

# **SAAP National Data Collection**

**Collectors Manual  
July 2005**

Australian Institute of Health and Welfare  
Canberra

## **ACKNOWLEDGEMENTS**

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## Section 1 | Key Definitions

### ACCOMPANYING CHILD

An accompanying child

- is under 18 years of age;
- has a parent(s) or guardian(s) who is a SAAP client; and
  - accompanies a parent or guardian at any time during the parent or guardian's support period; and/or
  - receives SAAP assistance directly as a consequence of a parent or guardian's *support period*.

### ALPHA CODE

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

A new alpha code was introduced on 1 July 2005. This code is made up of the second and third letters of the first given name and the second, third and fifth of the surname of the client, plus M or F. The new alpha code is necessary to help researchers analyse SAAP data over consecutive years.

### CASUAL CLIENT

A casual client is a person who receives *one-off assistance* that takes less than one hour of a worker's time on any given day, on a non-ongoing basis. The Casual Client Collection has been discontinued pending a review of the need for the information collected, however, agencies using SMART (SAAP Management and Reporting Tool) can still record information about casual clients for their own purposes.

### CLIENT

A client is a person who is *homeless* or *at imminent risk of homelessness* who:

- is accommodated by a SAAP agency; or
- enters into an *ongoing support relationship* with a SAAP agency; or
- receives *support* or assistance from a SAAP agency which entails generally one hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day. This **includes** the time taken for the assessment process only if this process leads to other support being offered or to a referral for support.

## **DEMAND FOR ACCOMMODATION**

Demand for SAAP accommodation refers to requests for accommodation made at a SAAP agency, whether or not these requests can be met. There is a special form to record instances of demand for accommodation and one-off assistance given to people with unmet requests for accommodation. The Demand for Accommodation collection is held for two one-week periods each year.

Unmet demand for accommodation occurs when a person wishes to become an accommodated *client* of a SAAP agency, but is not provided with accommodation by that agency, or does not accept an agency's offer of accommodation.

A person who receives *support* on an ongoing basis (i.e. a *client*) may have an unmet request for accommodation. This would be recorded in the Client Collection, with an unmet need indicated for accommodation. Their unmet request for accommodation would also be counted in the Demand for Accommodation Collection if it occurred during the Demand for Accommodation Collection period.

A person whose request for accommodation cannot be met (and who is not an ongoing client of the SAAP agency where they made the unmet request), may be given *one-off assistance*. Such a person would be a *casual client*, but not a client of the agency. A person requesting **only** *one-off assistance* (such as a meal) who is not provided with that assistance is **not** included in the Demand for Accommodation Collection.

## **HOMELESS**

A person is homeless if he or she does not have access to safe, secure and adequate housing. Hence even if a person has a physical home, they would be considered homeless if:

- they were not safe at home; or
- they had no legal right to continued occupation of their home (security of tenure); or
- the home lacked the amenities or resources necessary for living.

A person is also considered homeless when he or she is accommodated at a SAAP agency or in other emergency accommodation, regardless of whether or not they pay rent. A person staying in prison or in hospital is not homeless unless they feel unsafe.

This definition is from the *Supported Accommodation Assistance Act 1994*. This act also states that people who are *at imminent risk of homelessness* are eligible for assistance.

### ***At imminent risk of homelessness***

People who are at imminent risk of homelessness assisted by SAAP are also counted in the National Data Collection. People at imminent risk include those 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 SAAP workers to maintain their current housing situation and live independently in the community may also be considered to be at imminent risk of becoming homeless.

## **ONE-OFF ASSISTANCE**

One-off assistance is assistance provided to a person who is not a *client*. *Casual clients* receive one-off assistance, which may include the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a referral. Such services may also be provided to a client, but are called *support* rather than one-off assistance when provided within an *ongoing support relationship*.

One-off assistance is recorded in the *Demand for Accommodation* Collection when people requesting accommodation can not be provided with it.

