

Appendix 1 Innovation and Investment Fund Pilot Projects: additional tables

The I & I Fund was initiated by the Australian Government to ensure that SAAP V provides significant capacity to 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.

The fund focused on pilot and research projects that helped to identify the key characteristics of 'good practice' in relation to the SAAP strategic priority areas of: pre-crisis intervention, post-crisis transition and improved linkages to other support services, such as mental health and employment services. It was to be rolled out in three key stages over the 5 years:

- Year 1 (2005–06) – A National Action Plan was developed to determine funding priorities and outcome objectives for the Innovation and Investment Fund.
- Years 2 and 3 (2006–07 and 2007–08) – A range of research and pilot projects will be established based on the priorities identified in the National Action Plan. These services will be fully evaluated.
- Years 4 and 5 (2008–09 and 2009–10) – Innovation and Investment Funds will be used to promote and replicate the successful service delivery models that were piloted in Years 2 and 3 across the whole SAAP sector.

This section presents unweighted data from participating agencies funded as Innovation and Investment Fund Pilot Projects in 2007–08. Pilot Projects are part of the broader Innovation and Investment Fund (see also Chapter 2) and participate in the SAAP National Data Collection in order to evaluate the effectiveness of each project and to allow comparison with SAAP as a whole. Note that data from the Pilot Project agencies are also included in the analysis contained in the main body of this report.

A1.1 Tables

Table A1.1: SAAP Innovation and Investment Fund Pilot Project agencies: number of and funding allocations to agencies, by state and territory and primary target group of agency, Australia, 2007–08

	Number of agencies		Funding allocations ^(a)		
	Funded agencies (number) ^(b)	Agencies that supplied data (number) ^(c)	Australian state/territory government agreement (\$)	State/territory-only additional (\$)	Total allocations (\$) ^(d)
State/territory					
NSW	13	2	726,000	—	726,000
Vic	37	29	2,954,000	244,000	3,198,000
Qld	20	17	5,871,000	364,000	6,235,000
WA	18	17	1,194,000	—	1,194,000
SA	15	13	1,068,000	—	1,068,000
Tas	2	2	492,000	—	492,000
ACT	3	2	143,000	—	143,000
NT	5	5	250,000	—	250,000
Total	113	87	12,697,000	607,000	13,305,000
Primary target group					
Young people	56	40	4,592,000	243,000	4,834,000
Single men only	4	2	231,000	—	231,000
Single women only	1	1	58,000	—	58,000
Families	8	8	588,000	—	588,000
	16	14	948,000	—	948,000
Cross-target/multiple/general	28	22	6,281,000	365,000	6,645,000
Total	113	87	12,697,000	607,000	13,305,000
Funding allocations to agencies ^(a)	12,697,000	607,000	13,305,000
Other funding allocations	3,270,000	..	3,270,000
Total	15,967,000	607,000	16,575,000

(a) 'Funding allocations' 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.

(b) Not all funded agencies are required to participate in the Client Collection. 'Funded agencies' refers to all funded Pilot Project agencies, not just those required to participate. This table cannot, therefore, be used to determine a participation rate comparable to Table A2.1. As at 30 June 2008, 102 of the 113 Pilot Project agencies were considered in scope for the Client Collection (were categorised as participating), 85% (or 87) of these 'in scope' Pilot Project agencies participated in the collection.

(c) 'Agencies that supplied data' refers to agencies that returned records.

(d) 'Total allocations' includes additional state/territory-only funding allocated to I & I Pilot Project agencies in addition to the SAAP funding agreement between that state or territory and the Australian Government (refer to Chapter 2).

Note: At 30 June 2007, all I & I Pilot Project agencies were funded.

Source: SAAP Administrative Data Collection.

Table A1.2: SAAP Innovation and Investment Fund Pilot Project support periods and clients, by state and territory, Australia, 2007–08 (number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Support periods	100	500	4,500	1,800	1,000	100	<50	<50	8,000
With accommodation	<50	100	200	300	100	<50	<50	<50	700
Without accommodation	100	400	4,300	1,500	900	100	<50	<50	7,300
Clients	100	400	3,200	900	800	100	<50	<50	5,400

Notes

1. Number excluded due to errors and omissions (unweighted): 0.
2. A client may move between Pilot Project agencies and other SAAP agencies. The number of clients in this table refers to the first visit by that client at a Pilot Project agency.
3. For states and territories, the number of clients relates to the first visit at a Pilot Project agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Figures are unweighted.

Source: SAAP Client Collection.

Table A1.3: SAAP Innovation and Investment Fund Pilot Project accompanying child support periods and accompanying children, by state and territory, Australia, 2007–08 (number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Accompanying child support periods	100	100	3,000	1,200	900	100	—	<50	5,400
With accommodation ^(a)	—	<50	100	500	100	<50	—	—	700
Without accommodation ^(a)	100	100	2,900	800	800	100	—	<50	4,700
Accompanying children	<50	100	1,800	700	700	<50	—	<50	3,300

- (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.

Notes

1. Number excluded due to errors and omissions (unweighted): 0.
2. A client with accompanying children may move between Pilot Project agencies and other SAAP agencies. The number of accompanying children in this table refers to the first visit by that accompanying child at a Pilot Project agency.
3. For states and territories, the number of accompanying children relates to the first visit at a Pilot Project agency in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Figures are unweighted.

Source: SAAP Client Collection.

Table A1.4: SAAP Innovation and Investment Fund Pilot Project clients: age, by sex, Australia, 2007–08

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–24 years	9.9	18.9	26.6	30.1	28.8	1,500
25–44 years	18.7	35.3	50.4	56.1	54.0	2,900
45–64 years	7.8	7.9	21.0	12.5	15.6	800
65 years and over	0.8	0.8	2.1	1.3	1.6	100
<i>Total</i>	<i>37.1</i>	<i>62.9</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	2,000	3,400	2,000	3,400	..	5,400
Mean age (years)	34.3	31.9	..	32.8
Median age (years)	34	31	..	32

Notes

1. Number excluded due to errors and omissions (unweighted): 0.
2. A client may move between Pilot Project agencies and other SAAP agencies. The number of clients in this table refers to the first visit by that client at a Pilot Project agency.
3. Figures are unweighted.

Source: SAAP Client Collection.

Table A1.5: SAAP Innovation and Investment Fund Pilot Project 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
0–9 years	36.9	34.3	72.3	69.9	71.1	2,400
10–17 years	14.1	14.7	27.7	30.1	28.9	1,000
<i>Total</i>	<i>51.0</i>	<i>49.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	1,700	1,600	1,700	1,600	..	3,300
Mean age (years)	6.3	6.6	..	6.4
Median age (years)	5	6	..	6

Notes

1. Number excluded due to errors and omissions (unweighted): 0.
2. A client with accompanying children may move between Pilot Project agencies and other SAAP agencies. The number of accompanying children in this table refers to the first visit by that accompanying child at a Pilot Project agency.
3. Figures are unweighted.

Source: SAAP Client Collection.

