liaison on behalf of client	36.2	42.1	31.2	24.3	41.0	32.1	43.6	37.2	36.8
Specialist services	23.5	14.8	19.4	33.8	26.2	10.6	29.9	20.3	20.9
Psychological services	1.9	4.6	1.8	2.7	2.7	1.6	2.4	7.3	3.0
Specialist counselling	5.0	2.3	2.7	2.8	11.7	4.2	6.9	1.5	4.2
Psychiatric services	1.2	1.6	2.7	0.4	0.8	0.4	5.1	0.3	1.4
Pregnancy support	1.1	0.8	1.5	1.1	1.5	0.7	7.9	1.0	1.2
Family planning support	0.9	0.6	1.1	0.5	1.6	0.4	4.3	0.8	0.9
Drug/alcohol support or intervention	7.0	2.7	2.7	5.7	4.5	1.7	7.6	2.3	4.4
Physical disability services	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.1	0.1
Intellectual disability services	0.1	0.2	0.1	0.1	0.2	0.1	0.6	0.1	0.2
Culturally specific services	3.7	3.3	2.7	18.7	5.3	0.6	5.0	5.6	4.8
Interpreter services	0.8	1.7	0.5	1.0	0.4	0.4	1.0	0.1	1.0
Assistance with immigration issues	0.8	0.8	0.7	1.1	0.4	0.2	1.1	0.1	0.7
Health/medical services	10.2	4.9	12.4	8.0	7.1	3.2	17.2	6.9	8.2
Basic support/other services n.e.s.	59.3	26.8	56.8	66.6	38.6	43.5	58.3	66.2	46.9
Meals	42.4	9.5	45.1	40.7	25.6	25.1	34.7	55.7	30.2
Laundry/shower facilities	36.4	8.6	40.0	41.8	24.5	22.4	34.3	56.2	27.3
Recreation	22.0	5.7	25.1	22.4	9.3	9.2	29.8	41.9	16.2
Transport	25.2	13.3	26.0	23.7	15.8	23.2	43.2	44.7	21.0
Other	15.4	10.5	5.6	23.9	7.2	9.1	8.9	22.3	12.2
No services provided directly	2.1	3.2	1.7	2.3	3.9	3.8	3.4	2.8	2.7
Total (number)	62,800	66,300	30,400	17,400	20,600	6,500	2,700	3,800	210,500

Notes

1. Number excluded due to errors and omissions (weighted): 9,787 (support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 6.6: SAAP support periods: services provided to clients, by client group, Australia, 2007–08 (per cent)

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
Housing/accommodation	62.9	57.1	56.6	39.8	58.4	59.5	55.7	56.2	47.6
SAAP/CAP accommodation	43.0	44.8	34.7	25.8	20.2	26.7	26.7	36.0	25.3
Assistance to obtain/maintain short-term accommodation	16.3	11.4	12.8	7.2	15.7	12.4	11.3	9.4	9.1
Assistance to obtain/maintain medium-term accommodation	13.5	7.5	13.0	4.6	11.2	11.8	11.7	9.1	11.5
Assistance to obtain/maintain independent housing	18.3	15.5	20.0	14.4	32.0	36.7	31.4	26.9	24.9
Financial/employment	40.4	33.7	40.2	36.6	37.7	40.0	43.6	39.8	27.7
Assistance to obtain/maintain government allowance	12.9	7.5	11.7	7.0	6.1	5.4	5.1	10.2	8.0
Employment/training assistance	10.2	2.2	9.2	2.0	3.3	3.9	2.7	3.2	6.3
Financial assistance/material aid	28.7	28.3	29.1	30.7	30.8	33.4	38.2	33.1	21.0
Financial counselling and support	10.9	6.5	10.2	7.6	8.6	12.1	11.2	8.9	7.4
Personal support	52.1	36.7	61.8	61.7	43.5	47.9	47.4	73.3	55.8
Incest/sexual assault	1.1	0.2	3.0	1.4	0.6	0.4	0.5	2.1	1.3
Domestic/family violence	3.4	1.4	14.9	31.2	5.3	6.3	4.1	45.2	21.4
Family/relationship	19.3	7.4	23.2	15.6	11.6	17.6	17.0	20.9	18.6
Emotional support	48.6	35.5	56.4	55.3	40.2	43.6	42.9	64.7	44.6
Assistance with problem gambling	0.3	0.8	0.1	0.2	0.3	0.2	0.2	0.2	0.4
General support/advocacy	80.9	76.6	79.1	78.6	78.2	79.7	76.2	81.7	74.9
Living skills/personal development	32.0	15.1	29.9	11.6	14.6	12.3	11.1	14.6	15.1
Assistance with legal issues/court support	9.2	3.0	7.3	11.5	4.3	6.4	6.7	17.0	5.5
Advice/information	72.3	68.3	71.4	71.6	72.6	73.9	70.2	75.7	65.4
Retrieval/storage/removal of personal belongings	18.0	25.7	13.2	7.8	8.9	7.9	7.6	9.5	9.8
Advocacy/liaison on behalf of client	36.3	26.8	41.4	39.7	44.2	42.6	45.1	48.5	48.4
Specialist services	18.3	22.5	19.7	20.6	16.6	14.7	12.4	25.8	23.0
Psychological services	3.2	4.9	2.5	3.0	2.1	1.2	1.8	2.2	1.3
Specialist counselling	2.8	2.2	4.2	5.7	2.7	2.3	2.8	7.6	5.6
Psychiatric services	1.5	3.2	0.7	1.3	0.7	0.4	0.6	0.5	0.4
Pregnancy support	0.2	—	2.7	0.5	3.0	2.5	0.2	2.4	3.5
Family planning support	0.7	0.1	1.8	0.3	1.1	1.8	0.7	1.9	2.0
Drug/alcohol support or intervention	6.5	7.5	4.0	3.5	2.5	2.4	3.4	2.1	2.0
Physical disability services	0.1	0.1	—	0.2	0.2	0.1	0.2	0.1	0.1
Intellectual disability services	0.4	0.1	0.2	0.1	0.2	0.1	—	0.2	0.3
Culturally specific services	2.6	1.0	3.9	5.1	3.9	4.8	3.6	9.9	9.5
Interpreter services	0.4	0.1	0.7	1.5	0.7	1.1	0.6	2.4	4.2
Assistance with immigration issues	0.4	0.2	0.7	1.3	0.3	0.3	0.4	1.4	1.1
Health/medical services	8.8	12.0	7.9	6.3	6.1	4.6	3.0	8.0	5.5
Basic support/other services n.e.s.	53.3	57.7	48.1	41.5	39.5	29.1	30.5	45.0	42.7
Meals	39.8	42.3	31.5	23.4	18.0	10.0	12.8	23.5	14.2
Laundry/shower facilities	35.1	40.6	27.2	21.2	12.9	6.0	7.5	21.5	10.5
Recreation	25.8	17.2	21.8	12.6	6.2	5.2	4.5	15.4	12.6
Transport	30.5	10.9	32.4	18.6	17.9	15.9	15.6	28.1	24.6
Other	9.8	17.5	8.4	12.8	13.1	9.1	9.8	13.9	20.5
No services provided directly	3.1	1.8	3.3	1.8	3.5	3.0	3.1	2.3	5.5
Total (number)	23,100	53,600	27,800	38,800	5,900	8,400	2,700	45,500	1,200

Notes

1. Number excluded due to errors and omissions (weighted): 13,348 (including support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.7: SAAP accompanying child support periods: services provided to accompanying children, by state and territory, Australia, 2007–08 (per cent)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accommodation	47.0	44.3	73.7	76.6	27.7	54.4	56.6	86.8	52.7
SAAP/CAP accommodation	47.0	44.3	73.7	76.6	27.7	54.4	56.6	86.8	52.7
School liaison/child care	32.6	14.1	29.2	21.0	9.9	27.6	21.3	10.9	22.4
School liaison	13.1	9.6	14.1	6.7	3.9	10.9	13.0	5.3	10.0
Child care	24.9	5.0	19.7	16.9	6.4	20.9	10.6	6.1	15.4
Personal support	26.2	10.1	17.2	17.1	9.9	18.1	32.8	7.8	17.4
Help with behavioural problems	8.7	4.8	7.7	4.5	5.9	7.7	14.7	2.8	6.7
Sexual/physical abuse support	1.3	1.6	1.3	0.9	1.1	10.4	2.5	1.8	1.5
Skills education	9.5	2.7	4.8	3.1	4.1	3.4	17.6	1.0	5.5
Structured play/skill development	19.7	4.9	11.7	13.3	5.9	6.3	27.5	4.5	12.1
General support/advocacy	54.1	46.1	28.2	22.1	71.2	36.5	48.8	20.8	45.7
Access arrangements	4.1	3.8	3.2	1.3	2.3	3.6	4.8	1.2	3.2
Advice/information	35.5	26.4	22.1	14.6	62.3	24.3	36.7	14.8	32.2
Advocacy	38.6	31.0	17.9	8.9	26.0	22.3	37.4	11.2	27.1
Specialist services	18.1	11.2	12.2	22.0	8.1	16.8	21.5	31.2	15.3
Specialist counselling	4.0	2.7	2.1	2.0	1.4	8.3	0.8	1.2	2.8
Culturally specific services	8.9	5.1	2.6	17.1	4.8	3.7	5.5	7.1	7.5
Health/medical services	7.9	4.9	9.4	3.7	4.0	6.4	17.1	24.3	7.0
Basic support/other services n.e.s.	61.2	39.4	60.7	69.5	27.4	49.6	58.4	76.8	52.8
Meals	38.4	18.0	42.0	56.4	16.1	19.9	25.4	66.7	33.9
Showers/hygiene	31.7	16.1	37.0	58.3	16.0	30.6	26.8	64.9	31.3
Recreation	31.8	13.5	34.8	28.9	11.3	18.9	30.7	43.3	25.0
Transport	39.5	22.4	42.7	38.1	11.5	33.9	33.6	52.9	32.2
Other	17.7	11.6	16.0	12.8	8.8	14.9	22.5	26.7	14.5
No services provided directly by agency	4.4	9.7	3.2	2.4	6.3	9.9	4.1	0.4	5.3
Total accompanying child support periods (number)	17,500	11,900	8,200	7,900	8,900	1,400	1,300	1,600	58,700

Notes

1. Number excluded due to errors and omissions (weighted): 48,525 (accompanying child support periods with no information on service requirements or provision). In 47,088 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 6.8: SAAP accompanying child support periods: services provided to accompanying children, by client group, Australia, 2007–08 (per cent)

Type of service	Couple with children	Male with children	Female with children	Other with children
Accommodation	46.4	45.6	53.8	24.7
SAAP/CAP accommodation	46.4	45.6	53.8	24.7
School liaison/child care	9.6	13.6	24.2	4.5
School liaison	5.7	9.8	10.5	—
Child care	4.3	5.4	17.0	4.5
Personal support	8.8	12.5	18.6	4.6
Help with behavioural problems	3.2	5.9	7.2	—
Sexual/physical abuse support	0.6	2.6	1.6	—
Skills education	3.5	4.5	5.8	2.3
Structured play/skill development	5.7	6.4	13.0	4.6
General support/advocacy	46.4	47.0	45.6	57.1
Access arrangements	1.7	3.0	3.4	4.5
Advice/information	37.7	37.4	31.4	50.3
Advocacy	24.7	25.9	27.4	25.1
Specialist services	7.9	8.0	16.4	22.7
Specialist counselling	1.0	3.3	2.9	—
Culturally specific services	3.1	3.1	8.1	13.7
Health/medical services	4.2	3.5	7.4	9.0
Basic support/other services n.e.s.	27.9	39.6	56.0	43.1
Meals	10.6	19.0	37.0	22.7
Showers/hygiene	7.7	12.9	34.5	15.8
Recreation	8.8	11.7	27.3	22.6
Transport	14.1	16.4	34.8	31.8
Other	8.5	12.9	15.2	9.1
No services provided directly by agency	6.4	6.7	5.1	15.9
Total accompanying child support periods (number)	5,500	1,900	50,900	<50

Notes

1. Number excluded due to errors and omissions (weighted): 48,902 (including accompanying child support periods with no information on service requirements or provision). In 47,088 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

7 Meeting the needs of clients and accompanying children

One way that SAAP's performance can be assessed is by measuring the ability of agencies to meet the needs of their clients. In the SAAP Client Collection, this can be measured by whether the worker indicated that a particular service was required by the client and then whether that service was able to be provided. In some cases, SAAP agencies might not be able to meet all of a client's needs directly. In these instances referrals to appropriate organisations might be arranged. However, for some required services it might not be possible either to provide the service or to refer the client on, resulting in an unmet need. This chapter focuses on the needs of clients who received services from SAAP agencies. People who were turned away – that is, who did not receive any services – are not included since this topic is covered in a separate publication.

Whether the needs of a client have been met can be measured only after a client has finished receiving support. It is, therefore, necessary to look at closed support periods when examining the provision of required services. Note that the number of times a service was required, provided or referred is not collected, only that the service was required, provided or referred sometime during the client's support. For example, a client may require a meal three times within a support period but the Client Collection only shows that a meal was required sometime during the client's support, not that it was required three times.

Services required by SAAP clients

Agencies provided information on the action they took to meet the needs of SAAP clients for 181,000 of the 187,000 support periods that finished during 2007–08 (Table 7.1 and Chapter 6). In almost all of these (180,200), agencies recorded at least one service type as being required by the client (Table 7.5, Part b). In many cases several types of services were needed, so that overall 963,800 distinct service types were required. This equates to an average of five different types of services being required in each closed support period.

At the broad level, the most commonly required group of services were general support or advocacy services (needed in 79% of closed support periods) (Table 7.1). Housing or accommodation services, personal support services, basic support services, and financial or employment services were required less frequently, being needed in 61%, 55%, 47% and 39% of closed support periods, respectively. Specialist services were required least (in 26% of closed support periods).

Looking at the individual service types, advice or information was required more often than any other type of service (in 72% of closed support periods). Emotional support was required in 49% of closed support periods, followed by SAAP or CAP accommodation (41%). Nine service types were required in 3% of cases or less; all but two of these related to specialist services.

State and territory

The pattern of service requirement varied considerably across the states and territories, at both the broad and individual service type levels. Some of the differences between the jurisdictions may be partly explained by different approaches to service provision, by different types of agencies dominating service provision, and by the different demographic profiles in the states and territories.

For example, housing or accommodation services were needed in at least 66% of closed support periods in all jurisdictions except Victoria (46%) (Table 7.1). However, in Victoria a large proportion of properties in the complementary Transitional Housing Management program accommodate tenants provided with SAAP support. Consequently, SAAP or CAP accommodation may not be identified as being needed.