## **ONGOING SUPPORT RELATIONSHIP**

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

- a definite appointment has been made with the person to work through particular problems/issues; or
- an agreement has been reached with the person to work through particular problems/issues even if a specific appointment has not been made; or
- the agency expects the client to return for more assistance within a month.

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

Box 1.1 on the following page contains some examples that may help you decide whether an ongoing relationship exists.

### **Box 1.1: Examples—is it an ongoing support relationship?**

1. An outreach worker makes contact with a homeless person on the streets as a part of a needle exchange program. The worker discusses if he can be of any further assistance and it is agreed that next time the worker is in the area they will talk more about the person's housing arrangements and health needs.

*Does an ongoing support relationship exist?*

**Yes.** The agreement to meet and talk further represents the establishment of an ongoing support relationship and the person can be considered an ongoing client of the outreach worker's agency. If the client is not contacted within a month, the ongoing relationship ends and the support period is closed from the date of the last service provided to the client.

2. A young homeless person drops into a day centre seeking financial assistance. She also mentions the difficulty she had living at home with her father and agrees to come back next week to participate in a group discussion with other young people who have recently left home.

*Does an ongoing support relationship exist?*

**Yes.** Her agreement to join the group sessions establishes an ongoing relationship with the agency and she should be considered a client. If the young person does not return for the appointment to participate in the group discussion and the agency does not expect to see her again, the ongoing relationship ends, with the support period closed from the date of the appointment.

3. A woman and her children have turned up at an Indigenous agency every fortnight for the last few months. She stays for 2 nights then leaves, saying she won't be back. The agency expects her to return next fortnight.

*Does an ongoing support relationship exist?*

**Yes.** The agency expects the family to return, based on past experiences. If the family does not return to the agency within a month, the ongoing relationship ends, and the support period is closed from the date of the last visit.

4. A man who has been accommodated at a night shelter is about to leave. A worker at the agency says "I hope things work out. Give me a call if you need any help".

*Does an ongoing support relationship exist?*

**No.** No appointment has been made and there is no expectation from the agency of seeing the client within a month. The support period closes when the client leaves.

5. A woman rings an agency seeking accommodation for herself and her two children. She makes an appointment and sees a worker later that afternoon to assess whether the agency can assist.

*Does an ongoing support relationship exist?*

**It depends on the result of the assessment process.** If the assessment process ends without accommodation being offered, a referral being made, or some other form of support being offered, then an ongoing support relationship does not exist. If, however, some other support was provided, then an ongoing relationship exists. If, for example, a referral to another organisation was made and the family was sent to an interview, the woman becomes a client with the support period starting and finishing on the same day, assuming that the agency does not see the woman again.

## REFERRAL

For the purposes of the National Data Collection, a referral means a formal referral. *Referral* is used in two ways in this collection:

- when a *client* is referred to a SAAP agency; and
- when a *client* is referred by a SAAP agency to obtain another service elsewhere.

### ***Client referred to a SAAP agency***

A formal referral occurs when another organisation contacts your agency to arrange for a person to receive a service or services, or clients may refer themselves directly to a SAAP agency. The Client Collection form can also record the source of information used by the client to contact your agency when a formal referral is not made. Use these definitions when completing Question 3 (*source of referral/information*) on the Client form.

### ***Referral from a SAAP agency to another service***

A formal referral occurs when a SAAP agency has referred a client to another service and that service has accepted the client for an appointment or interview. The referring SAAP agency needs to know whether an appointment or interview was organised in order to record this as a referral arranged but does not need to know whether the client kept the appointment, nor whether the appointment led to the client receiving a service. Referrals are recorded on the Client form in the 'referral arranged' columns of Question 17 (Support to client), and Question 23 (Support to accompanying children). On the Demand for Accommodation form, referrals for accommodation are recorded at Question 10 (Did your agency make a referral for accommodation?).