Table A1.6: SAAP Innovation and Investment Fund Pilot Project clients: cultural and linguistic diversity, by sex, Australia, 2007–08 (per cent)

Cultural and linguistic diversity	Male	Female	Total	
			Per cent	Number
Aboriginal and Torres Strait Islander peoples	15.1	21.4	19.1	1,000
Other Australian-born people	74.3	67.1	69.8	3,600
People born overseas, English proficiency group 1	4.6	4.5	4.6	200
People born overseas, English proficiency groups 2–4	5.9	6.9	6.6	300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	37.2	62.8	100.0	..
Total (number)	1,900	3,200	..	5,100

Notes

1. Number excluded due to errors and omissions (unweighted): 218.
2. A client may move between Pilot Project agencies and other SAAP agencies. The number of clients in this table refers to the first visit by that client at a Pilot Project agency.
3. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
4. Figures are unweighted.

Source: SAAP Client Collection.

Table A1.7: SAAP Innovation and Investment Fund Pilot Project accompanying children: cultural and linguistic diversity, Australia, 2007–08

Cultural and linguistic diversity	Per cent	Number
Aboriginal and Torres Strait Islander children	26.5	800
Other Australian-born children	68.0	2,200
Children born overseas, English proficiency group 1	1.3	<50
Children born overseas, English proficiency groups 2–4	4.2	100
Total	100.0	3,200

Notes

1. Number excluded due to errors and omissions (unweighted): 130.
2. A client with accompanying children may move between Pilot Project agencies and other SAAP agencies. The number of accompanying children in this table refers to the first visit by that accompanying child at a Pilot Project agency.
3. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
4. Figures are unweighted.

Source: SAAP Client Collection.

Appendix 2 The data

A2.1 The National Data Collection

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

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

- The Client Collection is the main component. It collects information about clients receiving support under SAAP (refer to Glossary). Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (30 June). Data collected include basic sociodemographic information and information on the services required by, and provided to, each client. Information about each client's situation before and after receiving SAAP services is also collected.

A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996, and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year. In July 2005, a Core Data Set was introduced. The Core Data Set collects fewer data items than were previously collected, includes a new statistical linkage key and incorporates changes in some definitions, such as that of client, support period, accompanying child and accompanying child support period. For this reason, data from 2005–06 onwards is not strictly comparable with previous years.

- The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Details about these agencies are forwarded to the NDCA by the community service departments that administer SAAP in each state and territory. The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity, together with details of funding and staffing capacity where these are available.
- The Demand for Accommodation Collection is conducted annually over 2 separate weeks. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for accommodation from SAAP agencies that are not met, for whatever reason.

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

This current report uses information collected in the Client and Administrative Data collections only. A further report examining demand for SAAP services, using data from the 2007–08 Demand for Accommodation Collection, will be released subsequently.

A2.2 The Client Collection

Participation

The Client Collection obtains information about all SAAP clients (refer to Glossary). To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation in the collection among SAAP funded agencies. In general, the participation rate for the Client Collection has been very satisfactory. In 2007–08, the majority of jurisdictions had participation rates of 91% or more, with Tasmania and the Northern Territory achieving 100% participation (Table A2.1).

According to the primary target group of the agency, participation varied from 90% in agencies targeted at young people to 96% in agencies targeted at women and children escaping domestic violence.

Consent and valid consent

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

In this context, note that the protocols established for the National Data Collection require that SAAP clients provide information in a climate of informed consent. If a client's consent is not obtained, only a limited number of questions can be completed, and a 'statistical linkage key' is not recorded. Statistical linkage keys allow data collected on separate occasions from the same person to be combined without identifying the person. Thus they allow enumeration of actual clients and accompanying children in addition to occasions of support.

Clients

Across Australia, consent and valid statistical linkage keys (also termed 'valid consent') were obtained from clients in 87% and 83% of records, respectively (Table A2.1). In all states and territories, valid consent for clients was obtained in the majority of cases, ranging from 75% in Tasmania to 90% in the Northern Territory. The same was true according to primary target group, ranging from 78% for agencies primarily targeted at women and children escaping domestic violence to 92% for those that primarily targeted single men.

Accompanying children

The protocols of the SAAP National Data Collection state that data should be collected in a climate of informed consent. However, consent in the case of accompanying children is more complicated than that for clients. Young children are not able to understand the purpose of the collection and cannot, therefore, give informed consent. In addition, the question concerning the age at which young people are able to give consent has no simple, universally accepted answer.

For the purposes of the SAAP National Data Collection, consent can be obtained from either the parent/guardian or the child, depending on family circumstances and whether or not the child is judged able to comprehend what is being asked of her/him. In cases where there is a strong objection from the parent/guardian about the data collection, the wishes of the parent/guardian take precedence.

Note that consent is obtained at the support period level, not the accompanying child support period level, and that a client may choose to provide consent for their details to be recorded but not wish to record those of their accompanying child. This is highlighted by the large gap between the rates of consent and valid consent for accompanying children. Consent was obtained in 92% of accompanying child records (Table A2.2). Valid consent was obtained in 69%.

Table A2.1: SAAP Client Collection: agency participation rates and records returned with informed consent and valid consent for clients, by state and territory and primary target group of agency, Australia, 2007–08

	Agencies ^(a)		Records returned		
	Total	Participation rate	Total	Consent	Valid consent ^(b)
State/territory	Number	Per cent	Number	Per cent	Per cent
NSW	389	91.3	58,891	88.3	80.6
Vic	461	91.3	64,197	89.0	84.0
Qld	231	93.1	29,613	90.4	83.7
WA	141	92.9	16,799	89.6	83.1
SA	118	90.7	19,827	87.0	81.7
Tas	36	100.0	6,710	78.0	74.5
ACT	34	91.2	2,683	87.6	83.7
NT	34	100.0	4,115	93.8	89.6
Total	1,444	92.1	202,835	88.6	82.5
Primary target group					
Young people	517	89.9	40,552	86.6	80.8
Single men only	98	91.8	23,295	93.3	91.6
Single women only	47	93.6	5,495	90.0	86.3
Families	125	95.2	14,545	93.0	87.5
Women escaping domestic violence	337	96.1	46,633	86.9	77.7
Cross-target/multiple/general	320	90.0	72,315	88.3	82.2
Total	1,444	92.1	202,835	88.6	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 Section A2.4.

(b) 'Valid consent' here refers to all records with a valid statistical linkage key (refer to Section A2.4).

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.

Table A2.2: SAAP Client Collection: records returned with informed consent and valid consent for accompanying children, by state and territory and primary target group of agency, Australia, 2007–08

State/territory	Records returned		
	Total	Consent	Valid consent ^(a)
	Number	Per cent	Per cent
NSW	23,200	92.7	74.1
Vic	28,896	91.7	62.7
Qld	15,834	92.4	64.9
WA	10,853	92.4	69.1
SA	12,801	91.9	78.8
Tas	2,890	84.2	65.0
ACT	1,776	90.1	76.2
NT	2,557	93.4	78.5
Total	98,807	91.9	69.2
Primary target group			
Young people	6,936	90.0	66.3
Single men only	914	90.3	77.1
Single women only	2,951	97.2	82.2
Families	17,946	93.8	77.4
Women escaping domestic violence	46,687	91.8	68.7
Cross-target/multiple/general	23,373	90.7	62.9
Total	98,807	91.9	69.2

(a) 'Valid consent' here refers to all records with a valid statistical linkage key (refer to Section A2.4).

Sources: SAAP Administrative Data and Client Collections.