Client group

While general support or advocacy services were the overall most common broad type of service required by all client groups, the other broad types of service, as well as the individual types of services within these groups, varied according to the person or group being assisted (Table 7.2). Some examples include: for most groups the next most common broad service required was housing or accommodation services, however, females alone aged 25 years and over and females with children next often required personal support services; males alone more often required SAAP or CAP accommodation and basic support services, such as meals and laundry or shower facilities, than the other client groups; males with children and couples with children required financial or employment services more often than the other client groups; and couples both with and without children, and males with children, had higher proportions of closed support periods where they required assistance to obtain or maintain independent housing than the other client groups.

Services required by accompanying children

During 2007–08, agencies reported at least 87,400 closed accompanying child support periods (Table 7.3; this includes cases with either missing information or where ‘no assistance’ was indicated as being directly required for the accompanying child [see Note 1]). Of these, 47,100 included information about service requirements and provision for accompanying children and in 46,800 (99%) at least one service was required by the accompanying child (tables 7.3 and 7.6). In many cases several different types of services were needed within a closed accompanying child support period, so that overall 167,500 different service types were required (Table 7.6, Part b). This equates to an average of four different types of services being required in each of these periods.

At the broad level, accommodation services (SAAP or CAP accommodation) were required in 63% of the closed accompanying child support periods where information about service requirements and provision was recorded (Table 7.3). Services relating to basic support, such as meals, were required in 56% and those relating to general support or advocacy services in 47%. The broad types of services required least often were personal support services (20%) and specialist services (20%).

Looking at the individual service types, other than SAAP or CAP accommodation (63%), meals were needed more often than any other type of service (required in 37% of closed

accompanying child support periods). This was followed by transport and showers or hygiene services (both 34%). The individual service types that were least often required were sexual or physical abuse counselling or support (2%), assistance with access arrangements (4%) and specialist counselling (5%).

State and territory

As with clients, the pattern of service requirement for accompanying children varied considerably across the states and territories. For example, at the broad level, requirement for SAAP or CAP accommodation services ranged from 51% of closed accompanying child support periods in Victoria to 91% in the Northern Territory. The Northern Territory also reported a higher level of requirement than the other states and territories for basic support services (80%, compared with between 30% and 73%). The Australian Capital Territory reported a higher proportion where personal support, such as help with behavioural problems and structured play or skill development, was required (38%, compared with between 9% and 29%).

Client group

There was some variation in the services required by accompanying children depending on the client with whom they presented (Table 7.4). While for most groups, with the exception of 'other with children', the most commonly required service was SAAP or CAP accommodation, and the proportions for this were roughly similar, some other types of support showed large variations. For example, children who presented with a mother or other female guardian more often required school liaison or child care than children in the other client groups (27% compared with between 3% and 15% for the other client groups). They also more often required basic support services such as meals, shower and hygiene services, recreation, and transport.

Service provision and referral for SAAP clients

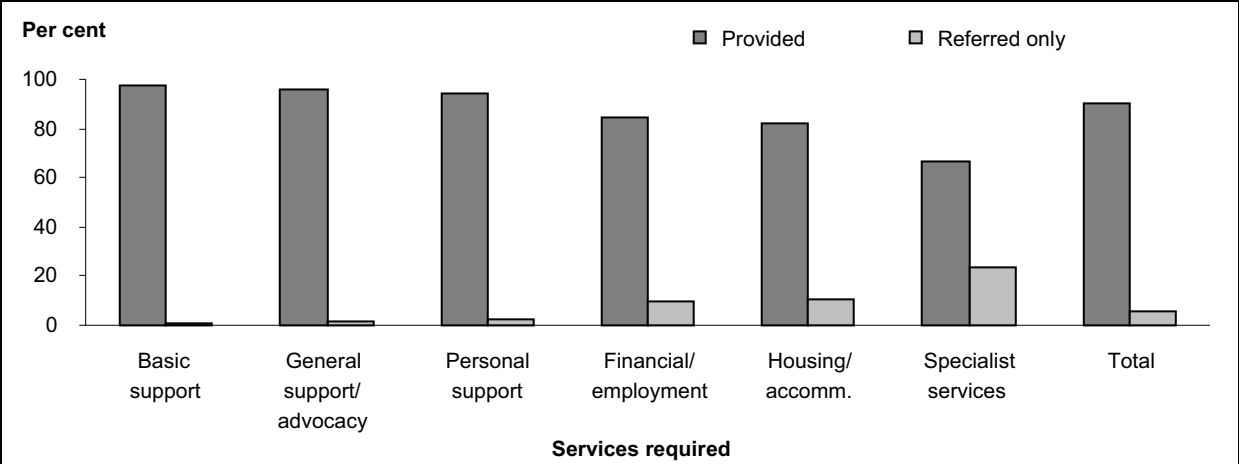
Although services vary considerably in terms of the number of clients who may require them, an inability to provide a particular service can have a significant impact on the client requiring that service. In these circumstances, an agency's ability to refer clients to other appropriate service providers assumes added importance. For this reason, a need for a service is considered to be met if the service could be provided directly by the SAAP agency or referred out.

Overall, SAAP agencies were able to meet the needs of clients in the majority of cases (Figure 7.1). SAAP agencies directly provided services in 90% of cases (Table 7.5, Part b). In addition to this, agencies were able to refer clients to other organisations for a further 6% of required services.

The three broad types of support services most often provided to clients when they were required were basic support services (97% of cases), general support or advocacy services (96%), and personal support services (94%). Specialist services were the least likely to be provided (67%).

As mentioned, specialist services were the least likely group of services to be provided directly when required (67%) (Table 7.5, Part b). Some particular specialist services, such as

psychiatric services, physical disability services and intellectual disability services, were provided directly by agencies in less than half of the closed support periods in which these services were required (47%, 36% and 40%, respectively) (Table 7.5, Part a). However, as Figure 7.1 shows, generally as direct provision of required services falls, referrals increase, so that clients received far more referrals for specialist services than other types of services (24% compared with only 1% for basic support services).



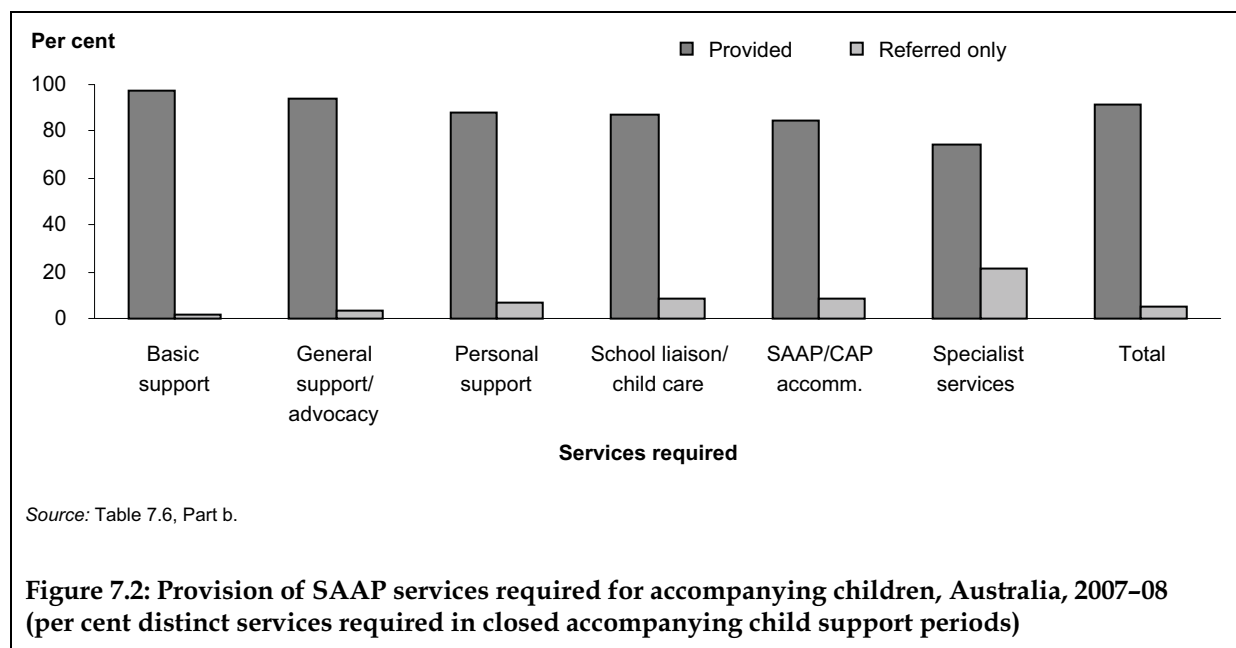
Source: Table 7.5, Part b.

Figure 7.1: Provision of SAAP services required by clients, Australia, 2007-08 (per cent distinct services required in closed support periods)

Service provision and referral for accompanying children

Overall SAAP agencies were able to meet the needs of accompanying children in the vast majority of cases. SAAP agencies directly provided or referred the child on for 97% of the service types required for accompanying children (Table 7.6, Part b).

In broad terms, as for clients, some types of required services were more likely to be provided directly than others. As illustrated in Figure 7.2, basic support services were the group of services most often provided directly (in 98% of cases), followed by general support or advocacy (94%), and personal support (88%). Specialist services were the least likely to be provided directly by agencies when required (74%). The group of services most frequently referred on was specialist services (22% of cases).



Unmet needs of SAAP clients

As presented above, 90% of the services required by clients were able to be provided directly and 6% were referred out. This left 4% (or 37,900) of required services unmet at the end of a period of support (Table 7.5, Part b). These unmet needs were spread over approximately 16,000 closed support periods (Table 7.7; this includes closed support periods with missing data in the table [see Note 2]). Unmet need may be underestimated because, while a client may require a particular type of service more than once within a period of support, a requirement for a SAAP service need only be provided or referred on once for it to be considered met.

When examined as a proportion of distinct services required, the most common unmet needs were for specialist services (10%), housing or accommodation services (7%), and financial or employment services (6%) (Table 7.5, Part b).

When examined as a proportion of all unmet needs (as opposed to as a proportion of all required services) the most common forms of support that were neither provided nor referred were housing or accommodation services (accounting for 31% of unmet needs), followed by specialist services (19%), and financial or employment services (15%) (Table 7.7).

Client group

The level of unmet need varied according to client group. Females with children had the highest number of unmet needs, at 8,200 in 3,800 closed support periods (Table 7.7). In contrast, there were only 600 unmet needs for males with children in 300 closed support periods. These figures mainly reflect the total number of support periods provided to each group.

However, by comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that some groups have lower levels of unmet need than others. For example, older male clients who presented alone or with an unrelated

person(s) had relatively few unmet needs (20% of unmet needs, compared with 27% of closed support periods) as did females alone aged 25 years and over (14% of unmet need compared with 20% of closed support periods). In contrast, single young people, couples, and people with children had higher proportions of unmet need.

The broad types of services that remained unmet at the conclusion of support also varied according to client group. While for most groups, housing or accommodation services accounted for the highest proportion of unmet needs, this was not the case for males alone aged 25 years and over for whom the highest proportion of unmet need was for specialist services and this was higher than that reported for the other client groups (27%, compared with between 10% and 23%). Correspondingly this group had the lowest proportion for housing or accommodation services (26% of their unmet need), particularly when compared with males with children and couples with children. Although only fairly small groups, these groups reported a relatively high proportion of unmet need in the area of housing or accommodation (in 51% and 46% of their unmet needs, respectively).

Unmet needs of accompanying children

As mentioned, SAAP agencies were able to directly provide required services to accompanying children or to refer the service out in 97% of cases. This left just under 3% (or 4,900) required services unmet at the conclusion of a period of support (Table 7.6, Part b). These unmet needs were spread across around 3,200 closed accompanying child support periods (Table 7.8; this includes closed support periods with missing data in the table [see Note 2]).

When examined as a proportion of distinct services required, the most common unmet needs were for accommodation (7%), specialist services (4%) and school liaison or child care services (4%). Basic support services accounted for the lowest unmet need (less than 1%).

When examined as a proportion of all unmet needs as opposed to as a proportion of all required services, the most common unmet need was for accommodation (accounting for 41% of unmet needs), followed by personal support (14%) and general support or advocacy services (12%) (Table 7.8). Specialist services made up the lowest proportion of unmet needs for accompanying children (9%).

Client group

The level of unmet need for accompanying children varied according to the client with whom they presented. Children accompanying a mother or other female guardian had the highest number of unmet needs, at 4,000 in 2,500 closed support periods (Table 7.8). These figures, however, mainly reflect the total number of accompanying child support periods in each group.

By comparing the distribution of all closed accompanying child support periods, however, with that of unmet needs across client groups, it can be seen that children in some groups have lower levels of unmet need than others. For example, children accompanying females had relatively few unmet needs (82%, compared with 88% of closed accompanying child support periods). In contrast, children accompanying couples and a father or other male guardian had higher proportions of unmet need than they did of closed accompanying support periods.

Accommodation services were the most common unmet need for children who accompanied couples, males and 'other' clients (in 64%, 63% and 62% of their unmet needs, respectively). For children accompanying female clients, the most common unmet need was also for accommodation services; however, it was much lower than the other groups (36%). For this group, a higher proportion of unmet need was reported for school liaison or child care services than for the other client groups (12%, compared with between 0% and 6%).