A referral has not been arranged if the client is not accepted for an appointment or interview. Where a SAAP agency/worker attempts to arrange a referral but the client is not accepted by the other service, or the agency simply gives the client the names and contact details of the other agencies, this work will still be reflected in the data collection. In Question 17 (Support to client) of the Client form, you would indicate that 'advocacy/liaison on behalf of client' or 'advice/information' had been provided. This also applies to accompanying children in Question 23 ('advocacy' or 'advice/information'). In Question 13 of the Demand for Accommodation form (Did your agency offer any of the following one-off assistance?) you would tick 'yes', and then 'information'.

## STATISTICAL LINKAGE KEY

A Statistical Linkage Key (SLK) is a derived variable used to link data for statistical and research purposes that is generated from elements of an individual's personal demographic data.

The SAAP SLK is comprised of the *alpha code* (which is made up of selected letters from a client's name and a letter, M or F, to designate the client's sex), and date of birth. The SAAP SLK allows data forms about the same client to be combined without the actual name of the client being recorded. See Section 3 Confidentiality and Clients' Rights for more information about how the SAAP SLK will be used.

## **SUPPORT**

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

The assessment process used by agencies to determine whether a person is eligible to receive support should not be considered to be support, unless this process leads to other support being offered or to a *referral* for support or *supported accommodation*.

A person whose request for support or *supported accommodation* is not met may receive *one-off assistance* but, by definition, does not receive 'support'.

## **SUPPORT PERIOD**

A support period is the period of time a *client* receives ongoing support from a SAAP agency. It relates to the provision of *support* and/or *supported accommodation*. It does not relate to *one-off assistance*.

The support period commences when the client begins to receive support from the SAAP agency – note that the time taken for assessment is not included, unless it leads to other *support* being offered or a referral for *support* or *supported accommodation*.

The support period is considered to finish when the relationship between the client and the agency ends. If, for example, a client at an accommodation agency stops being accommodated but continues to receive outreach support, the support period stays open until the outreach relationship ends.

If it is not clear whether the relationship has ended, assume that it has, and close the support period, unless your agency expects the client to return within the month. If your agency expects the client to return within the month but the client fails to do so, the support period should be closed from the date the last support was provided.

An *ongoing support relationship* exists if support has been provided within a month. If there is more than a month between contacts, close the support period at the last contact date, and start a new support period if the client returns.

Box 1.2 on the following page contains examples that may help you to decide whether you should close a support period.

## **SUPPORTED ACCOMMODATION**

Supported accommodation (SAAP/CAP accommodation) is accommodation that is owned, managed or arranged and paid for directly by a SAAP agency. The accommodation may be provided at the SAAP agency, or may be purchased using SAAP funds – at a motel, for example. Financial assistance or emergency relief payments for rent or other housing costs is not included under this definition.

### **Box 1.2: Examples—is the support period finished?**

1. A woman who had been living at your refuge has been reconciled with her family and returns home. You have made an arrangement to visit the woman weekly in her home.

*What should you do?* In this case, although the accommodation is finished, the client is still being supported. You would keep the current support period open, but close the accommodation period.

2. You spend a day helping a young homeless woman to find independent housing. She doesn't want any ongoing assistance, but she agrees to attend a living skills workshop at your agency that will be conducted in 5 weeks time.

*What should you do?* Record the day spent securing housing as a support period that starts and ends on the same date. Even though an appointment has been made for future contact, it is in more than one month. Start a new support period when the client returns to attend the workshop.

3. A young man is staying at your refuge but has to go to hospital for a couple of days for a minor operation. You agree to keep his place at the refuge for him after he is discharged.

*What should you do?* Even though a short stay in hospital interrupts the accommodation period, the support period is ongoing and there is no need to start a new support period. The accommodation period is also continuous because his bed has been kept for him.

4. Your agency will take clients overnight but they must leave during the day and apply for a bed the next night. A client turns up four days in a row and gets a bed, then disappears for a week before turning up and being accommodated for another two nights.