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

The 2007–08 Client Collection achieved an agency participation rate of 92% and valid consent rates of 83% for clients and 69% for accompanying children. This means that no records were obtained from clients presenting at the 8% of participating SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for around 17% of records for clients at participating SAAP agencies and 31% for accompanying children, so that either consent for personal information was not recorded, or the data could not be used because a valid statistical linkage key was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation and client non-consent, if necessary.

The simplest way of adjusting for non-participation and non-consent is to scale up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same regardless of whether data about them were reported to the NDCA. There may, however, be some differences between the profiles of support periods with and without consent. Consequently, distributions based only on support periods with consent may differ from those that would have been obtained had consent been provided in all cases. The varying valid consent rates by state and territory and primary target group (refer to Table A2.1) suggest that there are differences between support periods with and without consent. The AIHW has therefore developed an adjustment scheme that allows for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation (if this occurs), for clients who give valid consent for some support periods but not for others (referred to as ‘mixed consent’), and for clients who do not give consent in any of their periods of support. The scheme is outlined below.

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

- The collection is divided into specified groups, or strata. Within the strata it is assumed that support periods with valid consent (that is, with consent and a valid statistical linkage key) represent those without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether valid consent was obtained. The strata are defined in terms of characteristics available for all support periods in participating agencies.
- If there are any non-participating agencies within a state or territory it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.
- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments made for clients with mixed consent within subgroups are derived using simulation techniques and by-product data from the Client Collection.

- For support periods, two weights for adjusting estimates are derived:
 - a *non-participation weight* – a range of information is available for all support periods in participating agencies, and estimates using these data are adjusted only for agency non-participation
 - a *full non-participation non-consent weight* – for estimates using data that require consent, weights that adjust for both agency non-participation and client non-consent are used

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

- For support period estimates, a non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period with the characteristics of interest.
- For accompanying child support periods, only a non-participation weight is used. The same base stratification is used for the accompanying child and client support period non-participation weights. Estimates of totals are then found by summing the weights for each accompanying child support period with the characteristics of interest.
- For clients, only one weight is derived since valid consent is required to derive these estimates. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the weights for each client with the characteristics of interest.
- For accompanying children, only one weight is derived since valid consent is required to derive these estimates. A child weight is derived for each accompanying child with at least one accompanying child support period with valid consent. Consent is not obtained separately for accompanying children and is the same as the consent recorded on the parent/guardian's form. Estimates of totals are then found by summing the weights for each accompanying child with the characteristics of interest.

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

In this report nearly all estimates of clients, support periods, accompanying children, and accompanying child support periods obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just outlined. In the supplements associated with this report, unadjusted estimates are presented at the regional level because the scheme was developed for national and state-level estimates and is not appropriate for regional estimates.

A2.3 Interpretation of tables

When interpreting the tables in this report, the following should be noted:

- The main unit used in the table (for example, percentages, numbers or dollars) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent. The weight used is identified in the notes to the table.
- In tables by state and territory, the number of clients in each state and territory is calculated based on their first visit in that state or territory. Further, the support periods for a particular client may have been at agencies in more than one state or territory. Consequently, the number of clients by state and territory does not sum to the national figure. The same is true for accompanying children and accompanying child support periods.
- Records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third the size of the number of records included in the table – see the ‘Total (number)’ row).
- Components may not add to totals because of rounding. For rounding conventions, refer to Section A2.4.
- In a number of tables, clients may have more than one response, so percentages will not total 100. A note to the table will indicate whether this is the case.
- A number of tables have Australian population data included. This is to allow comparisons between SAAP clients and the general population.

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

- the number of records excluded from the table because of errors and omissions in the data
- which weights have been used – that is, whether non-participation weights or full non-participation, non-consent weights were used
- any additional information needed to interpret the table.

A2.3.1 Examples

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

Example 1

The first example (Table A2.3) presents information on clients' ethnicity and gender. The numbers in Table A2.3 can be interpreted as follows:

- There were 118,400(**f**) clients in 2007–08 who reported their sex and ethnicity. (Note that this figure excludes those with missing data on sex or ethnicity. The total client number (125,600) is obtained by adding in the 7,223(**l**) clients excluded due to errors and omissions [refer to Note 1] or by looking at tables with zero errors and omissions – for example, Table 3.1).
- Thirty-eight per cent (**e**) of clients were male.
- Thirteen per cent (**a**) of male clients were Indigenous Australians.
- On average, clients had 1.8(**j**) support periods each.
- Indigenous clients averaged 1.7(**h**) support periods each.
- Male clients averaged 1.9(**i**) support periods each.
- Male clients who were Indigenous Australians averaged 1.7(**g**) support periods each.
- Male clients accounted for 41%(**k**) of all support periods.
- Indigenous Australians made up 2%(**d**) of all Australians aged 10 years and over. This is considerably lower than the 18%(**b**) observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds to use SAAP services.

Table A2.3: Example 1 illustrating table interpretation

SAAP clients and support periods per client, by cultural and linguistic diversity and sex of client, 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	(a)13.0	21.0	(b)18.0	(c)21,300	(d)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 %)	(e)38.0	62.0	100.0
Total (number)	45,000	73,400	..	(f)118,400	..	18,011,100
Support periods						
	Mean number per client			Total number		
Aboriginal and Torres Strait Islander peoples	(g)1.71	1.75	(h)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>(i)1.90</i>	<i>1.66</i>	<i>(j)1.75</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	(k)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): (l)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, 2007b, 2007c.

Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 8 contains tables of this kind. This discussion relates to Table A2.4, which contains data on the source of clients' income before and immediately after a support period.

- The table presents data on closed support periods for 2007–08 in Australia. The first section of the table **(a)** singles out those closed support periods in which clients required assistance to obtain or maintain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support, thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they required.
- The second section of the table **(b)** deals with all closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A large number of closed support periods had 'client left without providing any information' **(m)**, 'don't know' **(n)** **(o)** or missing data **(p)** **(q)** for main source of income before and/or immediately after support.
- Among all closed support periods, 171,900 **(k)** had complete income data before support and 157,800 **(l)** had complete income data after support.
- There was a total of 187,500 **(s)** closed support periods; clients requested assistance to obtain or maintain a pension or benefit in 17,100 **(r)** of these.
- For all closed support periods, 9% **(i)** were for clients who had no income before a support period. In comparison, immediately after support, clients had no income in 7% **(j)**.
- Of the closed support periods where clients requested assistance to obtain or maintain a pension or benefit, 21% **(g)** had no income before support. This can be compared with 9% **(i)** for all closed support periods.
- Of the closed support periods where clients requested assistance to obtain or maintain a pension or benefit, 9% **(h)** had no income immediately after support. This can be compared with 21% **(g)** before support and with 7% **(j)** of all closed support periods after support.

Table A2.4: Example 2 illustrating table interpretation

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

Main source of income	(a) Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 20.7	(h) 8.7	(i) 9.2	(j) 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>	(k) <i>171,900</i>	(l) <i>157,800</i>
Number with 'Client left without providing any information'	..	700	..	(m) 13,200
Number with 'Don't know'	300	600	(n) 14,600	(o) 14,900
Number with missing data	100	200	(p) 1,100	(q) 1,600
Total (number)	(r) 17,100	17,100	(s) 187,500	187,500

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

Source: SAAP Client Collection.