7.1 Tables

Table 7.1: SAAP closed support periods: services required by clients, by state and territory, Australia, 2007-08 (per cent)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Housing/accommodation	66.0	45.6	72.2	69.3	71.5	67.9	83.2	78.0	61.4	111,100
SAAP/CAP accommodation	46.7	22.2	54.9	56.3	47.8	45.0	58.9	69.3	41.2	74,500
Assistance to obtain/maintain short-term accommodation	15.2	14.1	15.1	7.7	16.5	12.9	16.2	6.9	14.1	25,500
Assistance to obtain/maintain medium-term accommodation	10.6	9.8	9.3	5.1	23.6	10.1	21.7	7.4	10.9	19,800
Assistance to obtain/maintain independent housing	24.7	21.3	24.4	16.2	21.4	30.8	52.2	13.0	22.8	41,200
Financial/employment	31.6	46.1	44.5	33.8	28.4	34.6	53.2	53.7	38.9	70,500
Assistance to obtain/maintain government allowance	10.1	8.1	10.6	7.7	8.2	6.1	14.5	9.3	9.0	16,300
Employment and training assistance	6.5	4.7	5.8	4.8	4.8	2.8	14.8	2.9	5.4	9,800
Financial assistance/material aid	22.8	39.1	36.9	27.2	20.3	27.2	41.8	44.6	31.2	56,400
Financial counselling and support	7.0	11.0	11.1	7.1	9.1	8.0	16.4	13.1	9.4	17,000
Personal support	59.9	47.9	48.3	50.0	70.9	63.4	74.7	64.5	54.7	99,100
Incest/sexual assault	2.0	1.2	1.7	1.0	2.1	13.4	3.2	1.4	2.0	3,600
Domestic/family violence	19.0	21.2	14.2	22.8	27.0	7.6	18.7	25.9	19.9	36,000
Family/relationship	18.6	15.6	16.8	13.0	13.8	10.3	39.5	14.9	16.3	29,500
Emotional support	56.0	41.8	43.4	43.3	59.2	50.6	62.6	58.3	48.6	88,000
Assistance with problem gambling	0.7	0.3	0.5	0.1	0.5	0.4	0.9	0.1	0.5	800
General support/advocacy	84.0	82.4	69.5	59.3	87.3	74.5	85.9	68.6	79.0	143,000
Living skills/personal development	19.7	15.0	17.2	12.7	16.3	16.1	46.0	17.8	17.0	30,800
Assistance with legal issues/court support	12.5	9.2	8.4	8.2	12.1	4.7	14.4	5.9	10.1	18,200
Advice/information	76.9	75.3	60.3	50.1	81.2	67.4	78.1	61.3	71.5	129,400
Retrieval/storage/removal of belongings	23.1	7.0	18.7	10.0	17.7	7.9	19.6	23.2	15.0	27,100
Advocacy/liaison on behalf of client	35.1	42.8	31.9	24.5	43.2	33.3	48.9	39.9	37.3	67,500
Specialist services	27.8	21.0	25.8	36.9	32.2	15.3	44.2	27.4	26.2	47,400
Psychological services	3.4	7.0	3.4	3.0	3.3	2.8	7.3	8.6	4.7	8,400
Specialist counselling services	6.9	4.7	4.9	4.5	15.0	5.8	12.9	3.1	6.4	11,600
Psychiatric services	2.4	2.7	3.5	1.3	2.1	1.4	10.9	1.0	2.6	4,700
Pregnancy support	1.3	1.1	1.8	1.2	1.5	0.7	10.5	1.4	1.4	2,500
Family planning support	1.1	0.9	1.3	0.6	1.5	0.5	5.9	1.0	1.1	2,000
Drug/alcohol support or intervention	8.1	4.5	5.7	7.4	6.7	3.3	11.2	4.2	6.2	11,200
Physical disability services	0.2	0.2	0.3	0.2	0.2	0.3	0.4	0.1	0.2	400
Intellectual disability services	0.3	0.4	0.4	0.2	0.4	0.4	1.1	0.1	0.3	600
Culturally specific services	4.0	3.8	2.9	20.3	5.1	0.8	7.1	6.1	5.2	9,400
Interpreter services	0.9	1.8	0.6	1.1	0.4	0.4	1.6	0.1	1.1	2,000
Assistance with immigration services	0.8	1.0	0.8	1.1	0.5	0.3	1.6	0.1	0.8	1,500
Health/medical services	14.1	8.3	16.6	9.3	10.0	4.7	33.3	12.5	11.6	21,100
Basic support/other services n.e.s.	59.4	27.5	57.2	69.8	40.7	46.8	62.9	68.6	47.4	85,800
Meals	43.6	10.1	47.2	41.9	28.2	28.7	41.6	58.3	31.2	56,500
Laundry/shower facilities	37.4	9.1	41.6	44.7	26.5	25.6	43.7	58.9	28.3	51,200
Recreation	21.9	6.1	24.9	22.3	9.4	10.4	38.3	43.6	16.2	29,300
Transport	23.8	13.1	26.3	24.6	16.5	24.0	51.2	47.7	20.7	37,500
Other	15.7	11.0	5.5	26.4	6.7	9.3	3.7	24.9	12.5	22,600
No needs recorded	0.2	0.9	0.2	0.2	0.2	0.8	0.4	0.5	0.5	800
Total (number)	51,200	60,300	26,900	15,000	17,100	5,400	1,800	3,400	..	181,000

Notes

1. Number excluded due to errors and omissions (weighted): 5,945 (closed support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.2: SAAP closed support periods: services required by clients, by client group, Australia, 2007–08 (per cent)

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
Housing/accommodation	72.5	60.7	65.1	45.7	69.2	72.6	65.6	65.9	64.8
SAAP/CAP accommodation	48.6	46.5	40.6	30.0	26.4	36.2	32.6	44.4	36.4
Assistance to obtain/maintain short-term accommodation	21.9	13.1	17.8	9.4	21.6	15.4	14.2	11.8	14.9
Assistance to obtain/maintain medium-term accommodation	17.0	9.1	15.5	5.8	15.7	16.5	16.2	10.9	18.2
Assistance to obtain/maintain independent housing	22.3	17.1	23.6	16.4	37.8	44.2	38.1	31.1	33.5
Financial/employment	43.0	34.6	43.5	39.9	43.7	47.4	49.6	44.6	32.8
Assistance to obtain/maintain government allowance	13.9	6.2	13.0	7.6	7.1	6.1	6.4	11.7	10.7
Employment and training assistance	13.5	2.4	11.9	2.5	5.5	6.1	5.1	4.2	11.2
Financial assistance/material aid	29.8	28.8	31.2	33.7	36.4	39.7	43.5	37.3	25.4
Financial counselling and support	12.1	6.8	11.2	8.9	12.0	16.7	13.3	11.5	10.7
Personal support	52.1	34.9	63.1	62.2	44.3	48.7	49.2	75.4	60.2
Incest/sexual assault	0.9	0.2	3.5	1.8	0.9	0.7	0.7	2.5	1.3
Domestic/family violence	3.8	1.2	16.9	32.6	6.7	7.3	5.0	48.5	24.4
Family/relationship	20.2	7.1	25.0	16.3	13.0	18.6	18.9	22.1	23.9
Emotional support	48.1	33.5	56.8	54.9	40.3	43.0	42.7	65.6	47.9
Assistance with problem gambling	0.5	0.9	0.2	0.3	0.6	0.4	0.3	0.3	0.3
General support/advocacy	81.1	77.7	80.2	79.8	78.8	81.3	77.3	82.9	81.4
Living skills/personal development	31.5	14.4	29.8	11.4	15.8	12.2	10.5	14.2	17.5
Assistance with legal issues/court support	10.2	3.1	8.6	13.0	5.7	7.6	8.4	19.7	9.1
Advice/information	72.3	69.6	72.0	72.6	73.0	75.4	71.2	77.0	74.0
Retrieval/storage/removal of belongings	18.2	25.5	13.5	8.2	9.2	8.1	7.4	10.5	12.3
Advocacy/liaison on behalf of client	35.8	26.4	41.5	40.5	45.3	45.6	47.1	49.8	52.8
Specialist services	24.2	25.4	25.9	25.1	22.4	20.2	18.8	32.8	30.0
Psychological services	4.9	6.1	4.2	4.8	3.3	2.9	3.6	4.2	4.0
Specialist counselling services	4.7	2.7	7.2	7.8	4.4	4.5	5.6	11.6	9.3
Psychiatric services	2.6	4.3	1.7	2.7	2.0	1.3	1.2	1.2	1.1
Pregnancy support	0.2	—	3.4	0.7	4.0	3.1	0.3	2.6	5.9
Family planning support	0.8	0.1	2.5	0.3	1.3	2.3	0.9	2.0	3.4
Drug/alcohol support or intervention	9.0	9.2	5.8	4.9	4.7	3.9	5.4	3.2	4.6
Physical disability services	0.1	0.2	0.1	0.4	0.4	0.3	0.6	0.3	0.5
Intellectual disability services	0.8	0.1	0.4	0.3	0.5	0.4	0.1	0.3	1.1
Culturally specific services	2.9	1.0	4.3	5.4	4.6	5.1	4.0	11.2	11.2
Interpreter services	0.3	0.2	0.7	1.6	0.8	1.3	0.7	2.8	5.0
Assistance with immigration services	0.4	0.2	0.8	1.4	0.4	0.5	0.7	1.7	2.0
Health/medical services	12.7	13.2	12.8	9.7	9.7	8.5	6.7	12.9	11.7
Basic support/other services n.e.s.	54.2	57.1	49.0	41.5	40.0	28.6	30.3	46.8	44.4
Meals	41.5	41.9	33.3	23.5	19.1	9.9	13.3	25.3	15.1
Laundry/shower facilities	36.9	40.1	28.9	21.2	14.0	5.6	7.5	22.9	12.5
Recreation	26.0	15.6	23.0	12.7	6.6	4.5	4.0	15.7	14.0
Transport	30.0	10.3	32.4	18.7	17.0	14.8	14.1	28.8	25.7
Other	10.2	17.8	8.8	12.9	13.7	9.3	9.9	14.2	20.1
No needs recorded	0.5	0.2	0.8	0.3	1.4	0.6	1.1	0.7	0.8
Total (number)	19,800	48,300	23,300	35,200	5,000	6,600	2,200	37,500	900

Notes

1. Number excluded due to errors and omissions (weighted): 8,779 (including closed support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 7.3: SAAP closed accompanying child support periods: services required for accompanying children, by state and territory, Australia, 2007–08 (per cent)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Accommodation	52.4	51.0	75.6	80.8	60.5	65.8	65.6	90.8	62.5	29,400
SAAP/CAP accommodation	52.4	51.0	75.6	80.8	60.5	65.8	65.6	90.8	62.5	29,400
School liaison/child care	36.0	19.4	33.9	21.5	9.3	34.3	28.2	15.1	25.3	11,900
School liaison	14.2	11.6	15.8	6.8	3.6	13.0	12.4	6.7	10.9	5,100
Child care	27.9	8.7	23.1	17.5	6.1	26.2	18.1	9.1	17.7	8,300
Personal support	28.5	15.3	20.1	18.8	8.7	16.2	37.5	8.7	19.5	9,200
Help with behavioural problems	9.2	7.7	9.6	4.9	4.7	8.8	18.4	3.3	7.6	3,600
Sexual/physical abuse support	1.4	3.0	1.8	1.0	1.0	6.8	3.5	1.8	1.8	900
Skills education	10.2	4.3	5.4	3.6	2.7	3.5	19.4	1.1	5.9	2,800
Structured play/skill development	21.4	7.2	12.9	14.7	4.8	6.6	29.7	5.1	13.1	6,200
General support/advocacy	55.1	48.7	29.8	21.0	76.9	39.8	56.6	19.6	47.1	22,200
Access arrangements	4.8	7.9	4.2	1.3	2.3	4.5	11.1	1.2	4.4	2,100
Advice/information	35.7	28.0	23.0	13.5	67.0	24.3	41.5	12.9	33.0	15,500
Advocacy	39.2	32.3	19.6	8.9	31.8	24.0	43.0	11.5	28.4	13,400
Specialist services	24.0	17.5	17.0	26.8	8.3	16.0	35.2	36.3	20.1	9,500
Specialist counselling	5.5	7.0	3.6	4.3	2.5	5.7	5.3	1.4	4.8	2,300
Culturally specific services	10.3	6.1	3.0	18.4	3.7	4.4	7.3	5.7	8.3	3,900
Health/medical services	12.3	8.8	13.0	6.1	3.2	7.9	29.8	31.2	10.2	4,800
Basic support/other services n.e.s.	63.5	42.9	65.9	72.7	29.7	57.3	63.9	80.4	56.2	26,500
Meals	41.6	20.5	47.6	60.1	16.9	24.4	28.0	71.0	37.3	17,600
Showers/hygiene	33.7	18.2	41.9	62.3	15.2	38.4	30.2	71.1	34.2	16,100
Recreation	33.3	15.4	38.2	31.0	10.4	22.0	31.0	46.9	26.6	12,500
Transport	41.1	24.7	46.1	39.1	13.5	38.6	37.3	57.0	34.3	16,200
Other	18.2	11.8	17.8	13.0	6.7	16.6	25.0	28.3	14.7	6,900
No needs recorded	0.4	1.5	0.5	0.5	0.4	1.1	0.3	—	0.7	300
Total (number)	13,400	9,700	6,700	6,900	7,200	1,000	800	1,400	..	47,100

Notes

1. Number excluded due to errors and omissions (weighted): 40,340 (closed accompanying child support with no information on service requirements or provision). In 39,077 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. An accompanying child may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.4: SAAP closed accompanying child support periods: services required for accompanying children, by client group, Australia, 2007–08 (per cent)

Type of service	Couple with children	Male with children	Female with children	Other with children
Accommodation	60.3	59.3	62.9	56.6
SAAP/CAP accommodation	60.3	59.3	62.9	56.6
School liaison/child care	12.0	14.9	27.0	3.3
School liaison	6.0	9.4	11.5	—
Child care	6.5	7.2	19.2	3.3
Personal support	10.2	12.0	20.7	13.4
Help with behavioural problems	4.4	5.4	8.0	3.3
Sexual/physical abuse support	1.0	1.9	1.9	3.3
Skills education	3.8	3.9	6.2	13.4
Structured play/skill development	6.0	6.2	14.1	10.0
General support/advocacy	51.6	48.2	46.7	73.6
Access arrangements	2.0	3.8	4.7	9.9
Advice/information	42.4	38.0	31.9	63.5
Advocacy	29.3	27.4	28.3	36.7
Specialist services	11.1	10.0	21.4	33.2
Specialist counselling	1.8	4.3	5.1	3.3
Culturally specific services	3.6	3.0	8.9	16.7
Health/medical services	6.9	4.6	10.7	23.2
Basic support/other services n.e.s.	27.8	39.9	59.6	53.2
Meals	10.6	20.0	40.6	29.9
Showers/hygiene	7.4	12.9	37.6	23.1
Recreation	8.2	9.6	29.1	29.8
Transport	13.3	14.2	37.2	36.6
Other	9.0	14.1	15.3	10.0
No needs recorded	0.5	0.7	0.7	—
Total (number)	4,000	1,500	41,300	<50

Notes

1. Number excluded due to errors and omissions (weighted): 40,664 (including closed accompanying child support with no information on service requirements or provision). In 39,077 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. An accompanying child may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.5: SAAP services required by clients in closed support periods, by provision, Australia, 2007–08