*What should you do?* If you expect to see the client again within the month you would keep the support period open. When accommodation is supplied on consecutive nights, the accommodation period is also kept open. In this case, for example, if the client is expected to return there would be an open support period with two periods of accommodation. If the client does not return again within the month, the support period would be closed on the last date accommodation was provided.

5. A young woman continues to break the rules of the SAAP youth refuge and you ask her to leave the agency. She comes back to the refuge a week later, saying that she really wants to live there until she can sort out her life. The agency accepts her as a client again.

*What should you do?* The support period finished when the client left and your agency had no expectation of her returning. A new support period began when the young woman was accepted back.

6. A SAAP drop-in centre has had an arrangement with a male client that he will visit the centre at least once every week. He hasn't been around for a long time, but arrives one day to see you. When you open his file, you realise that the man has not been to the centre for one and a half months.

*What should you do?* Since no assistance had been provided for more than one month, the previous support period had finished. A new support period begins from this visit. You should close off the old support period (which ended on the date of last contact) and start a new one.



## Section 2 The SAAP National Data Collection

### 2.1 Why collect data?

Good data helps organisations to understand their clients and their clients' needs. Information gathered can also be used to help planners understand how the Supported Accommodation Assistance Program (SAAP) might provide a more appropriate and adequate service to people who are homeless.

Before the SAAP National Data Collection (NDC), there was no source of good information about SAAP clients and services that could answer basic questions about the operation of SAAP and the extent to which SAAP is achieving its aims. This collection, which commenced in July 1996, has changed all that. It has been used to help answer questions like:

- How many people use SAAP services?
- Why do people come to SAAP?
- What services are provided in response to clients' demands and needs?
- Where do clients go when they leave SAAP agencies, and how has their situation changed?
- Who requests accommodation but does not receive it, and for what reasons?

The National Data Collection was established so that reliable, nationally consistent information about SAAP would be available to SAAP program administrators, service providers and other interested organisations. Previous collections were not consistent because they were not based on agreed data definitions and standards – thus, there was no way to get an accurate picture of SAAP in Australia, or to compare the operation of SAAP across states and territories, or to contrast information from agencies of different types.

The National Data Collection aims to provide good information about SAAP to agencies and program administrators to assist them in their work so that services for homeless people can be improved. In addition, the collection aims to provide good information about SAAP to peaks, community groups, and interested researchers to assist in debates about homelessness.

As a data collector, you have a critical role in ensuring the quality of the information collected from SAAP clients. This requires that you understand the purpose of the National Data Collection, the definitions used in each question or data item, and how and when to return the data you have collected. Please take the time to familiarise yourself with the information in this manual, and use it when completing data collection forms.

## **2.2 How will the data collection benefit clients?**

Good data can help to improve the SAAP program and the services that are available to people who are homeless or in crisis. For example:

- agencies might be established in locations that are better for clients
- agencies might be funded to provide new services for clients where it is shown there is a high need
- agencies might identify a need for improving a particular service and make changes to their existing approach.

The collection process can also help clients in another way. In the process of completing the data form with SAAP workers, clients will have the chance to think about their life, what things they want to change and how they want the SAAP agency to help them.

## **2.3 How will the data collection benefit your agency?**

The National Data Collection (NDC) provides agencies with hard facts to support them in what they do – facts like:

- how many people used the agency
- what services clients received and where they were referred from
- how many people were turned away from the agency
- why people were turned away.

With this type of important information, agencies will be in a better position to:

- be recognised and acknowledged for the work they do
- lobby for increased funding
- provide solid data in support of funding applications
- demonstrate to funding bodies how many and how clients are assisted (accountability)
- talk with the media about the problems of homelessness and other issues
- plan for future developments in their agency
- evaluate their agency and make improvements.

The data collection is useful for case management. Much of the information discussed with the client as part of case management can be recorded easily in the data collection.