A2.4 Counting rules and glossary

In this report the following rules and definitions have been used when counting clients or support periods in particular groups. For detailed descriptions of categories and other terms used in this report, please refer to the SAAP collectors manual (AIHW 2005b).

Accommodated client	A client is considered to be accommodated during a <i>support period</i> if the support type of SAAP/CAP accommodation was provided and/or a date of accommodation was provided.
Accommodation period	The period during which a <i>client</i> was in SAAP <i>supported accommodation</i> (also referred to as a period of accommodation). A client may have no accommodation periods or one or more accommodation periods within a <i>support period</i> . The dates on which each accommodation period began and ended during the support period are collected for clients but not for accompanying children. However, it can be reasonably assumed that an <i>accompanying child</i> will have the same accommodation period start and end dates as their parent(s) or guardian(s) in the majority of cases.
Accompanying child	A person aged under 18 years who: <ul style="list-style-type: none">• has a parent or guardian who is a SAAP <i>client</i>; and• accompanies that client to a SAAP <i>agency</i> any time during that client's <i>support period</i>; and/or• receives assistance directly as a consequence of a parent or guardian's <i>support period</i>.
Accompanying child requiring assistance	An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (refer to question 23 of the client form, Appendix 3).
Accompanying child support period	Each <i>support period</i> in which the child either accompanies a parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of a parent or guardian's <i>support period</i> . Within an accompanying child <i>support period</i> the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of a parent's or guardian's <i>support period</i> , it is not possible to assess the exact length of support for an <i>accompanying child</i> . However, it can be reasonably assumed that an accompanying child will have the same <i>support period</i> start and end dates as their parent(s) or guardian(s) in the majority of cases. The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each <i>support period</i> .

Age	The age of the client or accompanying child is calculated from their date of birth and is either their age at the beginning of the <i>support period</i> or their age on the first day of the reporting period (1 July), whichever is the later.
Agency	<p>An organisation or establishment that receives a specified amount of SAAP funds to provide services.</p> <p>A SAAP agency is included for 2007–08 if information about funding allocations was provided for 2007–08 and the agency operated for some part of the period 1 July 2007 to 30 June 2008.</p> <p>The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or <i>target groups</i>. These changes are determined by state and territory government departments.</p> <p>See also <i>participating agency</i>.</p>
Alpha code	A predetermined combination of letters from a <i>client's</i> or <i>accompanying child's</i> name, together with a letter designating their sex. See also <i>valid alpha code</i> .
At imminent risk of homelessness	Includes people who are at risk of losing their housing because of factors that do not pose a threat to their safety, for example, interpersonal conflicts that do not involve violence. A person who requires the support of a SAAP worker to maintain their current housing situation and live independently in the community may also be considered to be at risk of becoming homeless.
Client	<p>A person who is <i>homeless</i> or <i>at imminent risk of homelessness</i> who:</p> <ul style="list-style-type: none"> • is accommodated by a SAAP <i>agency</i>; or • enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>; or • receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day. <p>This includes people who are aged 18 years or older and people of any age not accompanied by a parent or guardian.</p> <p>Client records from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none"> • the client's <i>support period</i> ended in the reporting period, or • the client's <i>support period</i> started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the <i>support period</i> was unknown and the record was entered

by the NDCA before the data entry close-off date for the reporting period.

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

Closed accompanying child support periods

An *accompanying child support period* associated with a *closed support period*.

Closed support period

A *support period* that had finished on or before the end of the reporting period – 30 June.

Country of birth

Collected and reported using the Standard Australian Classification of Countries (SACC). For this report, the groups used are:

- Australia (including external territories)
- Oceania and Antarctica (excluding Australia)
- North-West Europe
- Southern and Eastern Europe
- North Africa and the Middle East
- South-East Asia
- North-East Asia
- Southern and Central Asia
- Americas
- Sub-Saharan Africa.

For more detail refer to ABS 1998 and subsequent revisions.

Cultural and linguistic diversity

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

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

- Aboriginal and Torres Strait Islander peoples – those who identify as an Aboriginal person and/or a Torres Strait Islander in the collection.
- Other Australian-born people – those born in Australia who do not identify as an Aboriginal person or a Torres Strait Islander in the collection.
- People born overseas, *English proficiency* group 1 – those who do not identify as Aboriginal and/or Torres Strait Islander Australians in the collection and who were born in English proficiency group 1 countries.
- People born overseas, *English proficiency* groups 2–4 – those who do not identify as Aboriginal and/or Torres Strait Islander Australians and who were born in English

	<p>proficiency groups 2–4 countries.</p>
English proficiency	<p>Relates to people born overseas. The English proficiency status of clients is determined by their country of birth. Four English proficiency groups based on country of birth (excluding Australia) have been specified by the then Department of Immigration and Multicultural Affairs (DIMA 2003). These are combined into two groups for this report:</p> <ul style="list-style-type: none"> • English proficiency group 1 countries – Canada, Ireland, New Zealand, South Africa, the United Kingdom, the United States of America and Zimbabwe • English proficiency groups 2–4 countries – all other countries (excluding Australia) that are not included in group 1.
Funding allocations	<p>Amounts of money specifically allocated during the reporting period by a state or territory department either:</p> <ul style="list-style-type: none"> • to a SAAP <i>agency</i> to fund salaries and associated on-costs, and ongoing operating costs; or • for use by each state or territory for such purposes as training, research, evaluation, administration, and asset replacement or purchase.
Homeless person	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> • damages, or is likely to damage, their health; or • threatens their safety; or • marginalises them through failing to provide access to: <ul style="list-style-type: none"> – adequate personal amenities, or – the economic and social supports that a home normally affords; or • places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or • has no security of tenure – that is, they have no legal right to continued occupation of their home. <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>

House/dwelling	<p>The SAAP Client Collection specifies 10 categories of house or dwelling type for clients:</p> <ul style="list-style-type: none"> • improvised dwelling/ car/ tent/ squat • street/ park/ in the open • house/ flat • caravan • boarding/ rooming house • hostel/ hotel/ motel • hospital • psychiatric institution • prison/ youth training centre • other institutional setting.
Income source	<p>The SAAP Client Collection specifies 22 distinct categories for the main income source of clients. In this report, the categories are combined into three groups:</p> <ul style="list-style-type: none"> • no income – including no income and no income, registered/ awaiting benefit • government payments – including Newstart; Youth Allowance; Community Development Employment Program (CDEP); ABSTUDY; Austudy; Disability Support Pension; Age Pension; Parenting Payment; Department of Veterans’ Affairs (DVA) payment (support or pension); and any other government allowance or benefit • other income – including Workcover or compensation; maintenance or child support; wages or salary or income from a client’s own business; spouse or partner’s income; and any other income source not specified above.
Length of accommodation	<p>Accommodation length is obtained by summing the individual accommodation lengths reported for a <i>support period</i>. An individual accommodation length is obtained by subtracting the accommodation start date from the accommodation finish date for those periods with valid dates. If a <i>client</i> starts and ends accommodation on the same date, the length of accommodation is recorded as zero.</p> <p><i>A support period</i> with accommodation may begin before the start of the financial year. For this report, length of accommodation is the total length of accommodation within a <i>support period</i>, not the length of accommodation within the financial year.</p>