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

Type of service	Not provided			Provided			Total	Closed support periods (number)	
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Housing/accommodation									
SAAP/CAP accommodation	5.0	8.1	13.1	81.6	5.2	86.8	100.0	74,500	
Assistance to obtain/maintain short-term accommodation	8.1	14.2	22.3	60.8	16.9	77.7	100.0	25,500	
Assistance to obtain/maintain medium-term accommodation	12.1	15.5	27.6	47.5	25.0	72.5	100.0	19,800	
Assistance to obtain/maintain independent housing	8.4	11.3	19.7	61.9	18.4	80.3	100.0	41,200	
Financial/employment									
Assistance to obtain/maintain government allowance	4.7	11.6	16.3	62.4	21.3	83.7	100.0	16,300	
Employment and training assistance	14.2	21.1	35.3	47.4	17.3	64.7	100.0	9,800	
Financial assistance/material aid	3.3	6.6	9.9	78.7	11.4	90.1	100.0	56,400	
Financial counselling and support	9.3	13.5	22.8	65.5	11.7	77.2	100.0	17,000	
Personal support									
Incest/sexual assault	8.7	14.7	23.4	61.0	15.6	76.6	100.0	3,600	
Domestic/family violence	3.8	4.2	8.0	83.4	8.6	92.0	100.0	36,000	
Family/relationship	6.3	4.6	10.9	80.4	8.7	89.1	100.0	29,500	
Emotional support	1.7	0.5	2.2	94.5	3.3	97.8	100.0	88,000	
Assistance with problem gambling	14.8	20.8	35.6	50.3	14.1	64.4	100.0	800	
General support/advocacy									
Living skills/personal development	4.9	2.0	6.9	87.6	5.4	93.0	100.0	30,800	
Assistance with legal issues/court support	5.8	12.5	18.3	54.4	27.3	81.7	100.0	18,200	
Advice/information	0.8	0.3	1.1	95.2	3.8	99.0	100.0	129,400	
Retrieval/storage/removal of belongings	2.9	1.9	4.8	91.6	3.6	95.2	100.0	27,100	
Advocacy/liason on behalf of client	1.7	1.6	3.3	88.1	8.6	96.7	100.0	67,500	
Specialist services									
Psychological services	11.2	26.0	37.2	50.1	12.8	62.9	100.0	8,400	
Specialist counselling services	10.1	28.6	38.7	42.0	19.4	61.4	100.0	11,600	
Psychiatric services	15.2	37.5	52.7	30.9	16.4	47.3	100.0	4,700	
Pregnancy support	7.6	17.1	24.7	47.1	28.2	75.3	100.0	2,500	
Family planning support	11.5	16.7	28.2	49.1	22.7	71.8	100.0	2,000	
Drug/alcohol support or intervention	17.5	18.9	36.4	44.4	19.2	63.6	100.0	11,200	
Physical disability services	18.7	45.1	63.8	19.5	16.7	36.2	100.0	400	
Intellectual disability services	21.7	38.2	59.9	24.2	15.9	40.1	100.0	600	
Culturally specific services	2.9	7.6	10.5	76.5	13.1	89.6	100.0	9,400	
Interpreter services	2.9	10.0	12.9	73.8	13.4	87.2	100.0	2,000	
Assistance with immigration issues	4.9	15.5	20.4	53.8	25.8	79.6	100.0	1,500	
Health/medical services	6.3	28.7	35.0	43.7	21.3	65.0	100.0	21,100	
Basic support/other services n.e.s.									
Meals	1.0	1.3	2.3	95.7	1.9	97.6	100.0	56,500	
Laundry/shower facilities	0.9	0.5	1.4	97.8	0.8	98.6	100.0	51,200	
Recreation	1.9	1.2	3.1	94.4	2.5	96.9	100.0	29,300	
Transport	2.3	1.7	4.0	93.5	2.5	96.0	100.0	37,500	
Other	2.0	1.8	3.8	91.4	4.9	96.3	100.0	22,600	

(continued)

Table 7.5 (continued): SAAP services required by clients in closed support periods, by provision, Australia, 2007–08

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

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	7.2	10.8	18.0	69.1	12.9	82.0	100.0	161,000	111,100
Financial/ employment	5.6	10.0	15.6	70.7	13.6	84.3	100.0	99,600	70,500
Personal support	3.2	2.6	5.8	88.4	5.8	94.2	100.0	157,900	99,100
General support/ advocacy	2.0	1.8	3.8	89.5	6.7	96.2	100.0	273,000	143,000
Specialist services	9.5	23.5	33.0	48.5	18.5	67.0	100.0	75,300	47,400
Basic support/ other services n.e.s.	1.5	1.2	2.7	95.1	2.2	97.3	100.0	197,000	85,800
Total (%)	3.9	5.9	9.8	81.9	8.3	90.2	100.0
Total (number)	37,900	56,400	94,300	789,500	80,000	869,500	..	963,800	180,200

Notes

1. Number excluded due to errors and omissions (weighted): 5,945 (closed support periods with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.6: SAAP services required for accompanying children in closed support periods, by provision, Australia, 2007–08

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

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
Accommodation								
SAAP/CAP accommodation	6.7	8.4	15.1	80.2	4.6	84.8	100.0	29,400
School liaison/child care								
School liaison	4.5	8.2	12.7	68.4	18.9	87.3	100.0	5,100
Child care	3.3	9.2	12.5	77.9	9.6	87.5	100.0	8,300
Personal support								
Help with behavioural problems	6.9	11.1	18.0	63.0	19.1	82.1	100.0	3,600
Sexual/physical abuse counselling/support	10.9	20.3	31.2	43.0	25.8	68.8	100.0	900
Skills education	4.9	5.9	10.8	79.1	10.2	89.3	100.0	2,800
Structured play/skill development	3.4	3.4	6.8	87.0	6.2	93.2	100.0	6,200
General support/advocacy								
Access arrangements	6.6	26.6	33.2	49.5	17.2	66.7	100.0	2,100
Advice/information	1.6	0.6	2.2	92.8	5.0	97.8	100.0	15,500
Advocacy	1.5	3.9	5.4	86.6	8.0	94.6	100.0	13,400
Specialist services								
Specialist counselling	10.5	37.9	48.4	28.6	22.9	51.5	100.0	2,300
Culturally specific services	1.2	4.0	5.2	69.5	25.3	94.8	100.0	3,900
Health/medical services	3.5	28.0	31.5	38.1	30.5	68.6	100.0	4,800
Basic support/other services n.e.s.								
Meals	0.8	1.2	2.0	96.1	1.9	98.0	100.0	17,600
Showers/hygiene	0.7	0.2	0.9	98.2	1.0	99.2	100.0	16,100
Recreation	1.2	1.0	2.2	95.2	2.6	97.8	100.0	12,500
Transport	1.2	2.4	3.6	95.0	1.4	96.4	100.0	16,200
Other	0.9	3.6	4.5	87.7	7.9	95.6	100.0	6,900

(continued)

Table 7.6 (continued): SAAP services required for accompanying children in closed support periods, by provision, Australia, 2007–08

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

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed accompany -ing child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	6.7	8.4	15.1	80.2	4.6	84.8	100.0	29,400	29,400
School liaison/ child care	3.7	8.8	12.5	74.3	13.1	87.4	100.0	13,400	11,900
Personal support	5.1	7.1	12.2	76.1	11.7	87.8	100.0	13,400	9,200
General support/ advocacy	1.9	3.8	5.7	87.2	7.1	94.3	100.0	31,000	22,200
Specialist services	4.1	21.5	25.6	47.3	27.1	74.4	100.0	10,900	9,500
Basic support/ other services n.e.s.	0.9	1.4	2.3	95.3	2.3	97.6	100.0	69,300	26,500
Total (%)	2.9	5.5	8.4	84.8	6.8	91.6	100.0
Total (number)	4,900	9,100	14,000	142,000	11,500	153,500	..	167,500	46,800

Notes

1. Number excluded due to errors and omissions (weighted): 40,340 (closed accompanying child support periods with no information on service requirements or provision). In 39,077 of these, 'no assistance' was indicated as required for the accompanying child.
2. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.7: SAAP services required by clients in closed support periods that were neither provided nor referred: broad type of service, by client group, Australia, 2007–08

Broad type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
	Per cent unmet needs									%	Number
Housing/ accommodation	28.7	25.8	28.6	26.5	30.2	46.3	50.5	35.4	36.1	30.9	11,100
Financial/ employment	18.1	14.8	16.2	14.3	18.7	18.1	11.4	13.2	10.1	15.4	5,500
Personal support	11.8	8.5	16.0	15.3	14.2	8.6	10.0	14.7	20.2	12.9	4,600
General support/ advocacy	16.0	13.3	14.5	14.5	14.2	12.8	12.3	15.1	14.4	14.5	5,200
Specialist services	16.0	26.6	15.8	23.2	16.7	10.4	11.0	15.8	13.2	18.6	6,700
Basic support/ other services n.e.s.	9.4	11.0	8.8	6.1	6.1	3.7	4.8	5.9	6.0	7.8	2,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>36,000</i>
Summary totals											
Total unmet needs (%)	15.0	19.5	15.7	14.0	4.6	6.0	1.6	22.8	0.7	100.0	..
Total unmet needs (number)	5,400	7,000	5,700	5,000	1,700	2,200	600	8,200	300	..	36,000
Total closed support periods with unmet needs (%)	12.7	20.8	14.2	15.3	3.4	6.7	1.9	24.3	0.8	100.0	..
Total closed support periods with unmet needs (number)	2,000	3,300	2,200	2,400	500	1,100	300	3,800	100	..	15,800
Total closed support periods (%)	11.1	27.0	13.1	19.7	2.8	3.7	1.2	21.0	0.5	100.0	..
Total closed support periods (number)	19,800	48,300	23,300	35,200	5,000	6,600	2,200	37,500	900	..	178,700

Notes

1. Number excluded due to errors and omissions (weighted): 500 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 243 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 8,779 closed support periods (including closed support periods with no information on service requirements or provision).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 7.8: SAAP services required for accompanying children in closed support periods that were neither provided nor referred: broad type of service, by client group, Australia, 2007–08

	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Broad type of service	Per cent unmet needs					
Accommodation	63.5	62.5	35.7	61.7	40.6	2,000
School liaison/child care	4.9	6.0	11.5	—	10.4	500
Personal support	8.1	7.9	15.6	15.3	14.2	700
General support/advocacy	9.1	9.7	12.9	7.7	12.2	600
Specialist services	5.1	4.3	10.2	15.3	9.3	400
Basic support/other services n.e.s.	9.3	9.7	14.2	—	13.3	600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>4,800</i>
Summary totals						
Total unmet needs (%)	13.3	4.1	82.3	0.3	100.0	..
Total unmet needs (number)	600	200	4,000	<50	..	4,800
Total closed accompanying child support periods with unmet needs (%)	16.6	4.9	78.1	0.3	100.0	..
Total closed accompanying child support periods with unmet needs (number)	500	200	2,500	<50	..	3,200
Total closed accompanying child support periods (%)	8.5	3.2	88.2	0.1	100.0	..
Total closed accompanying child support periods (number)	4,000	1,500	41,300	<50	..	46,800
Total closed support periods with accompanying children with unmet needs (%)	14.7	5.7	79.3	0.4	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	300	100	1,400	<50	..	1,800
Total closed support periods with accompanying children requiring assistance (%)	7.8	3.7	88.4	0.1	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	1,800	900	20,800	<50	..	23,600

Notes

1. Number excluded due to errors and omissions (weighted): 19 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 14 closed accompanying child support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 40,664 closed accompanying child support periods (including closed accompanying child support periods with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 11 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 156 closed support periods with accompanying children requiring assistance.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

8 Circumstances of clients before and after support

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

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

To enable some assessment of the program's ability to achieve these goals, this chapter details changes in clients' circumstances following the provision of SAAP services. For this reason, closed support periods, that is, support periods that finished on or before 30 June 2008, are used as the basis for analysis. Data are not collected on the circumstances of accompanying children before and after support.

It is important to note that the achievement of the above-mentioned goals does not depend on the intervention of SAAP agencies alone – a complex interplay of policies and programs relating to income security, housing and community services, as well as individuals' personal circumstances before and after support, will influence outcomes for SAAP clients. In addition, the data describe immediate outcomes and therefore do not provide information on the longer term situation of the client. Also, there is a significant amount of data where the circumstances of the client were not known or missing (especially after assistance has ended) and this should be taken into account.

Main source of income

In the vast majority of cases, SAAP clients were recipients of a government payment before support (in 82% of closed support periods) (Table 8.1). In 8%, clients reported having 'other' sources of income, and in 9% as having no source of income at all. These proportions had changed slightly by the time support had ended. After receiving support, an increase was seen in the proportion on a government payment (to 84%) and a decrease was seen in the proportion with no income (to 7%). The proportion with 'other' sources of income increased slightly to 9%.

While across all closed support periods clients' main source of income did not vary much from before to after support, when clients specifically required assistance to obtain or maintain a government pension or benefit, there was a marked improvement. After support, these clients were receiving a government payment in 84% of closed support periods, a large increase from the 72% before support. Consequently, the proportion of closed support periods in which these clients had no income dropped from 21% before support to 9% after support. The proportion with 'other' sources of income remained relatively unchanged, at around 8% both before and after support.

Length of support

In general, the longer a client was supported, the more likely they were to have a source of income after they exited support (Table 8.3). For example, the proportion in receipt of 'other' income increased from 7% for those supported for 1 day or less to 14% for those supported for longer than 1 year. The proportion in receipt of a government payment after support fluctuated, overall decreasing from 86% for those supported for 1 day or less to 82% for those supported for longer than 1 year. The proportion of closed support periods where clients reported no main source of income immediately following a period of support also fluctuated, rising from 7% for those supported for 1 day or less to 9% for those supported for between 1 and 7 days, before steadily decreasing to 4% for those supported for longer than 1 year.

Employment status

The majority of SAAP clients were not in paid employment (not in the labour force or unemployed and looking for work) on entry to and exit from SAAP support (90% before and 88% after) (derived from Table 8.2). When examined for all closed support periods, there were only small changes in the employment profile of clients from before to after support. However, among those clients who specifically required assistance in the area of employment and training during their period of support, there was a marked increase in the proportion in paid work following support. These clients were employed in some capacity following 22% of closed support periods, a large increase from the 11% before support.

Length of support

In general, the longer a client was supported, the more likely they were to be employed and the less likely they were to be unemployed (looking for work) or not in the labour force after exiting support (Table 8.3). The proportion of closed support periods in which clients were employed, either full time or part time, increased the longer a client was supported, while the proportion who reported that they were unemployed or not in the labour force generally decreased.