It is important to note that the NDC is just one source of information that can be used for planning and evaluation. Because the collection includes only basic information about services and clients, it cannot provide a complete picture of SAAP. Additional sources of information should be used to supplement the NDC for planning and agency evaluation.

## **2.4 How will the data collection benefit government program managers?**

Commonwealth and State/Territory governments need to have good information when they make decisions about future directions of SAAP, and about homelessness in general. This data collection will give them the information they need to monitor and evaluate the operation of the SAAP program in their jurisdiction, and to make decisions about the future of SAAP based on good data.

Additionally, governments are accountable for the way in which public funds are spent. Continued funding of SAAP relies on the ability of funding departments to provide observable and objective measures of program performance. The National Data Collection will help state, territory and Australian government departments to show how well SAAP is achieving its aims and where improvements are required.

With information from the data collection, SAAP program managers can:

- demonstrate accountability by providing government ministers, senior public officials and the public with information about the operation of SAAP;
- justify existing funding levels and requests for increased public funding; and
- provide evidence in discussions about homelessness in the media and other forums.

## **2.5 What is the SAAP National Data Collection?**

The SAAP National Data Collection (NDC) is a nationally consistent information system that combines information from SAAP agencies and State/Territory and Australian Government funding departments. The Australian Institute of Health and Welfare (AIHW), which fulfils the role of the SAAP National Data Collection Agency, manages the data collection. The Institute will combine data from all sources and will report on the data to all stakeholders.

The NDC currently comprises three collections – the Client Collection, the Demand for Accommodation Collection, and the Administrative Data Collection.

### **The Client Collection**

The Client Collection is the main component of the NDC. It is intended to collect information on all clients receiving ongoing or substantial support under SAAP. Data collected includes basic socio-demographic information and the services required by and provided to each client. Additionally, information is collected about client circumstances before and after receiving SAAP support – such information will allow some assessment of client outcomes.

### **Demand for Accommodation**

The Demand for Accommodation Collection operates over a one-week period, twice a year. It is designed to measure the level of met and unmet demand for SAAP accommodation services, and so collects information about the number of people

who request accommodation at SAAP agencies, which requests are met and which are unmet, and the reason for this. This will show demand for SAAP accommodation services and can be used in debates about resources required to meet the demand for SAAP services.

### **Administrative Data Collection**

This collection contains general descriptive information (such as the number, size, structure and service mode) about the 1,300 or so non-government and community organisations providing accommodation and support services to people who are homeless or in crisis. It is collated from information obtained by State and Territory community service departments in the course of administering the SAAP program.

### **Past collections**

#### **The Casual Client Collection**

The Casual Client Collection has been discontinued from the NDC as of 1 July 2005. This is because the definition of a client and a support period have been altered so that many people counted as Casual Clients in the past will now become ongoing clients (and will therefore be counted in the Client Collection), as they have regular contact with the same SAAP agency. Options for collecting data for cases of one-off assistance provided on a non-ongoing basis are currently being investigated.

#### **Special issues collections**

Special issues collections have been conducted in the past to obtain information on a particular issue for a limited period of time (say, one month). The Casual Client collection was the first of these special issues collections. The second special issues collection was the Accompanying Children in SAAP Collection, and collected information about the support provided to accompanying children and resources available to agencies assisting children. The third special issues collection was the Income Issues Collection. This collected information on SAAP clients with no or low incomes.

## **2.6 How are data collected?**

Information for the Client Collection and the Demand for Accommodation Collection is collected in a variety of ways. Data are collected primarily by SAAP service providers in the course of assisting clients or receiving requests for assistance. Information for the Administrative Data Collection is collected by state and territory funding departments and then transferred to the NDCA on a six-monthly basis.

Service providers collect data in one of two ways:

### **Paper forms**

Many agencies complete paper forms to collect data. At present there are two main forms in operation – the Client Form and the Demand for Accommodation Form. Details about how to complete and return forms Client forms to the NDCA are outlined in Sections 4 and 5 of this manual.