Length of support	<p>The length of support is calculated by subtracting the <i>support period</i> start date from the support period finish date.</p> <p>A <i>support period</i> may begin before the start of the financial year. For this report, length of support refers to the length of the entire <i>support period</i>, not the length of support within the financial year.</p>
Living situation	<p>The SAAP Client Collection specifies 11 distinct categories for the living situation of clients and allows agencies to record other types of living situation not listed on the data form:</p> <ul style="list-style-type: none"> • with both parents • with one parent and parent's spouse/partner • with one parent • with foster family • with relatives/friends temporary • with relatives/friends long-term • with spouse/partner • with spouse/partner and child(ren) • alone with child(ren) • alone • with other unrelated persons • other.
Mean	<p>For non-funding support periods or client-level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.</p> <p>For funding items, the mean is the total funding as reported, divided by the relevant number of units. For funding per <i>support period</i> or per client, weighted estimates of support periods or clients are used in this division.</p>
Median	<p>The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value and half are above it.</p>
Missing values	<p>Records that are not available for analysis are shown in table notes. The number of such records for each table is calculated in the following order of precedence:</p> <ul style="list-style-type: none"> • records not available because of errors • records not available because of omissions. <p>In tables involving subpopulations, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are generally not included in the missing count for these tables.</p>

Monthly average	<p>The monthly average figures for support are calculated by summing the number of active support periods on each day of a particular month, and dividing by the number of days in that month.</p> <p>The monthly average figures for support periods with accommodation are calculated by summing the number of support periods with active accommodation periods on each night of a particular month, and dividing by the number of nights in that month.</p>
Ongoing support period	<p>A <i>support period</i> is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> • no support end-date is provided • no after-support information is provided • the corresponding client form was received in the month following the end of the reporting period. <p>Ongoing support periods are generally not included in tables relating to duration of support or accommodation.</p>
Ongoing support relationship	<p>An ongoing support relationship exists between a SAAP <i>agency</i> and a person if some assistance has been provided to that person, and it is expected that future contact will occur between the person and the agency for the purpose of providing additional assistance. Future contact can be assumed if:</p> <ul style="list-style-type: none"> • a definite appointment has been made with the person to work through particular problems/issues; or • an agreement has been reached with the person to work through particular problems/issues even if a specific appointment has not been made; or • the agency expects the <i>client</i> to return for more assistance within a month. <p>However, an invitation to return to the agency in the future if the need arises does not constitute an ongoing support relationship. Rather it should simply be seen as an offer to enter into a new <i>support period</i> or to provide assistance at some future time.</p>
Participating agency/ participation rate	<p>The participation status of an agency is determined by their status in the Administrative Data Collection as well as by their participation in the National Data Collection during the reference period.</p> <p>The Administrative Data Collection contains information on all funded SAAP agencies. These agencies fall into one of two categories – non-participating agencies and participating agencies.</p> <p>Non-participating agencies are funded through SAAP but are</p>

not required to participate in the National Data Collection. They are excluded from the calculation of the participation rate but are included in tables relating to agency funding.

Participating agencies are those that are required to return data for the reference period. With some exceptions, these form the basis for the calculation of the participation rate. Participating agencies are not considered 'in scope' for the reference period if they were not able to participate in the collection for that year. For example, the Administrative Data Collection indicated that they were closed for the entire reference period and they did not return any data.

Per 10,000 population

Calculated by dividing the SAAP population in the designated group by the estimated resident Australian population in that group and multiplying by 10,000. To estimate a '1 in...' number, divide the presented 'per 10,000' number by 10,000 or alternatively divide the presented Australian population by the presented SAAP population.

Percentages

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

Period of accommodation

See *accommodation period*.

Primary target group

Refers to the primary target group of the *agency*, that is, the primary characteristics of persons to whom a SAAP service is targeted. There are six classifications used by the SAAP National Data Collection. These are:

- young people
- single men only
- single women only
- families
- women and children escaping domestic violence
- cross-target/multiple/general.

Referral

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

Region

Region in this national report is based on the Australian Standard Geographical Classification (ASGC) Remoteness Structure (ABS 2007b). The delimitation criteria for remote areas (RAs) are based on the Accessibility/Remoteness Index of Australia (ARIA) developed by the then Commonwealth Department of Health and Aged Care (DHAC) and the

National Key Centre For Social Applications of GIS (GISCA). ARIA classifies areas based on the accessibility of services and remoteness in terms of population size and how far a person must travel in order to access services.

The ASGC has six categories based on an aggregation of geographical areas which share common characteristics of remoteness. This report uses five of these categories:

1. Major Cities of Australia
2. Inner Regional Australia
3. Outer Regional Australia
4. Remote Australia
5. Very Remote Australia.

For more detail refer to ABS 2007b.

For this report, a concordance produced by the ABS and based on the 2006 Census has been used. This concordance is used to convert Postal Area (postcode) data to the five category ASGC Remoteness codes. The variable called postal area was derived directly from the Collection District (CD) on the 2006 Census form, rather than using the respondent's written in postcode. A Postal Area (POA) is created by allocating whole CDs to Australia Post postcode areas. Allocations have been determined using the best available information on postcode boundaries.

The ABS POA/ASGC Remoteness classification excludes some Australia Post postcodes, such as post office boxes, mail back competitions, large volume receivers and specialist delivery postcodes. These postcodes have not been represented in the POA Classification because they are only valid for postal addresses and are not a valid location for population data. However, the AIHW concordance has been supplemented with these postcodes to enable users to allocate all postcode-based administrative data to ASGC Remoteness.

The concordance between Postal Area and Remoteness is not a one-to-one concordance. Therefore percentages are included in the concordance to quantify the proportion of the population residing in a postcode which lives in each specified Remoteness category.

Region for the state and territory supplementary reports is as supplied in the administrative data provided by the relevant state or territory community services department. Details are contained in an appendix to the relevant state or territory supplementary report.

Rounding	<p>Weighted numbers of support periods and clients are generally rounded to the nearest 100 in both the national report and the state and territory supplementary tables.</p> <p>Unweighted numbers of support periods at the state and territory regional level are generally rounded to the nearest 10.</p> <p>Funding allocations are generally rounded to the nearest 1,000. Mean funding is generally rounded to the nearest 100. Funding per client and funding per <i>support period</i> are generally rounded to the nearest 10.</p> <p>Percentages in text are rounded to the nearest whole number. Percentages in tables are rounded to 1 decimal place.</p>
Statistical linkage key (SLK)	<p>A statistical linkage key is a derived variable that allows demographic data about the same <i>client</i> to be combined across <i>support periods</i> without the name of the client being recorded.</p> <p>See also <i>valid SLK</i>.</p>
Support/service	<p>Assistance, other than <i>supported accommodation</i>, provided to a <i>client</i> or <i>accompanying child</i> as part of a <i>support period</i>.</p> <p>See also <i>type of support/service</i>.</p>
Support period	<p>Commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP agency. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> • the client ends the relationship with the agency; or • the agency ends the relationship with the client. <p>If it is not clear whether the agency or the client has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the client for a period of 1 month. In such a case, the date the <i>support period</i> ended is the last contact with the client.</p>
Support period with accommodation	<p>A <i>support period</i> in which a support type of SAAP/CAP accommodation was provided and/or a date of SAAP/CAP accommodation was provided.</p>
Supported accommodation	<p>Accommodation owned, managed or arranged and paid for by a SAAP agency. The accommodation may be provided at the agency or may be purchased using SAAP funds – at a motel, for example.</p>
Target group	<p>See <i>primary target group</i>.</p>
Tenure	<p>Tenure describes a person’s legal right to occupy a dwelling, that is, whether the dwelling they occupied immediately before and after support was owned, being purchased or rented. If a dwelling was being rented information is also collected on whether that renting is in the private rental market, public housing or community housing. Clients may also be boarding or living rent-free or have no tenure.</p>

Type of support/service

The Client Collection specifies 34 distinct types of services (or support) for *clients* and 17 distinct types of services (or support) for *accompanying children* and allows agencies to record other types not listed on the data form.