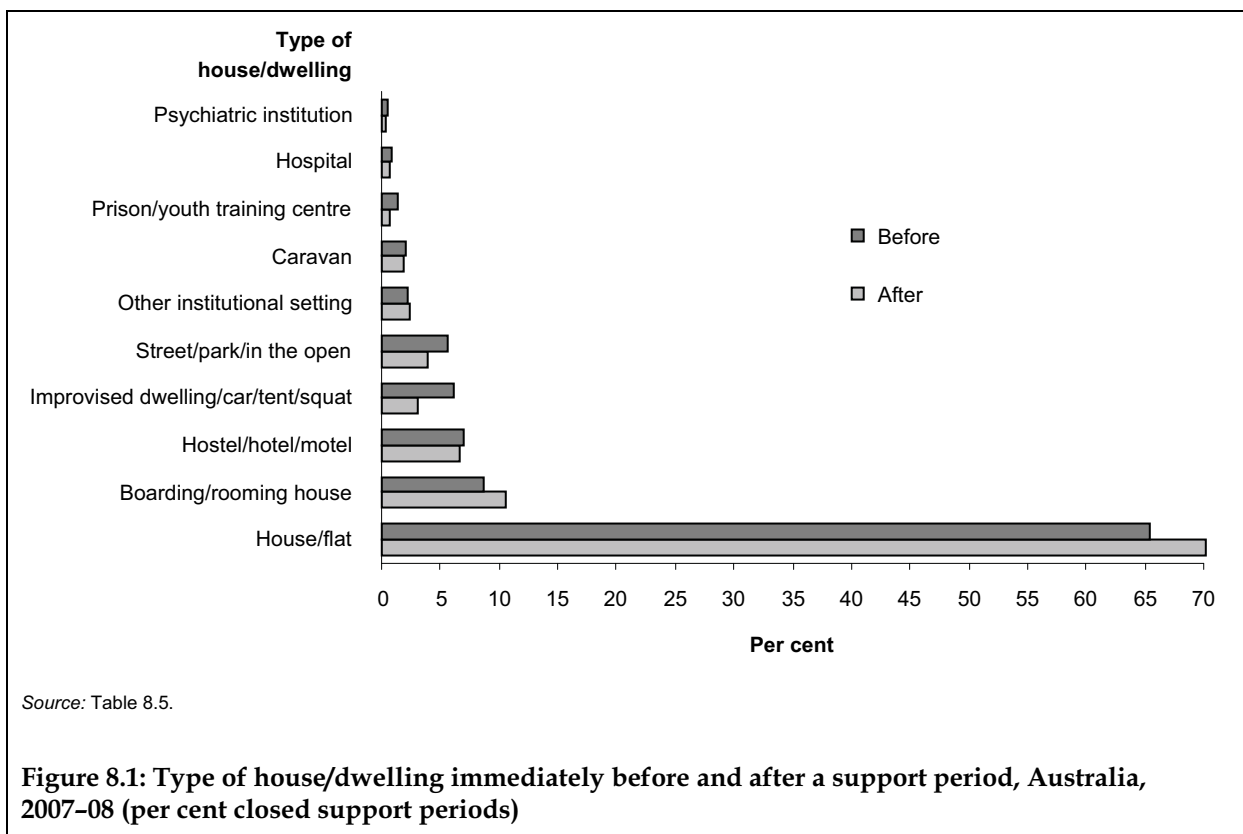
Student status

In the majority of cases, SAAP clients aged 5 years and over were not students either immediately before or immediately after a period of SAAP support and there was little or no improvement following support (around 91% both before and after support) (Table 8.4). Note that this does not include children accompanying SAAP clients as student status is not recorded for accompanying children.

In 55% of their closed support periods, 5–17 year-olds were not students before support, 37% were primary or secondary school students and 8% were post-secondary students or undertaking employment training. There was little change in the educational circumstances of these clients after support. Clients aged 18 years and over were not students before support in 96% of closed support periods, were undertaking post-secondary education or employment training in 3% and were primary or secondary students in less than 1%. Again, these proportions were relatively unchanged following support.

Housing

Generally, positive housing outcomes were reported following support for all clients and those who required assistance to obtain or maintain independent housing (tables 8.5 and 8.6). Quantifying a ‘positive’ outcome for the diverse SAAP population is difficult, however it is generally accepted that, for most people, having security of dwelling tenure is positive. The majority of clients were living in a house or flat and the majority had tenure both before and after support. Both living in a house or flat and having tenure increased following SAAP support, particularly for those who specifically required assistance to obtain or maintain independent housing.



Length of support

In general, the longer a client was supported, the more likely they were to have a positive housing outcome after exiting SAAP support (tables 8.7 and 8.8).

Living situation

The most common living situation for clients before receiving SAAP support was living alone (in 26% of closed support periods), followed by living with relatives or friends in the short term (14%), living with other unrelated persons (14%), living alone with children (13%) and living with a spouse or partner and children (12%) (Table 8.9).

By the time support had finished, the living arrangements for some clients had changed considerably. The most common situation was still living alone; however, it increased to 29% of closed support periods following support. There was a decrease to 10% in the proportion living with relatives or friends in the short term, and a decrease to 9% in the proportion living with a spouse or partner and children. On the other hand, there was an increase to 19% in the proportion living alone with children.

Case management plan

The majority of SAAP clients had a case management plan in place by the end of their support (in 60% of closed support periods) (Table 8.10). In 32% of cases, clients did not have a case management plan because their support period was considered too short, in 8% clients did not agree to have a case management plan and in under 1% there was no plan in place for other reasons.

Achievement of case management goals

In the majority of cases (93%), the case management goals set for the client were achieved to some extent by the end of their support (Table 8.11). In 39% of the closed support periods in which a case management plan was in place by the end of support all the goals specified were achieved, in 54% most or some of the goals were achieved and in 7% none of the goals were achieved.

8.1 Tables

Table 8.1: SAAP closed support periods: main source of income immediately before and after a support period, Australia, 2007–08 (per cent)

Main source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	20.7	8.7	9.2	6.5
Government payments	71.8	83.5	82.4	84.4
Other	7.5	7.8	8.4	9.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>16,600</i>	<i>15,500</i>	<i>171,900</i>	<i>157,800</i>
Number with 'Client left without providing any information'	..	700	..	13,200
Number with 'Don't know'	300	600	14,600	14,900
Number with missing data	100	200	1,100	1,600
Total (number)	17,100	17,100	187,500	187,500

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

Source: SAAP Client Collection.

Table 8.2: SAAP closed support periods: employment status in the week before and after a support period, Australia, 2007–08 (per cent)

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full time	3.0	8.4	3.9	5.0
Employed part time	7.8	13.6	6.4	7.2
Unemployed (looking for work)	33.7	29.8	19.3	18.0
Not in labour force	55.6	48.2	70.4	69.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>10,000</i>	<i>9,000</i>	<i>168,900</i>	<i>152,800</i>
Number with 'Client left without providing any information'	..	600	..	15,600
Number with 'Don't know'	100	400	16,900	16,900
Number with missing data	<50	100	1,700	2,300
Total (number)	10,100	10,100	187,500	187,500

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

Source: SAAP Client Collection.

Table 8.3: SAAP closed support periods: main source of income and employment status after support, by length of support, Australia, 2007–08 (per cent)

After support	1 day or less	>1–7 days	>1–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total	
								%	Number
Main source of income									
No income	6.7	9.1	6.6	6.0	5.0	4.2	4.1	6.5	10,200
Government payments	86.2	82.5	84.7	84.3	81.9	82.3	82.0	84.4	133,200
Other	7.1	8.4	8.7	9.7	13.1	13.5	14.0	9.1	14,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	33.6	13.0	15.8	21.4	8.4	4.8	3.0	100.0	..
Total (number)	53,000	20,400	25,000	33,800	13,200	7,600	4,800	..	157,800
Employment status									
Employed full time	3.2	4.6	5.2	5.6	7.9	8.0	9.3	5.0	7,700
Employed part time	4.4	5.7	7.1	8.8	11.4	12.8	12.9	7.2	11,000
Unemployed (looking for work)	17.8	18.9	20.3	18.9	15.1	14.1	13.4	18.0	27,600
Not in labour force	74.5	70.7	67.4	66.7	65.5	65.1	64.5	69.7	106,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	33.9	12.8	15.8	21.3	8.3	4.8	3.0	100.0	..
Total (number)	51,800	19,600	24,200	32,500	12,700	7,300	4,600	..	152,800

Notes

1. Number excluded due to errors and omissions (weighted): 29,712 (main source of income, including 'Don't know' and 'Client left without providing any information').
2. Number excluded due to errors and omissions (weighted): 34,739 (employment status, including 'Don't know' and 'Client left without providing any information').
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 8.4: SAAP closed support periods: student status immediately before and after a support period, by age, Australia, 2007–08 (per cent)

Student status	5–17 years		18+ years		Total	
	Before	After	Before	After	Before	After
Not a student	54.8	53.9	95.9	95.5	91.2	90.9
Primary/secondary student	37.4	36.3	0.9	0.8	5.1	4.7
Post-secondary student/employment training	7.9	9.8	3.1	3.7	3.7	4.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>19,200</i>	<i>16,800</i>	<i>147,600</i>	<i>135,200</i>	<i>166,800</i>	<i>152,000</i>
Number with 'Client left without providing any information'	..	2,300	..	12,600	..	15,000
Number with 'Don't know'	2,100	2,000	15,100	14,000	17,200	16,000
Number with missing data	200	300	2,100	2,900	2,300	3,200
Total (number)	21,500	21,500	164,700	164,700	186,200	186,200

Notes

1. Table excludes closed support periods for clients aged 4 years and under.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 8.5: SAAP closed support periods: type of house/dwelling immediately before and after a support period, Australia, 2007–08 (per cent)

Type of house/dwelling	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
<i>Improvised dwelling/sleeping rough</i>	9.1	2.3	11.8	6.9
Improvised dwelling/car/tent/squat	6.0	1.6	6.1	3.0
Street/park/in the open	3.1	0.8	5.7	4.0
<i>House/dwelling</i>	85.0	94.4	83.2	89.1
House/flat	69.3	81.5	65.4	70.2
Caravan	2.8	2.2	2.0	1.8
Boarding/rooming house	6.6	6.7	8.7	10.5
Hostel/hotel/motel	6.3	4.0	7.0	6.6
<i>Institutional setting</i>	5.9	3.2	5.0	4.0
Hospital	0.9	0.3	0.9	0.6
Psychiatric institution	0.8	0.3	0.5	0.3
Prison/youth training centre	1.8	0.8	1.4	0.7
Other institutional setting	2.5	1.8	2.2	2.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>40,500</i>	<i>32,500</i>	<i>170,800</i>	<i>138,800</i>
Number with 'Client left without providing any information'	..	5,500	..	23,100
Number with 'Don't know'	1,500	3,700	15,700	23,800
Number with missing data	100	400	1,000	1,800
Total (number)	42,100	42,100	187,500	187,500

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

Source: SAAP Client Collection.

Table 8.6: SAAP closed support periods: type of tenure immediately before and after a support period, Australia, 2007–08 (per cent)

Type of tenure	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
SAAP/CAP funded accommodation	14.4	12.6	13.1	15.9
SAAP/CAP crisis/short-term accommodation	9.7	5.8	8.5	8.8
SAAP/CAP medium/long-term accommodation	2.9	5.1	2.3	4.5
Other SAAP/CAP funded accommodation	1.8	1.7	2.2	2.6
No tenure	14.0	4.9	16.4	10.3
Institutional setting	3.9	2.0	3.4	2.4
Improvised dwelling/sleeping rough	7.7	1.9	10.1	5.6
Other	2.3	1.0	2.9	2.3
Tenure	71.5	82.5	70.6	73.7
Purchasing/purchased own home	2.9	1.8	4.5	3.8
Private rental	31.4	39.7	27.6	29.8
Public housing rental	8.9	17.1	11.1	14.3
Community housing rental	2.3	5.5	4.5	6.4
Rent-free accommodation	7.8	4.5	7.4	5.4
Boarding	18.1	14.0	15.6	14.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>38,500</i>	<i>31,200</i>	<i>159,200</i>	<i>130,500</i>
Number with 'Client left without providing any information'	..	5,600	..	23,600
Number with 'Don't know'	3,100	4,600	26,100	30,700
Number with missing data	500	600	2,200	2,700
Total (number)	42,100	42,100	187,500	187,500

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

Source: SAAP Client Collection.

Table 8.7: SAAP closed support periods: type of house/dwelling occupied after support, by length of support, Australia, 2007–08 (per cent)

Type of house/dwelling	1 day or less	>1–7 days	>1–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total	
								%	Number
All closed support periods									
Improvised dwelling/sleeping rough	13.0	6.0	4.8	3.4	1.7	1.8	2.3	6.9	9,600
Improvised dwelling/car/tent/squat	4.9	2.7	2.4	2.1	1.0	0.8	1.2	3.0	4,100
Street/park/in the open	8.1	3.3	2.4	1.2	0.8	0.9	1.1	4.0	5,500
House/dwelling	84.0	87.5	89.7	92.7	94.8	95.9	95.2	89.1	123,700
House/flat	55.8	69.6	72.5	79.0	84.4	88.3	88.6	70.2	97,500
Caravan	1.3	2.1	2.6	2.2	1.4	1.2	0.7	1.8	2,500
Boarding/rooming house	17.9	7.8	7.7	6.7	5.8	4.5	3.8	10.5	14,600
Hostel/hotel/motel	9.0	8.0	6.9	4.9	3.3	1.9	2.1	6.6	9,100
Institutional setting	3.0	6.5	5.5	3.9	3.4	2.4	2.5	4.0	5,500
Hospital	0.6	0.9	0.7	0.4	0.3	0.3	0.2	0.6	800
Psychiatric institution	0.2	0.6	0.5	0.3	0.3	0.2	0.2	0.3	500
Prison/youth training centre	0.3	0.9	1.1	0.9	1.0	0.7	0.9	0.7	1,000
Other institutional setting	1.8	4.1	3.3	2.2	1.8	1.2	1.2	2.3	3,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	34.5	11.2	15.0	21.9	8.8	5.2	3.3	100.0	..
Total (number)	47,900	15,600	20,800	30,400	12,300	7,200	4,600	..	138,800
Closed support periods in which clients were accommodated									
Improvised dwelling/sleeping rough	28.3	8.5	7.2	4.2	2.2	1.4	1.1	9.4	4,100
Improvised dwelling/car/tent/squat	2.5	2.9	2.7	1.6	0.7	0.5	0.9	2.0	900
Street/park/in the open	25.8	5.6	4.5	2.6	1.4	0.9	0.3	7.4	3,200
House/dwelling	66.0	82.7	83.7	89.4	93.0	95.7	96.3	83.9	36,700
House/flat	47.5	64.8	62.4	71.1	78.2	89.0	91.1	66.7	29,200
Caravan	1.1	1.9	2.5	1.9	1.7	1.2	0.4	1.7	800
Boarding/rooming house	7.1	7.1	9.4	8.6	7.6	3.4	2.8	7.5	3,300
Hostel/hotel/motel	10.3	8.9	9.5	7.8	5.5	2.1	2.0	7.9	3,500
Institutional setting	5.7	8.8	9.1	6.4	4.8	2.9	2.5	6.7	2,900
Hospital	1.2	1.3	1.3	0.9	0.7	0.4	0.3	1.0	500
Psychiatric institution	0.2	0.7	0.9	0.6	0.3	0.2	0.1	0.5	200
Prison/youth training centre	0.3	0.8	1.2	1.1	1.0	0.8	0.6	0.9	400
Other institutional setting	4.0	6.0	5.7	3.8	2.8	1.5	1.5	4.3	1,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	18.0	18.6	20.2	22.1	9.8	6.5	4.7	100.0	..
Total (number)	7,900	8,100	8,800	9,700	4,300	2,800	2,100	..	43,700