### **SMART–the SAAP Management and Reporting Tool**

Computerised data collection is also possible. The NDCA has developed a software package called the SAAP Management and Reporting Tool (SMART) that enables agencies to collect and record information for the purposes of the National Data Collection. Data are extracted on a quarterly basis and either emailed to the NDCA or sent in on floppy disk. SMART also allows agencies to record a number of other data items for their own purposes and agencies will be able to run standard reports on their data any time they wish.

## **2.7 What types of reports are produced from the Collection?**

The NDCA produces a variety of reports from the data that you collect.

### **Agency reports**

All agencies with more than 5 clients will receive an agency report every six months – the mid-year report presents data relating to July–December each year and the annual report will include information collected for the entire financial year period (July to June). The agency report contains general information about clients and demand for accommodation. All agencies regardless of the number of clients also receive a statistical supplement that presents details of all items on the Client and Demand for Accommodation forms. State and Territory governments also receive a copy of individual agency reports.

### **National reports**

The first National report presented data from the first six months of the National Data Collection – that is, July–December 1996. The second series reported on the first year of the collection. National reports have since been produced for each year of the collection. Early in 2000 the SAAP Information Sub-committee or ISC (formerly

known as the SAAP Data and Research Advisory Committee) reviewed data-reporting practices for the Supported Accommodation Assistance Program. As a consequence, there are two main reports relating to the operation of SAAP as of the 1999–2000 reporting period: a national report which concentrates on clients of the program, and a second report that includes coverage of the general demand for SAAP services and demand for accommodation information. Until July 2005 information was also collected annually on casual clients in SAAP (see Section 2.5). National reports are provided to the Australian Government, state and territory departments and agencies.

### **State & territory reports**

State and territory reports have also been produced for each year of the collection. Since 1999–2000, state and territory reports have followed a similar structure to the National annual reports on clients. These reports will contain regional comparisons. Agencies receive a copy of their state or territory report – this will enable agencies to make comparisons between their agency and others in their State, or others assisting the same target group.

### **Ad hoc reports**

SAAP program administrators and SAAP-funded agencies participating in the National Data Collection may request specialised reports or analyses from the NDCA. These ‘ad hoc’ reports can be requested by telephoning the NDCA hotline on 1800 627 191, or emailing the NDCA ([ndca@aihw.gov.au](mailto:ndca@aihw.gov.au))

Under the National Data Collection protocols, peaks and other interested organisations or individuals may also request specialised analysis. However, the SAAP Information Sub-committee must approve such requests. Requests from individuals or organisations other than SAAP-funded agencies and Australian Government and state or territory SAAP program administrators attract a fee for service.

## **2.8 Complaints and dispute resolution**

### **Breach of privacy**

Strict procedures are in place to ensure the confidentiality of clients is maintained (see Section 3 of this manual). However, if you are concerned that the privacy of a client has been breached by the NDCA:

- Ring the NDCA first to check whether this has occurred.
- If you are not satisfied by their explanation, or if a breach has occurred, contact the SAAP Information Sub-committee which oversees the data collection. You can do this by phone or in writing (see box below for details). The SAAP Information Sub-committee is covered by the privacy legislation of the Commonwealth government, so it will act on your concerns in accordance with the legislation.
- If the SAAP Information Sub-committee still does not resolve the issue, you can take it to an external agency, such as the Commonwealth Ombudsman's office (see Box 2.1).