For clients, this report presents individual service or support types and includes a subtotal for six distinct groupings. The major classifications for clients are:

- housing or accommodation – SAAP or CAP accommodation; assistance to obtain or maintain short-term accommodation; assistance to obtain or maintain medium-term accommodation; and assistance to obtain or maintain independent housing
- financial or employment – assistance to obtain or maintain a government allowance; employment and training assistance; financial assistance or material aid; and financial counselling and support
- personal support – incest or sexual assault support; domestic or family violence support; family or relationship support; emotional support; and assistance with problem gambling
- general support or advocacy – living skills or personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; and advocacy or liaison on behalf of client
- specialist services – psychological services; specialist counselling services; psychiatric services; pregnancy support; family planning support; drug or alcohol support or intervention; physical disability services; intellectual disability services; culturally specific services; interpreter services; assistance with immigration issues; and health or medical services
- basic support and services not elsewhere specified (n.e.s.) – meals; laundry or shower facilities; recreation; transport; and other support.

For accompanying children, this report presents individual service or support types and includes a subtotal for six distinct groupings. The major classifications for accompanying children are:

- accommodation – SAAP or CAP accommodation
- school liaison or child care – school liaison; and child care
- personal support – help with behavioural problems; sexual or physical abuse support; skills education; and structured play or skill development
- general support or advocacy – access arrangements;

advice or information; and advocacy

- specialist services – specialist counselling; culturally specific services; and health or medical services
- basic support and services not elsewhere specified (n.e.s.) – meals; showers or hygiene; recreation; transport; and other support.

Note that support for accompanying children is recorded on only one parent's/guardian's form when a couple presents to an agency.

For further information, refer to Appendix 3 for the form and to the collectors manual (AIHW 2005b) for the definitions.

Unmet need

An unmet need occurs when a SAAP *agency* worker assesses that a *client* needs a support service during their *support period*, and that service is not provided or referred.

Valid alpha code

This is an *alpha code* that is given with informed consent, and contains only letters from the alphabet or the numeral '2' (to indicate a short name) and ends in either M or F to indicate the sex.

Valid consent

Refers to a *valid statistical linkage key*.

Valid date of birth

For the purposes of the National Data Collection, a valid date of birth is one which is provided with informed consent and has:

- the day, month and year of birth completed and not estimated; or
- the day and month of birth completed and not estimated, and the year of birth completed (either estimated or not estimated).

Valid statistical linkage key (SLK)

For the purposes of the National Data Collection, a valid SLK comprises a *valid alpha code* and *valid date of birth* that were supplied for a *support period* where the client gave informed consent.

Appendix 3 Client Collection form



CLIENT FORM

JULY 2007 – JUNE 2008

★ indicates questions that *require* the *informed consent* of the client.

AGENCY ID

SUPPORT PERIOD

Date commenced

Date finished

SUPPORT PERIOD ONGOING AT 30 JUNE 2008 Yes 1

CONSENT OBTAINED Yes 1 No 2

- Where a name is not long enough please fill in any remaining squares with a 2.
For example, a male client called Ng Tien will have the alpha code G2 IE2 M.
- Where a part of the name is missing or unknown please substitute a 9.
For example, a female client known to you only as Jane will have the code AN 999 F.
- Do not count hyphens, apostrophes, blank spaces or any other such character as a letter of the alphabet.

★ **ALPHA CODE**

Letters of first name

Letters of last name

M/F for male or female

- Complete date as best you can.
- If day unknown, tick box "day unknown".
- If month unknown, tick box "month unknown".
- If year unknown, provide best estimate and tick box "estimated year".

★ **DATE OF BIRTH OF CLIENT**

day unknown month unknown estimated year

1 Sex of client

female 1
male 2

2 Person(s) receiving assistance

please tick one box only

WITH child(ren)

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

WITHOUT child(ren)

person alone or with unrelated person(s) 1
couple without child(ren) 2

OTHER

please specify _____ 999

3 Source of referral/information

please tick one box only

self 13
family/friends 16
school/other education institution 2
community services department 3
police/legal unit/correction institution 17
health services 18
psychiatric unit 7
telephone/crisis referral agency 8
SAAP agency/worker 9
other government department 10
other non-government organisation 11
other (please specify) _____ 999
don't know/no information 0

IF CONSENT IS NOT OBTAINED PLEASE GO TO QUESTION 15

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email ndca@aihw.gov.au

*** 4 Country of birth of client**

Australia 1

other (please specify) _____

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

no 1

yes, Aboriginal 2

yes, Torres Strait Islander 3

yes, both 4

*** 6 Presenting reasons for seeking assistance**

please tick as many circles as apply

Interpersonal relationships

time out from family/other situation 2

relationship/family breakdown 3

interpersonal conflict 4

sexual abuse 7

domestic/family violence 6

physical/emotional abuse 5

Financial

gambling 20

budgeting problems 23

rent too high 24

other financial difficulty 21

Accommodation

overcrowding issues 27

eviction/asked to leave 25

emergency accommodation ended 11

previous accommodation ended 26

Health

mental health issues 28

problematic drug/alcohol/substance use 10

psychiatric illness 13

other health issues 29

Other reasons

gay/lesbian/transgender issues 30

recently left institution 12

recent arrival to area with no means of support 14

itinerant 15

other (please specify) _____ 999

don't know/no information 0

*** 7 Main presenting reason for seeking assistance**

please write only ONE code number from Question 6

eg

*** 8 Main income source before and after support**

please tick one box only in each column

Before **After**

No income

no income 1

registered/awaiting benefit 2

Government payments

newstart 4

youth allowance 33

community development employment project (CDEP) 8

ABSTUDY 31

Austudy payment for students aged 25 years and over 28

disability support pension 12

age pension 13

parenting payment 34

DVA payment (pension or support) 35

other type of allowance or benefit 36

Other income

workcover/compensation 19

maintenance/child support 20

wages/salary/own business 21

spouse/partner's income 22

other (please specify) _____ 999

client left without providing any information 98

don't know 99

*** 9 Labour force status before and after support**

please tick one box only in each column

Before **After**

employed full time (35 hours per week or more) 1

employed part time (less than 35 hours per week) 2

unemployed (looking for work) 4

not in labour force (see manual) 5

client left without providing any information 98

don't know 99

*** 10 Student status before and after support**

please tick one box only in each column

Before **After**

not a student 1

primary/secondary school student 2

post-secondary student/employment training 3

client left without providing any information 98

don't know 99

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If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email ndca@aihw.gov.au