Notes

1. Number excluded due to errors and omissions (weighted): 48,704 closed support periods (including 'Don't know' and 'Client left without providing any information'); 21,040 closed accommodated support periods (including 'Don't know' and 'Client left without providing any information').
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 8.8: SAAP closed support periods: type of tenure after support, by length of support, Australia, 2007–08 (per cent)

Type of tenure	1 day or less	>1–7 days	>1–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total	
								%	Number
All closed support periods									
SAAP/CAP funded accommodation	16.3	22.1	17.2	15.0	12.1	11.1	10.4	15.9	20,800
SAAP/CAP crisis/short-term accommodation	10.4	14.8	9.4	6.6	5.0	4.0	3.4	8.8	11,500
SAAP/CAP medium/long-term accommodation	2.0	4.5	5.1	6.6	6.1	6.3	6.1	4.5	5,900
Other SAAP/CAP funded accommodation	3.9	2.8	2.7	1.8	1.1	0.8	0.9	2.6	3,400
No tenure	16.2	10.5	9.4	6.6	4.7	3.7	4.0	10.3	13,500
Institutional setting	1.7	3.7	3.5	2.4	2.3	1.6	1.9	2.4	3,100
Improvised dwelling/sleeping rough	10.7	4.5	3.8	2.8	1.4	1.4	1.6	5.6	7,300
Other	3.8	2.3	2.1	1.3	1.0	0.7	0.4	2.3	3,000
Tenure	67.5	67.3	73.4	78.4	83.2	85.2	85.6	73.7	96,200
Purchasing/purchased own home	3.3	4.1	3.7	4.3	4.9	3.9	3.4	3.8	5,000
Private rental	23.3	25.5	32.8	36.4	37.3	33.0	28.8	29.8	38,900
Public housing rental	13.1	10.4	11.7	13.2	17.4	25.7	31.8	14.3	18,700
Community housing rental	7.6	7.6	4.7	4.6	5.2	7.4	9.6	6.4	8,300
Rent-free accommodation	4.5	6.7	6.1	6.2	5.2	4.8	4.0	5.4	7,100
Boarding	15.7	13.1	14.5	13.7	13.1	10.4	8.0	14.0	18,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	34.4	11.1	14.7	22.1	9.0	5.3	3.4	100.0	..
Total (number)	44,900	14,400	19,200	28,800	11,700	6,900	4,500	..	130,500
Closed support periods in which clients were accommodated									
SAAP/CAP funded accommodation	22.3	21.0	22.2	24.7	18.8	15.3	11.4	21.2	8,800
SAAP/CAP crisis/short-term accommodation	15.4	14.5	12.4	10.6	7.6	6.1	4.1	11.6	4,800
SAAP/CAP medium/long-term accommodation	2.7	4.2	6.7	11.7	9.4	8.2	6.3	7.0	2,900
Other SAAP/CAP funded accommodation	4.2	2.3	3.1	2.4	1.8	1.0	1.0	2.6	1,100
No tenure	32.6	14.3	14.3	9.1	6.1	3.7	2.5	14.4	5,900
Institutional setting	2.8	4.7	5.4	3.8	2.7	1.7	1.4	3.7	1,500
Improvised dwelling/sleeping rough	19.4	6.0	5.5	3.2	1.7	1.1	0.6	6.7	2,800
Other	10.4	3.5	3.5	2.2	1.7	0.8	0.5	4.0	1,600
Tenure	45.1	64.6	63.4	66.1	75.1	81.1	86.1	64.4	26,500
Purchasing/purchased own home	1.4	2.8	2.0	2.1	1.6	1.9	1.8	2.0	800
Private rental	9.5	18.2	22.6	26.0	31.0	31.2	29.8	21.9	9,000
Public housing rental	10.4	10.4	9.0	10.6	16.1	24.8	32.5	12.8	5,300
Community housing rental	10.3	10.5	5.6	6.6	6.9	8.9	10.4	8.2	3,400
Rent-free accommodation	5.2	8.6	7.5	6.1	4.7	3.4	2.9	6.2	2,600
Boarding	8.3	14.1	16.7	14.7	14.8	10.9	8.7	13.3	5,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	18.2	18.5	19.8	22.1	9.9	6.6	4.9	100.0	..
Total (number)	7,500	7,600	8,100	9,100	4,100	2,700	2,000	..	41,200

Notes

- Number excluded due to errors and omissions (weighted): 56,984 closed support periods (including 'Don't know' and 'Client left without providing any information'); 23,536 closed accommodated support periods (including 'Don't know' and 'Client left without providing any information').
- Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 8.9: SAAP closed support periods: living situation immediately before and after a support period, Australia, 2007–08 (per cent)

Living situation	Before	After
With both parents	2.4	1.9
With one parent and parent's spouse/partner	1.9	1.3
With one parent	4.0	3.2
With foster family	0.4	0.3
With relatives/friends temporary	14.4	10.4
With relatives/friends long-term	3.4	4.4
With spouse/partner	8.6	6.5
With spouse/partner and child(ren)	11.7	8.8
Alone	25.8	29.3
Alone with child(ren)	12.9	18.8
With other unrelated persons	13.7	14.1
Other	0.9	1.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>171,000</i>	<i>143,200</i>
Number with 'Client left without providing any information'	..	21,300
Number with 'Don't know'	15,300	21,100
Number with missing data	1,200	1,900
Total (number)	187,500	187,500

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

Source: SAAP Client Collection.

Table 8.10: SAAP closed support periods: existence of a case management plan, Australia, 2007–08

Case management plan	Per cent	Number
Yes	59.5	101,100
No, client did not agree to one	7.6	13,000
No, support period too short	31.9	54,300
No, other reason	0.9	1,600
Total	100.0	169,900

Notes

1. Number excluded due to errors and omissions (weighted): 17,085.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 8.11: SAAP closed support periods where a case management plan was in place by the end of support: extent to which the client's case management goals were achieved, Australia, 2007–08

Achievement of goals	Per cent	Number
All goals achieved	39.3	39,200
Most or some goals achieved	54.1	54,000
No goals achieved	6.6	6,600
Total	100.0	99,800

Notes

1. Number excluded due to errors and omissions (weighted): 1,309.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

9 Support from 1996–97 to 2007–08

This chapter presents the number of support periods, clients, accompanying children and accompanying child support periods as well as the participation and valid consent rates over the 12 years of the National Data Collection. However, it is important to note when examining trends over these years that changes have occurred in definitions and in the way the jurisdictions administer SAAP and allocate agencies and funding. For example, in 2005–06 refined definitions and a new statistical linkage key were introduced constituting a break in the series, and in 2006–07 the first of the I & I Fund Pilot Projects joined the Collection (refer to Appendix 1 and Chapter 2). Caution should therefore be taken when examining data across the years.

Funding

Total funding allocations for SAAP in Australia has risen by 82% over the 12 years of the collection, from \$219.8 million in 1996–97 to \$400.4 million in 2007–08 (Table 9.1). When these figures are adjusted for inflation, in real terms total funding increased by 28% over the period. From 2006–07 to 2007–08, actual funding increased by 5% and in real terms by 1%.

Actual funding to agencies increased by 91% across the 12 years, from \$200.5 million in 1996–97 to \$383.9 million in 2007–08. In real terms, this represented an increase of 34% over the period. From 2006–07 to 2007–08, actual funding to agencies increased by 5% and in real terms by 1%.

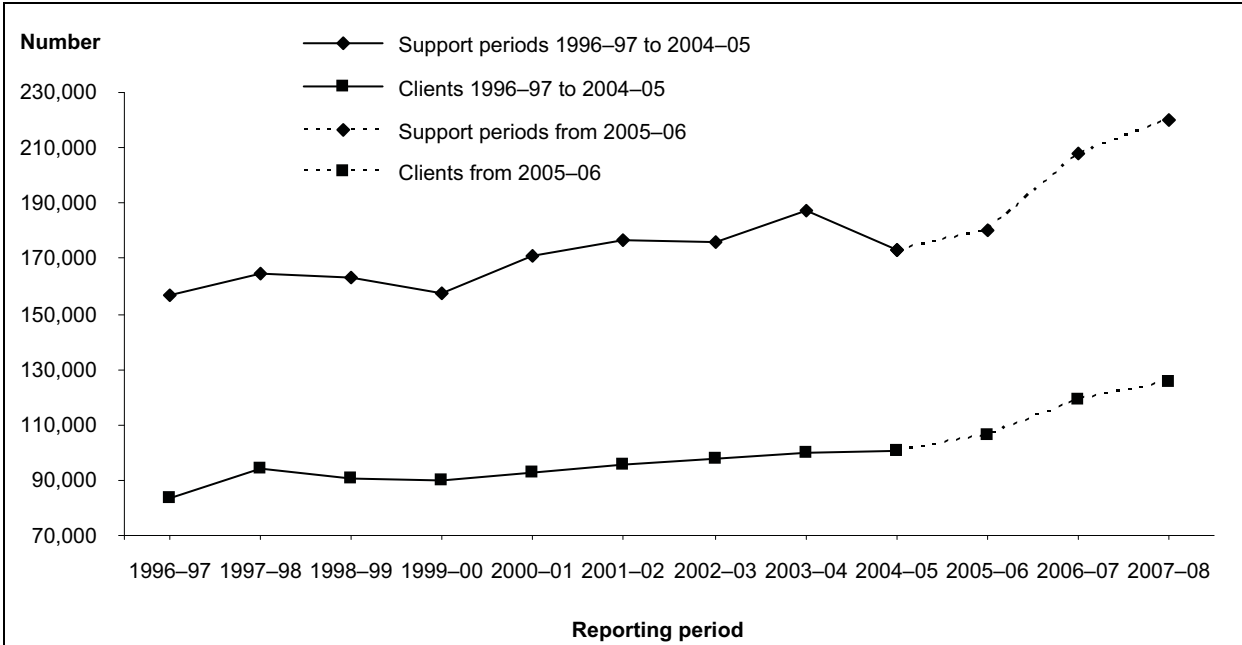
There seems to be an obvious relationship between funds available to agencies and the amount of support they can provide for people who are homeless or at risk of becoming homeless. Nevertheless, as Table 9.1 shows, an increase or decrease in funding to agencies does not automatically translate into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

Further, examining trends in agencies, funding and cost per client and support period over the 12 years of the collection can be problematic. Changes in the way the jurisdictions administer the program – such as adding or merging agencies and the introduction of the Innovation and Investment Fund Pilot agencies in 2006–07 – or changes to the collection itself – such as the introduction of the core data set with new definitions and a new statistical linkage key in 2005–06 – can affect the data.

Support periods

In 1996–97, there were an estimated 156,500 support periods (Table 9.2). This increased to 164,300 in 1997–98 but dropped back over the next 2 years, returning almost to 1996–97 levels in 1999–00 (Figure 9.1). In 2000–01 there was a sharp rise to 170,700 support periods. The main cause of this increase was the participation of one agency that had not previously participated in the Client Collection – this agency returned a very large number of forms. Although the weighting system adjusts for non-participation (refer to Appendix 2), it does

not allow for non-participating agencies, such as this one, that are different from other agencies.



Source: Table 9.2.

Figure 9.1: Number of SAAP support periods and clients, by reporting period, Australia, 1996-97 to 2007-08

The number of support periods increased further in 2001-02 to 177,000. However, a change in reporting practice part way through the 2002-03 financial year (by the previously mentioned high-volume agency) decreased the number reported to 176,300. If this agency had reported consistently throughout the year, the total number of support periods in 2002-03 would be estimated at approximately 178,700. This agency reported a full year under its new guidelines in 2003-04, resulting in a substantial decrease from the previous year in the number of support periods reported by this agency.

However, in 2003-04, there was still a sharp increase to 187,200 support periods. This was due to the participation of another large agency in 2003-04 that had not participated in the Client Collection since 1997-98. The decrease in 2004-05 to 173,100 support periods was mainly due to an adjustment to the definition of an ongoing support relationship in 2004-05, in preparation for the introduction of the core data set in July 2005. This change mostly affected agencies that were previously classified as high-volume. These agencies mainly used the high-volume collection form which was discontinued in 2004-05. With the move of all high-volume agencies to the general collection form, agencies with a large turnover of clients were instructed to apply an adjusted rule to the definition of an ongoing support relationship. This rule stated that if an ongoing support relationship was established with the client and there was not a gap of more than a month between contacts with that client, then a single support period should be recorded. The data submitted in 2004-05 by two large agencies using a collection tool that was not able to apply the new definitions were manipulated to ensure consistency with the change in the definition. These variations

highlight the effect on the Client Collection of inconsistencies in the application of the definition of a support period.

In 2005–06, the core data set, including refined definitions and a new statistical linkage key, was introduced. These changes constitute a break in the SAAP NDC data series and thus data for 2005–06 are not strictly comparable to previous years. In addition, the two large agencies that were adjusted for in 2004–05 used a new collection tool that enabled them to record data using the new definition of an ongoing support relationship. For this reason, a decision was made to not adjust the data provided by these agencies, despite them having large numbers of short support periods. This has meant that the number of support periods rose in 2005–06 to 180,000.

In 2006–07, support periods increased to 207,700 (or by 15%). There were several reasons for this, including changes in the number and structure of agencies, changes in reporting practices in some jurisdictions, and the inclusion of the Innovation and Investment Fund in the collection for the first time. In 2007–08, support periods increased again to 220,300 (or by 6%), largely due to increases in support periods reported in New South Wales.

State and territory

The overall number of support periods over the years is affected by changes in the way the jurisdictions administer SAAP and allocate agencies and funding. Key factors related to changes in the number of support periods in the states and territories since the collection began are presented below.

New South Wales

- New South Wales accounted for the greatest number of support periods for the first 6 years of the collection. However, there was a decrease in the number of support periods provided between 1996–97 and 1997–98. The relatively high number recorded for 1996–97 was largely the result of reporting practices for people placed by police for 8 hours with SAAP agencies because of intoxication.
- Between 1998–99 and 2001–02, the number of support periods decreased, then was unchanged in 2001–02 and 2002–03 (47,900).
- The number increased to 48,600 in 2003–04, then decreased to 41,300 in 2004–05 and to 40,900 in 2005–06.
- There was a 31% rise to 53,400 in 2006–07, primarily because of changes in reporting practices. As part of its ongoing reform of SAAP, the New South Wales Department of Community Services implemented funding reforms, of which the key components were: results-based accountability; performance-based contracting focusing on program priorities; a Performance Monitoring Framework; and evidence-based approaches. These reforms contributed to the increased number of support periods and clients.
- In 2007–08, the number of support periods in New South Wales increased again to 64,500 (or by 21%), likely due to the continuation of the reform agenda in New South Wales.

Victoria

- In 2002–03, the number of support periods in Victoria exceeded the number in New South Wales for the first time.

- There was a substantial increase in the number of support periods, from 48,800 in 2002–03 to 67,200 in 2003–04. This jump was due mainly to the participation of an agency with a very high turnover of clients that had not participated in the collection since 1997–98. This agency submitted around 16,000 forms, all of same-day duration, and had a relatively high level of repeat usage by clients.
- In 2004–05, two large agencies submitted in excess of 26,100 forms, again all of same-day duration. These forms were combined to be more consistent with the definition of an ongoing support relationship applied to agencies with a high turnover of clients in 2004–05. Separate support periods for the same client that occurred less than 1 month apart were combined to form a single support period. This reduced the total number of forms for these two agencies to around 12,000.
- In 2005–06, these two agencies again submitted large numbers of forms with same-day duration and a relatively high level of repeat usage; however, because they were now using a tool that enabled them to record data according to the new definitions, no adjustment was made. This meant that the number of support periods in Victoria increased sharply to 71,800.
- Victoria showed a further small increase in 2006–07 to 75,800, mostly due to the inclusion of a relatively large number of new agencies.
- In 2007–08 the number of support periods reported in Victoria decreased to 70,300. This was largely the result of a reduction in the number of support periods submitted by two large Victorian agencies.

Queensland

- Queensland showed increases in the number of support periods over the period 1998–99 to 2001–02, with a very large increase in 2000–01 – from 26,100 support periods in 1999–00 to 38,700 the next year. This jump was due mainly to the participation of a very high-volume agency for the first time in that year.
- The number of support periods decreased from 41,400 in 2001–02 to 36,900 in 2002–03, then to 28,400 in 2003–04 and further to 26,300 in 2004–05. This decrease is partly attributable to the same agency, which changed its reporting practices during 2002–03 and submitted a full year of data with these amended reporting practices for the first time in 2003–04. The decrease in 2004–05 is likely also due to the change in reporting practices for previously high-volume agencies.
- There were 25,400 support periods in 2005–06, increasing to 27,800 in 2006–07 and again to 31,800 in 2007–08. These increases were largely due to the inclusion of additional agencies in the data collection (see Table 9.4 in the Queensland supplementary report).

Western Australia

- The number of support periods reported in Western Australia increased from 12,400 in 1998–99 to 15,200 in 2000–01, falling to 14,700 in 2001–02, before rising slightly to 14,900 in 2002–03.
- There was a decrease to 13,800 in 2003–04. A possible contributing factor is that although the number of Western Australian agencies that submitted data increased in 2003–04, the participation rate in this state decreased by around four percentage points from the previous year (see Table 9.4 in the Western Australian supplementary report).

- Subsequently, there were increases in 2004–05 to 14,500, in 2005–06 to 12,700 and by 30% to 16,500 in 2006–07. This was primarily because of one high-volume agency reporting for the first time in 2006–07. This agency contributed to a significant increase in overall support provided, compared with 2005–06. The breakdown of characteristics of clients, circumstances, supports provided and other analyses reported in 2006–07 may also have been unduly affected by this one agency. In addition, the number of agencies required to participate in the collection increased from 106 in 2005–06 to 133 in 2006–07 (see Table 9.4 in the Western Australian supplementary report).
- The number of support periods in Western Australia increased again to 18,100 in 2007–08, most likely due to an increase in the number of agencies participating in the collection (see Table 9.4 in the Western Australian supplementary report).

South Australia

- The number of support periods in South Australia increased from 15,900 in 2005–06 to 20,000 (or by 26%) in 2006–07. This increase was mostly due to the introduction of I & I Pilot agencies as well as other new agencies in this state in 2006–07 (see Table 9.4 in the South Australian supplementary report).
- The number of support periods in South Australia increased again in 2007–08 to 21,900, primarily due to the inclusion of additional agencies (see Table 9.4 in the South Australian supplementary report).

Tasmania

- The number of support periods in the Tasmania has been relatively consistent over the years.

Australian Capital Territory

- The number of support periods in the Australian Capital Territory has fluctuated since the inception of the collection in 1996. In particular, there was a decrease from 2,800 in 2005–06 to 2,600 in 2006–07. The main reason for this was a key agency not submitting a full year's worth of data for the 2006–07 reporting period. If this agency had submitted all of its data, it is likely that support periods in the Australian Capital Territory would have increased slightly from 2005–06 to 2006–07.
- 2006–07 data were also affected by extensive agency re-structuring. A number of agencies were consolidated and operated for only part of the year and/or did not return data. The principle for inclusion or exclusion of reporting agencies assumes that all agencies operate for a full 12 months. This assumption has a more significant impact on smaller jurisdictions.
- In 2007–08, support periods in the Australian Capital Territory increased to 2,900.

Northern Territory

- The number of support periods in the Northern Territory has been relatively consistent over the years.

Daily support

Table 9.2 shows the daily average number of support periods. Those active on any day of a reporting year gradually increased from 13,600 in 1996–97 to 21,900 in 2002–03, despite the actual daily number of support periods fluctuating during that period. Likewise, although there was an increase in the number of support periods in 2003–04, the number of support periods active each day decreased slightly.

These variations can be partly explained by variations in the length of support periods between the years – in addition to the total number of support periods active in a reporting year, the length of support periods may also influence the daily average number of support periods. For example, the larger increase in the average daily number of support periods between 2000–01 and 2001–02 may be explained by the significant increase in support periods between the years (6,300) as well as the increase in the mean length of support (from 40 to 44 days) (refer to AIHW 2006:Table 9.7). The higher mean length of support in 2001–02 indicates that it is likely there were more long support periods in that year than in 2000–01.

Conversely, the decrease in the daily average number of support periods in 2003–04 is likely to be due to the high number of single-day support periods reported in 2003–04, with the mean length of support dropping from 46 days in 2002–03 to 44 days in 2003–04. The average daily number of support periods increased to 23,700 in 2004–05, along with an increase in the average length of support to 53 days. The decrease in 2005–06 to 23,000, despite the increase in the total number of support periods overall, is partly due to the decrease in the average length of support to 48 days, in turn resulting largely from the non-adjustment of support periods for the two previously mentioned large agencies. In 2006–07, the daily average number of support periods was 29,700. This increased to 34,200 in 2007–08 as a result of both increases in the number of support periods and in the average length of support (from 50 days in 2006–07 to 56 days in 2007–08) (Table 6.1 and AIHW 2008b:Table 6.1).

Nightly accommodation

A support period can include a period of accommodation. Table 9.2 shows the nightly average support periods with accommodation. When analysing this data, it is important to note that the length of an accommodation period can be the same as, or shorter than, the associated support period, and that there can be more than one accommodation period within a support period. This contributes to the smaller nightly average number of support periods with accommodation compared with the daily average number of support periods, along with the fact that many SAAP clients require non-accommodation support services only, or request accommodation but are provided with support only.

The nightly average number of support periods with accommodation fluctuated between 1996–97 and 1998–99 before increasing from 7,000 in 1999–00 to 8,700 in 2004–05 (Table 9.2). In 2005–06, the number was 8,200, increasing to 8,800 in 2006–07. That this did not increase as dramatically as the days of support is due to the fact that the increase in support periods was largely related to an increase in support services only. That is, the support periods did not involve a period of accommodation (see AIHW 2008b:tables 3.3 and 3.4). This appears to be consistent with a greater emphasis in SAAP V on early intervention and post-crisis support.

The nightly average number of support periods with accommodation increased to 9,100 in 2007–08, despite a decrease in the proportion of support periods with accommodation (from 38% in 2006–07 to 34% in 2007–08) (Table 3.1 and AIHW 2008b:Table 3.1). The increase is

likely due to an increase in the average length of accommodation from 50 days in 2006–07 to 54 days in 2007–08 (Table 6.3 and AIHW 2008b:Table 6.3).

Clients

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

In 2005–06 a new statistical linkage key and data definitions were introduced. The statistical linkage key was aimed at improving both the quality of the data and the ability to anonymously link with other community services data collections. The statistical linkage key is fundamental in estimating the number of clients and for this reason estimates of the number of clients in 2005–06 are not strictly comparable with data from the first 9 years of the collection. In general, the new statistical linkage key reduces the rate of duplication, meaning that two clients with similar names and the same year of birth are now more likely to be counted as separate clients. For this reason, some increase in the numbers of clients in 2005–06 was expected. In 2005–06, the number of clients was estimated to be 106,500.

In 2006–07, improved data editing and input procedures were implemented to further strengthen the linkage key. This, and changes in the number and structure of agencies and in reporting practices by the states and territories, resulted in an increase in the number of clients in 2006–07 to 118,800. The number increased again in 2007–08 to 125,600.

State and territory

In general terms, the number of clients receiving support over time reflected the pattern observed for support periods within each jurisdiction. However, there were some variations. For example, although agencies in New South Wales and the Australian Capital Territory reported an increase in the number of support periods from 2002–03 to 2003–04, there was a decrease in the number of clients. The number of clients in New South Wales decreased from 25,400 in 2002–03 to 25,000 in 2003–04. Likewise, the number the Australian Capital Territory decreased from 1,800 in 2002–03 to 1,700 in 2003–04. Similarly, although South Australia reported an increase in the number of support periods from 14,700 in 2003–04 to 15,600 in 2004–05, this state reported a slight decrease in the number of clients from 9,700 to 9,600. Conversely, although the number of support periods in Tasmania remained constant at 6,600 in 2002–03 and 2003–04 and then decreased in 2004–05 to 6,400, the number of clients increased from 4,300 in 2002–03 to 4,500 in 2003–04 and again to 4,600 in 2004–05. Furthermore, support periods in Queensland increased by 48% between 1999–00 and 2000–01, but client numbers increased by only 12%, reflecting that clients of the newly reporting high-volume agency tended to access the service repeatedly during the year. The same can be said for Victoria in 2003–04, where support periods increased from the numbers reported in 2002–03 by 38% and clients by only 14%.

In 2007–08, the number of support periods in Western Australia increased but the number of clients decreased from 11,100 in 2006–07 to 10,900 in 2007–08. This was primarily due to a

drop in the valid consent rate in Western Australia from 90% in 2006–07 to 83% in 2007–08, combined with an increase in the average number of support periods per client from 1.5 in 2006–07 to 1.7 in 2007–08 (Table 9.2 and AIHW 2008b).

In 2007–08, despite having fewer periods of support overall, New South Wales reported a higher number of clients than Victoria for the first time since 1997–98. A partial explanation for this is that Victoria had a higher number of support periods per client (1.9) than New South Wales (1.7), meaning that the same client was slightly more likely to have multiple periods of support in Victoria (Table 3.1).

Accompanying child support periods

Prior to 2000–01 only limited data were collected on accompanying children. In 2001–02, the Client Collection was changed so that more information could be reported. Until that time, reliable estimates of the number of children accompanying clients to SAAP agencies were not available. However, an updated version of the computer-based collection tool, SMART, was not released until December 2000, resulting in agencies who used this tool not being able to report information until January 2001. For this reason, the first full year of collection reported in this section is 2001–02.

In 2000–01, 2001–02, 2002–03 and 2003–04, the data items that enabled the number of accompanying children associated with accompanying child support periods to be estimated were not collected on the high-volume form (refer to the relevant report for an example of this form, e.g. AIHW 2005a). For these years, estimates of accompanying children are reported only for the children accompanying a parent(s) or guardian(s) to a SAAP agency that used the general client form. The high-volume form was phased out in 2004–05 and that was the first year for which complete data were available for accompanying children. Note also that, in 2005–06, the definitions of an accompanying child and an accompanying child support period were adjusted as well as a new statistical linkage key introduced, so these data are not strictly comparable to previous years.

Nationally, the number of accompanying child support periods increased from 73,300 in 2001–02 to 75,800 in 2002–03 before falling back to 73,200 in 2003–04 and then increasing to 78,500 in 2004–05 (Table 9.3). In 2005–06, there were 81,700 accompanying child support periods. This increased to 99,300 in 2006–07 and again to 107,300 in 2007–08.

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

State and territory

There were large variations between the states and territories in terms of the number of accompanying child support periods. The variations between the states and territories most likely reflect differences in the service structures and demographic profile of the various jurisdictions. On a state and territory level, Victoria reported the highest number of accompanying child support periods across all 7 years.

Daily support

The dates of support are not recorded for accompanying children. However, it has been assumed that accompanying children will have the same period of support as their parent(s) or guardian(s). The average number of accompanying child support periods active on any day increased from 12,300 in 2001–02 to 13,600 in 2002–03 before falling to 12,600 in 2003–04, and rising to 13,900 in 2004–05. In 2005–06 there was an average of 14,600 and in 2006–07 there were 18,500. This increased to 21,800 in 2007–08.

Nightly accommodation

Based on the assumption that accompanying children will have the same period of accommodation as their parent(s) or guardian(s), the nightly average number of accompanying child support periods with accommodation periods rose from 4,800 in 2001–02 to 5,100 in 2002–03, remained steady in 2003–04 and increased to 5,700 in 2004–05. In 2005–06, there were 5,600 and in 2006–07 there were 6,500. This increased to 6,700 in 2007–08.

Accompanying children

Although not directly comparable, because estimates of the number of accompanying children exclude high-volume records for the first 3 reportable years, the number of accompanying children followed a similar pattern to that of accompanying child support periods, rising from 50,800 in 2001–02 to 53,800 in 2002–03 before falling back to 52,700 in 2003–04 and then increasing again to 56,800 in 2004–05. In 2005–06 there were an estimated 54,700 accompanying children. This increased to 69,100 in 2006–07 and again to 76,900 in 2007–08.