*** 11 Type of house/dwelling immediately before and after this support period**

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

Improvised dwelling/sleeping rough

improvised dwelling/car/tent/squat 1

street/park/in the open 2

House/dwelling

house/flat 3

caravan 4

boarding/rooming house 5

hostel/hotel/motel 6

Institutional setting

hospital 7

psychiatric institution 8

prison/youth training centre 9

other institutional setting 10

client left without providing any information 98

don't know 99

*** 12 Type of tenure (legal right to occupy a dwelling) immediately before and after this support period**

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

SAAP/CAP funded accommodation

SAAP/CAP crisis/short term accommodation (including THM crisis) 1

SAAP/CAP medium/long term accommodation 2

other SAAP/CAP funded accommodation (eg hostel, motel etc) 3

No tenure

institutional setting 4

improvised dwelling/sleeping rough 5

other (no tenure) (please specify) _____ 6

Tenure

purchasing/purchased own home 7

private rental 8

public housing rental 9

community housing rental (including THM transitional) 10

rent-free accommodation 11

boarding 12

client left without providing any information 98

don't know 99

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

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

alone 10

with both parents 1

with one parent and parent's spouse/partner 2

with one parent 3

with foster family 4

with relatives/friends temporary 16

with relatives/friends long-term 17

with spouse/partner 7

with spouse/partner and child(ren) 8

alone with child(ren) 9

living with other unrelated persons 13

other (please specify) _____ 999

client left without providing any information 98

don't know 99

*** 14 Location of client's last home**

suburb/town

state

postcode

overseas 9998

don't know/no information 0

15 Was a case management plan agreed to by the end of the support period?

please tick one box only

yes 1 **Go to question 16**

no, client did not agree to one 4 **Go to question 17**

no, support period too short 5 **Go to question 17**

no, other (please specify) _____ 6 **Go to question 17**

16 To what extent were the client's case management goals achieved by the end of the support period?

please tick one box only

not at all 1

some 2

most 3

all 4

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17 Support to client

please tick as many circles as apply

	Needs identified by worker	Provided	Referral arranged	
Housing/accommodation				
SAAP/CAP accommodation (including THMs and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	43
assistance to obtain/maintain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39
assistance to obtain/maintain medium-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	49
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
Financial/employment				
assistance to obtain/maintain government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
Personal support				
incest/sexual assault support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	45
domestic/family violence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	46
family/relationship support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	47
emotional support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	48
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
General support/advocacy				
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
Specialist services				
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
specialist counselling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	44
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
assistance with immigration services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
Basic support				
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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18 If SAAP/CAP accommodation was provided (including THMs and other SAAP managed properties) please provide details

Note: If the client had more than 12 accommodation periods in this support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

<p>1 Type of accommodation <i>please tick one box only</i></p> <p>crisis/short term <input type="checkbox"/> 7 medium/long term <input type="checkbox"/> 8 other SAAP <input type="checkbox"/> 9</p> <p>Date of accommodation <i>please complete all boxes</i></p> <p>Start <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> Finish <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table></p>	D	D	M	M	Y	Y	Y	Y									D	D	M	M	Y	Y	Y	Y									<p>7 Type of accommodation <i>please tick one box only</i></p> <p>crisis/short term <input type="checkbox"/> 7 medium/long term <input type="checkbox"/> 8 other SAAP <input type="checkbox"/> 9</p> <p>Date of accommodation <i>please complete all boxes</i></p> <p>Start <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> Finish <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table></p>	D	D	M	M	Y	Y	Y	Y									D	D	M	M	Y	Y	Y	Y								
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<p>6 Type of accommodation <i>please tick one box only</i></p> <p>crisis/short term <input type="checkbox"/> 7 medium/long term <input type="checkbox"/> 8 other SAAP <input type="checkbox"/> 9</p> <p>Date of accommodation <i>please complete all boxes</i></p> <p>Start <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> Finish <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table></p>	D	D	M	M	Y	Y	Y	Y									D	D	M	M	Y	Y	Y	Y									<p>12 Type of accommodation <i>please tick one box only</i></p> <p>crisis/short term <input type="checkbox"/> 7 medium/long term <input type="checkbox"/> 8 other SAAP <input type="checkbox"/> 9</p> <p>Date of accommodation <i>please complete all boxes</i></p> <p>Start <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> Finish <table border="1"><tr><td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table></p>	D	D	M	M	Y	Y	Y	Y									D	D	M	M	Y	Y	Y	Y								
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- Accompanying children should be recorded on only one of the parent/guardian forms
- Complete a separate client form for each child aged 18 years and over

*** 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)**

- For short names fill in with 2's.
- For missing names fill in with 9's.

Letters of first name

1st	2nd	3rd	4th	5th	6th	
-----	-----	-----	-----	-----	-----	--

 Letters of last name

--	--	--	--	--	--	--

 M/F for male or female

*** DATE OF BIRTH OF CHILD(REN)**

- Complete date as best you can.
- If day unknown, tick box "day unknown".
- If month unknown, tick box "month unknown".
- If year unknown, provide best estimate and tick box "estimated year".

D D M M Y Y Y Y
 day unknown month unknown estimated year

Letters of first name

1st	2nd	3rd	4th	5th	6th	
-----	-----	-----	-----	-----	-----	--

 Letters of last name

--	--	--	--	--	--	--

 M/F for male or female

D D M M Y Y Y Y
 day unknown month unknown estimated year

20 Sex of child(ren)

- female 1
male 2

- female 1
male 2

*** 21 Country of birth of the child(ren)**

- Australia 1
other (please specify)

- Australia 1
other (please specify)

*** 22 Is the child of Aboriginal or Torres Strait Islander origin?**

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

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

23 Support to child(ren)

no assistance 1

1

1

Indicate above if no assistance was given or tick as many circles below as apply

Accommodation

SAAP/CAP accommodation (including THMs and other SAAP managed properties)

	Needs identified by worker	Provided	Referral arranged		Needs identified by worker	Provided	Referral arranged	
SAAP/CAP accommodation (including THMs and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
School liaison/child care								
school liaison	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
Personal support								
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
structured play/skill development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
General support/advocacy								
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
Specialist services								
specialist counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
culturally specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
Basic support								
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
showers/hygiene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
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COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email ndca@aihw.gov.au

Note: If the client had more than 5 accompanying children in a support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

<p>Letters of first name <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr><tr><td style="font-size: 8px;">1st</td><td style="font-size: 8px;">2nd</td><td style="font-size: 8px;">3rd</td><td style="font-size: 8px;">4th</td><td style="font-size: 8px;">5th</td><td style="font-size: 8px;">6th</td></tr></table> <input style="width: 20px; height: 20px;" type="checkbox"/></p> <p>Letters of last name <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; 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COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email ndca@aihw.gov.au

RETURNING FORMS TO THE NDCA

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

30 JUNE 2007 AND 31 DECEMBER 2007

- In the first week of July 2007 and in the first week of January 2008, you should notify the NDCA of clients who are still being supported as at 30 June 2007 and 31 December 2007.
- For clients who are ongoing at 30 June 2007, transfer the information from the old 2006–2007 form to the new 2007–2008 form. Return the old form to the NDCA along with the forms of clients who have left your agency in the last month. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December—use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2007. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