State and territory

There were large variations between the states and territories in terms of the number of accompanying children. Again, these variations most likely reflect differences in the service structures and demographic profile of the various jurisdictions. On a state and territory level, Victoria reported the highest number of accompanying children across the 7 years, although the number of accompanying children increased markedly in New South Wales between 2005–06 (11,400), 2006–07 (16,900) and 2007–08 (19,000).

Agencies

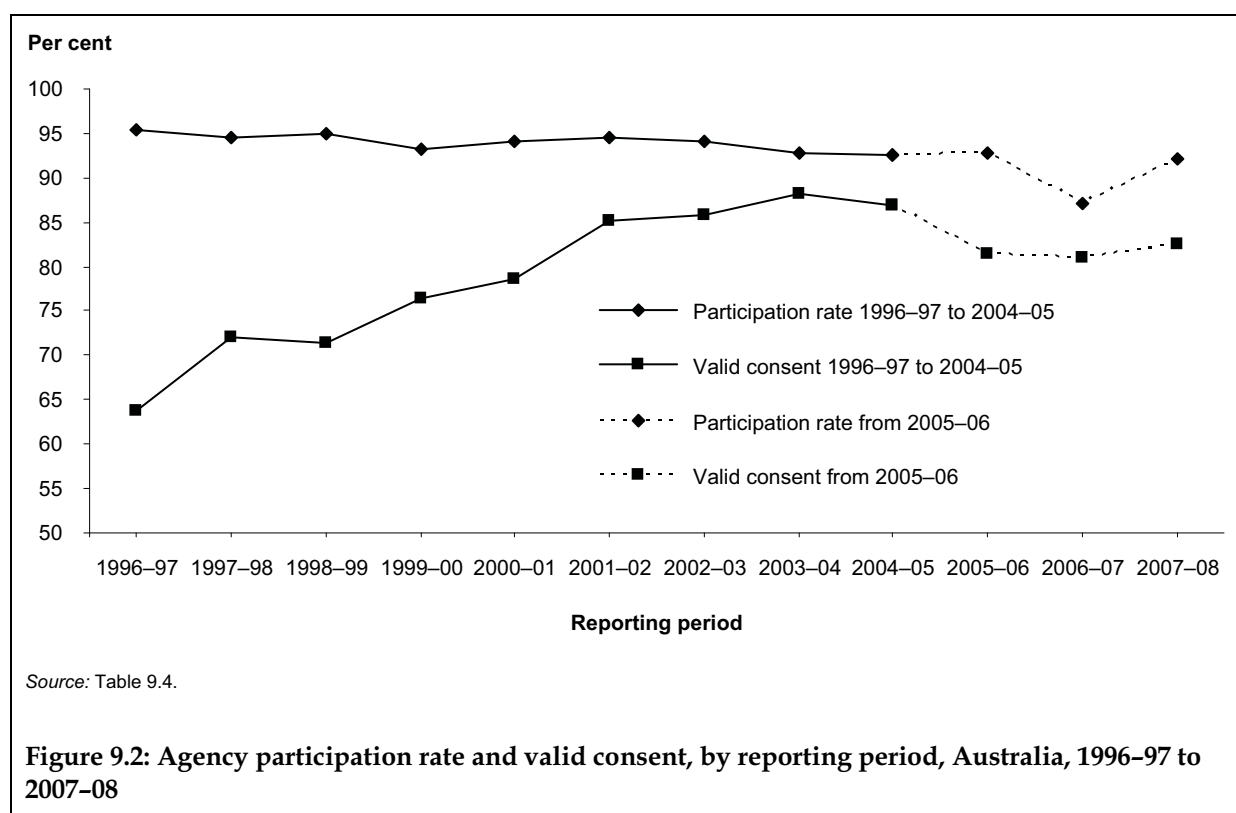
Because of the large increase in the number of agencies in 2006–07, in 2007–08 the state and territory governments that administer SAAP were asked to closely review the participation status, primary target group and service delivery models of their agencies. This has resulted in some changes in the classification of some agencies from 2006–07 to 2007–08.

Number of agencies

The number of agencies required to participate in the Client Collection generally increased between 1996–97 and 2001–02 (Table 9.4). The number of agencies fell to 1,202 in 2002–03, from 1,211 the previous year, as a result of agencies being merged in some jurisdictions. The number of agencies rose again in 2003–04 to 1,225 before falling back to 1,212 in 2004–05 and then increasing slightly to 1,219 in 2005–06. The large increase in the number of participating agencies in 2006–07 to 1,456 can be explained by both the introduction of I & I agencies as well as by the creation of a relatively large number of other new SAAP agencies in some jurisdictions. This was in part brought about by the equalisation of funding between the Australian Government and the states and territories. In 2007–08, there were 1,444 agencies required to participate in the collection.

Participation rate

The agency participation rate remained fairly constant over the first 10 reporting years, ranging from 93% to 95%, before falling to 87% in 2006–07 (Figure 9.2). This decrease was primarily due to the large number of new agencies created in Victoria that did not participate in the collection. The participation rate increased to 92% in 2007–08.



Valid consent

The percentage of forms returned with valid consent has increased significantly since the inception of the National Data Collection, from 64% in 1996–97 to peak at 88% in 2003–04, before falling slightly to 87% in 2004–05 (Table 9.4). In 2005–06, a new statistical linkage key

was introduced and the definition of 'valid consent' adjusted to reflect this. The decrease to 82% in 2005–06 can be partly explained by this new statistical linkage key, which includes the requirement to have a valid date of birth rather than just a valid year of birth (refer to Appendix 2 and AIHW 2006). The rate of valid consent remained relatively steady in 2006–07 at 81%. In 2007–08 the proportion of records with valid consent increased to 83%.

9.1 Tables

Table 9.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2007–08 dollars, by reporting period, Australia, 1996–97 to 2007–08

Reporting period	Total funding ^{(a)(b)}	Funding to agencies ^{(a)(b)}	Funding per support period ^{(b)(c)}	Funding per client ^{(b)(c)}
Current \$				
1996–97	219,771,000	200,539,000	1,280	2,410
1997–98	223,661,000	212,768,000	1,300	2,260
1998–99	229,889,000	220,328,000	1,350	2,430
1999–00	245,511,000	231,717,000	1,470	2,570
2000–01	268,537,000	251,367,000	1,470	2,700
2001–02	285,039,000	268,960,000	1,520	2,810
2002–03	310,359,000	296,635,000	1,680	3,040
2003–04	321,413,000	308,749,000	1,650	3,080
2004–05	331,802,000	319,778,000	1,850	3,190
2005–06	348,836,000	333,432,000	1,850	3,130
2006–07 ^(d)	383,027,000	367,261,000	1,770	3,090
2007–08 ^(d)	400,426,000	383,947,000	1,740	3,060
Constant 2007–08 \$				
1996–97	313,388,000	285,964,000	1,830	3,440
1997–98	312,841,000	297,604,000	1,810	3,160
1998–99	322,785,000	309,361,000	1,900	3,410
1999–00	319,776,000	301,810,000	1,920	3,350
2000–01	342,853,000	320,931,000	1,880	3,450
2001–02	359,326,000	339,056,000	1,920	3,550
2002–03	376,963,000	360,294,000	2,040	3,690
2003–04	386,118,000	370,904,000	1,980	3,700
2004–05	379,499,000	365,746,000	2,110	3,640
2005–06	378,107,000	361,410,000	2,010	3,390
2006–07 ^(d)	397,884,000	381,507,000	1,840	3,210
2007–08 ^(d)	400,426,000	383,947,000	1,740	3,060

(a) 'Total funding' and 'Funding to agencies' for 1999–00, 2000–01 and 2001–02 includes relatively small amounts provided through the Partnerships Against Domestic Violence Program (AIHW 2000:Table 2.1, 2002a:Table 2.1, 2002b:Table 2.1). For 2003–04, 2004–05, 2005–06, 2006–07 and 2007–08, funding included state-only allocations in addition to the SAAP agreement between each of those jurisdictions and the Australian Government (refer to Table 2.1; AIHW 2005a:Table 2.1; 2006a:Table 2.1; 2007:Table 2.1; 2008b:Table 2.1).

(b) SAAP agencies may receive funding from sources other than SAAP. This is not included.

(c) 'Funding per support period' and 'Funding per client' are based on funding allocations to agencies.

(d) Funding for 2006–07 and 2007–08 includes Innovation and Investment Fund allocations. Refer to Table 2.1 and Appendix 1.

Notes

1. In 2005–06 the definition of a support period, the definition of a client and the statistical linkage key were changed. Data from that point on are therefore not comparable to previous years.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; ABS 2008; AIHW 2000, 2002a, 2002b, 2005a, 2006a, 2007, 2008b; FaHCSIA unpublished data.

Table 9.2 (continued): SAAP support periods and clients: state and territory, by reporting period, Australia, 1996-97 to 2007-08 (number)

State/territory	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
	Clients											
NSW	26,600	29,100	27,300	25,800	25,900	26,400	25,400	25,000	24,100	26,000	31,900	37,700
Vic	23,700	28,000	29,100	28,500	28,200	29,200	30,500	34,900	36,100	37,700	37,900	36,600
Qld	14,900	16,500	15,300	16,100	18,000	18,400	18,900	17,900	17,500	17,400	19,000	20,400
WA	7,700	8,200	7,900	8,500	9,700	9,000	9,300	8,400	8,900	8,300	11,100	10,900
SA	7,000	8,600	7,500	7,600	7,700	8,800	9,400	9,700	9,600	10,400	12,200	13,000
Tas	3,200	3,800	3,500	3,500	3,500	3,700	4,300	4,500	4,600	4,400	4,700	4,700
ACT	2,200	2,300	2,100	2,200	2,100	1,900	1,800	1,700	1,600	2,000	1,900	2,000
NT	2,500	3,100	3,300	3,100	3,100	3,100	3,100	3,200	3,100	3,100	3,200	3,100
Australia	83,200	94,100	90,700	90,000	93,000	95,600	97,600	100,200	100,400	106,500	118,800	125,600
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—	—	—	—	—

Notes

1. In 2005-06 the definition of a support period, the definition of a client and the statistical linkage key were changed. Data from that point on are therefore not comparable to previous years.
2. The number of clients within a state or territory relates to the first visit for that client in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 9.3: SAAP accompanying child support periods and accompanying children: state and territory, by reporting period, Australia, 2001–02 to 2007–08 (number)

State/territory	2001–02	2002–03	2003–04	2004–05	2005–06	2006–07	2007–08
	Accompanying child support periods						
NSW	13,500	12,900	12,900	13,500	15,900	22,800	25,400
Vic	23,900	25,700	25,700	29,700	29,400	32,300	31,600
Qld	13,200	13,200	11,100	10,700	10,900	14,000	17,000
WA	7,700	8,000	7,900	8,600	8,300	9,600	11,700
SA	9,200	9,800	9,100	9,300	10,300	13,700	14,100
Tas	2,300	2,900	2,700	3,200	3,000	2,800	2,900
ACT	1,000	1,000	1,100	900	1,600	1,600	1,900
NT	2,500	2,200	2,600	2,600	2,300	2,600	2,600
Australia	73,300	75,800	73,200	78,500	81,700	99,300	107,300
<i>Errors and omissions</i>	—	—	—	—	—	—	—
Nightly average accompanying child support periods with accommodation	4,800	5,100	5,100	5,700	5,600	6,500	6,700
<i>Errors and omissions</i>	1,459	1,371	1,609	1,641	1,507	929	723
Daily average accompanying child support periods	12,300	13,600	12,600	13,900	14,600	18,500	21,800
<i>Errors and omissions</i>	760	145	48	—	—	—	—

(continued)

Table 9.3 (continued): SAAP accompanying child support periods and accompanying children: state and territory, by reporting period, Australia, 2001–02 to 2007–08 (number)

State/territory	2001–02	2002–03	2003–04	2004–05	2005–06	2006–07	2007–08
	Accompanying children						
NSW	10,300	9,900	10,100	10,800	11,400	16,900	19,000
Vic	18,300	19,900	19,700	20,400	18,500	20,500	21,400
Qld	8,200	9,200	8,600	8,600	8,100	11,000	13,200
WA	5,900	6,000	5,900	6,100	5,400	6,300	8,300
SA	4,900	5,400	4,900	7,100	7,000	9,400	9,900
Tas	1,900	2,300	2,400	2,600	2,100	2,300	2,400
ACT	800	800	700	800	1,000	1,300	1,500
NT	1,900	1,900	2,100	2,000	1,700	2,000	2,200
Australia	50,800	53,800	52,700	56,800	54,700	69,100	76,900
<i>Errors and omissions</i>	—	—	—	—	—	—	—

Notes

1. In 2005–06 the definition of an accompanying child support period, the definition of an accompanying child and the statistical linkage key were changed. Data from that point on are therefore not comparable to previous years.
2. Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of days of support and the number of nights of accommodation, accompanying children are assumed to have the same periods of support and accommodation as their parent(s) or guardian(s).
3. The number of accompanying children within a state or territory relates to the first visit for that child in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. In 2001–02, 2002–03 and 2004–05, data that enabled the number of accompanying children to be estimated was not collected by agencies using the high-volume collection form. The reporting year 2004–05 was the first year that the number of accompanying children could be reported for all participating agencies.
5. Accompanying child support period figures have been weighted to adjust for agency non-participation.
6. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 9.4: SAAP Client Collection: agency participation rates and records returned with informed consent and valid consent, by reporting period, Australia, 1996-97 to 2007-08

	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Agencies ^(a) (number)	1,119	1,159	1,163	1,159	1,178	1,211	1,202	1,225	1,212	1,219	1,456	1,444
Agency participation rate (%)	95.4	94.6	95.0	93.2	94.1	94.5	94.0	92.7	92.6	92.9	87.2	92.1
Records returned (number)	148,873	156,589	155,005	146,793	158,131	166,535	164,707	174,915	160,002	166,747	192,591	202,835
Records returned with consent (%)	67.9	75.4	75.0	79.0	81.5	87.0	87.6	89.9	88.8	86.6	87.2	88.6
Records returned with valid consent ^(b) (%)	63.7	72.0	71.5	76.5	78.7	85.1	85.9	88.3	86.8	81.5	81.1	82.5

(a) 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period. Refer to Appendix 2, Section A2.4.

(b) 'Valid consent' here refers to records with a valid statistical linkage key (refer to Appendix 2, Section A2.4 and AIHW 2006:Glossary). Note that in 2005-06 the statistical linkage key was changed and therefore data from that point on are therefore not comparable to previous years.

Note: Table based on records returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. Consequently, some agencies funded under SAAP (refer to Table 2.3) are not included in this table.

Sources: SAAP Administrative Data and Client Collections.