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List of tables

Table 2.1:	SAAP funding: total funding allocations ^(a) , by state and territory, Australia, 2007–08	7
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	8
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	9
Table 3.1:	SAAP support periods and clients, by state and territory, Australia, 2007–08	14
Table 3.2:	SAAP accompanying child support periods and accompanying children, by state and territory, Australia, 2007–08	15
Table 3.3:	SAAP support periods: number of support periods active each day, average by month and state and territory, Australia, 2007–08	16
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	17
Table 4.1:	SAAP clients: age, by sex, Australia, 2007–08	22
Table 4.2:	SAAP accompanying children: age, by sex, Australia, 2007–08	22
Table 4.3:	SAAP clients: number of support periods per client, by age and sex, Australia, 2007–08	23
Table 4.4:	SAAP accompanying children: number of accompanying child support periods per accompanying child, by age, Australia, 2007–08	24
Table 4.5:	SAAP clients: country of birth, by sex, Australia, 2007–08	25
Table 4.6:	SAAP accompanying children: country of birth, Australia, 2007–08	25
Table 4.7:	SAAP clients and support periods per client: cultural and linguistic diversity, by sex, Australia, 2007–08	26
Table 4.8:	SAAP accompanying children: cultural and linguistic diversity, Australia, 2007–08	27
Table 4.9:	SAAP clients: cultural and linguistic diversity and sex, by state and territory, Australia, 2007–08	28
Table 5.1:	SAAP support periods: client group, by state and territory, Australia, 2007–08	34
Table 5.2:	SAAP support periods: client group, by primary target group of agency, Australia, 2007–08	35
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	36
Table 5.4:	SAAP support periods: main reason for seeking assistance, by state and territory, Australia, 2007–08	37
Table 5.5:	SAAP support periods: main reason for seeking assistance, by client group, Australia, 2007–08	38
Table 6.1:	SAAP closed support periods: length of support, by state and territory, Australia, 2007–08	44
Table 6.2:	SAAP closed support periods: length of support, by client group, Australia, 2007–08	45
Table 6.3:	SAAP closed support periods in which clients were accommodated: total length of accommodation, by state and territory, Australia, 2007–08	46

Table 6.4:	SAAP closed support periods in which clients were accommodated: total length of accommodation, by client group, Australia, 2007-08.....	47
Table 6.5:	SAAP support periods: services provided to clients, by state and territory, Australia, 2007-08.....	48
Table 6.6:	SAAP support periods: services provided to clients, by client group, Australia, 2007-08.....	49
Table 6.7:	SAAP accompanying child support periods: services provided to accompanying children, by state and territory, Australia, 2007-08.....	50
Table 6.8:	SAAP accompanying child support periods: services provided to accompanying children, by client group, Australia, 2007-08.....	51
Table 7.1:	SAAP closed support periods: services required by clients, by state and territory, Australia, 2007-08.....	59
Table 7.2:	SAAP closed support periods: services required by clients, by client group, Australia, 2007-08.....	60
Table 7.3:	SAAP closed accompanying child support periods: services required for accompanying children, by state and territory, Australia, 2007-08.....	61
Table 7.4:	SAAP closed accompanying child support periods: services required for accompanying children, by client group, Australia, 2007-08.....	62
Table 7.5:	SAAP services required by clients in closed support periods, by provision, Australia, 2007-08.....	63
Table 7.6:	SAAP services required for accompanying children in closed support periods, by provision, Australia, 2007-08.....	65
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.....	67
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.....	68
Table 8.1:	SAAP closed support periods: main source of income immediately before and after a support period, Australia, 2007-08.....	73
Table 8.2:	SAAP closed support periods: employment status in the week before and after a support period, Australia, 2007-08.....	73
Table 8.3:	SAAP closed support periods: main source of income and employment status after support, by length of support, Australia, 2007-08.....	74
Table 8.4:	SAAP closed support periods: student status immediately before and after a support period, by age, Australia, 2007-08.....	74
Table 8.5:	SAAP closed support periods: type of house/dwelling immediately before and after a support period, Australia, 2007-08.....	75
Table 8.6:	SAAP closed support periods: type of tenure immediately before and after a support period, Australia, 2007-08.....	76
Table 8.7:	SAAP closed support periods: type of house/dwelling occupied after support, by length of support, Australia, 2007-08.....	77
Table 8.8:	SAAP closed support periods: type of tenure after support, by length of support, Australia, 2007-08.....	78
Table 8.9:	SAAP closed support periods: living situation immediately before and after a support period, Australia, 2007-08.....	79

Table 8.10: SAAP closed support periods: existence of a case management plan, Australia, 2007-08	80
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.....	80
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	92
Table 9.2: SAAP support periods and clients: state and territory, by reporting period, Australia, 1996-97 to 2007-08.....	93
Table 9.3: SAAP accompanying child support periods and accompanying children: state and territory, by reporting period, Australia, 2001-02 to 2007-08	95
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.....	97
Table A1.1: SAAP Innovation and Investment Fund Pilot Project agencies: number of and funding allocations to agencies, by state and territory and primary target group of agency, Australia, 2007-08	99
Table A1.2: SAAP Innovation and Investment Fund Pilot Project support periods and clients, by state and territory, Australia, 2007-08	100
Table A1.3: SAAP Innovation and Investment Fund Pilot Project accompanying child support periods and accompanying children, by state and territory, Australia, 2007-08.....	100
Table A1.4: SAAP Innovation and Investment Fund Pilot Project clients: age, by sex, Australia, 2007-08	101
Table A1.5: SAAP Innovation and Investment Fund Pilot Project accompanying children: age, by sex, Australia, 2007-08.....	101
Table A1.6: SAAP Innovation and Investment Fund Pilot Project clients: cultural and linguistic diversity, by sex, Australia, 2007-08	102
Table A1.7: SAAP Innovation and Investment Fund Pilot Project accompanying children: cultural and linguistic diversity, Australia, 2007-08	102
Table A2.1: SAAP Client Collection: agency participation rates and records returned with informed consent and valid consent for clients, by state and territory and primary target group of agency, Australia, 2007-08	105
Table A2.2: SAAP Client Collection: records returned with informed consent and valid consent for accompanying children, by state and territory and primary target group of agency, Australia, 2007-08	106

List of figures

- Figure 2.1: Funding allocations to agencies, by primary target group, Australia, 2007-085
- Figure 3.1: SAAP support periods active each day and accommodation periods active each night, average by month, Australia, 2007-08.....11
- Figure 4.1: SAAP clients, by age and sex, Australia, 2007-0818
- Figure 4.2: SAAP accompanying children, by age and sex, Australia, 2007-0820
- Figure 5.1: SAAP support periods, by client group, Australia, 2007-0830
- Figure 5.2: Main reason for seeking assistance, Australia, 2007-0832
- Figure 6.1: Median length of support, by client group, Australia, 2007-0840
- Figure 6.2: Median length of accommodation for clients who were accommodated for at least 1 day, by client group, Australia, 2007-08.....41
- Figure 7.1: Provision of SAAP services required by clients, Australia, 2007-0855
- Figure 7.2: Provision of SAAP services required for accompanying children, Australia, 2007-0856
- Figure 8.1: Type of house/ dwelling immediately before and after a support period, Australia, 2007-0871
- Figure 9.1: Number of SAAP support periods and clients, by reporting period, Australia, 1996-97 to 2007-08.....82
- Figure 9.2: Agency participation rate and valid consent, by reporting period, Australia, 1996-97 to 2007-08.....90