### **Other complaints**

If you have a complaint about another aspect of the NDCA's conduct you should:

- Contact the NDCA and see if you can resolve it with the staff member or the Manager (see Box 2.1).
- If you are not satisfied, contact your state or territory funding department. Make your complaint in writing if possible. If you make it by phone, the departmental officer will write it down for you and send the written form to you for confirmation.
- The department will try to respond as quickly as possible, depending on the seriousness of the complaint. They will respond to all complaints within 10 days.
- If you are not satisfied with the response, take your concern to the SAAP Information Sub-committee, who will establish a committee and respond as soon as possible and within 21 days of receiving your complaint.
- If your complaint involves both the NDCA and your state or territory department, you can contact the SAAP Information Sub-committee directly (see Box 2.1).
- If the SAAP Information Sub-committee still does not resolve the issue, you can take the issue to the Commonwealth Ombudsman's office (see Box 2.1). You can also contact your relevant state or territory Ombudsman's Office. Contact details for these offices are in your local telephone book.

**Box 2.1: Contacts for complaints and dispute resolution**

**SAAP NATIONAL DATA  
COLLECTION AGENCY**

Australian Institute of Health and Welfare  
Locked Bag 8900  
CANBERRA ACT 2601

Hotline 1800 627 191

Fax 02 6244 1045

E-mail [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)

**COMMONWEALTH OMBUDSMAN'S  
OFFICE**

GPO Box 442  
CANBERRA ACT 2601

Phone 02 6276 0111

**SAAP INFORMATION  
SUB-COMMITTEE**

Housing Support Branch  
Department of Family and  
Community Services  
GPO Box 7788  
CANBERRA ACT 2601

Phone

02 6212 9380 Chairperson

02 6212 9210 Secretariat

Fax 02 6212 9215

## Section 3 Confidentiality and clients' rights

### 3.1 Confidentiality—the NDCA's role

As part of the Australian Institute of Health and Welfare, the NDCA has an important responsibility to ensure the confidentiality of individual client data. There are a number of ways in which security is assured and these are listed below.

#### Individual clients will not be identified

The NDCA has taken the following steps to ensure that individual clients will not be identified from data in the collection:

- No client names will appear on the data forms. Instead, each client will be given an alpha code by the SAAP agency. The alpha code is a code formed by using the second and third letters of the first given name and the second, third and fifth letters of the last name, and a letter (M or F) designating the client's sex.
- HOW A NAME BECOMES A STATISTICAL LINKAGE KEY (SLK)**

Name:	JOAN MURDOCH
+ Sex:	Female
+ Date of birth:	10 <sup>th</sup> December 1969
= SLK:	OAUROF10121969
Encrypted SLK:	^*~?T~XX*)7&`{
- When the NDCA gets the data form, they will NOT store the alpha code in the computer. The client's date of birth and their alpha code will be 'encrypted' (or scrambled) when data are entered into the computer, so that a completely unidentifiable code, or statistical linkage key, is the only thing ever used. This is done so that, as far as possible, each individual client has a unique code. Because clients may need to access SAAP services on several occasions, a unique code for each client helps to ensure that the number of people in Australia who need and use SAAP services can be counted accurately.
  - By law, the NDCA cannot release any information that can be used to identify an individual – an unauthorised release of information is punishable by fine and/or imprisonment. This is outlined in Section 29 of the *Australian Institute of Health and Welfare Act 1987*.
  - Section 29 of the *Australian Institute of Health and Welfare Act 1987* also ensures that unconfidentialised data from the NDCA database cannot be shared with other government or non-government organisations. Any information released to other persons or organisations will contain only statistical information that can not identify individuals. Such information will only be used for statistical purposes and will not be used as a basis for any legal, administrative or other purposes.
  - Where small numbers of people have information collected about them (for example, a man of 95) which might be used to try to identify them, information included in published reports will be presented in such a way so that the person can't be identified – this is called perturbation. For example, the record of the 95-year-old man might be presented to say that he is over 80 to protect his privacy.

Data from many clients will also be added together when presented in reports and will often be presented as percentages.

- Confidentialised unit record files (CURFs) will sometimes be provided to Australian Government and state or territory SAAP program administrators, but will contain only the scrambled (encrypted) final code and amended non-identifying data. Neither individual names nor the alpha code will be included on these files. This is so program administrators can do additional analysis for planning purposes. The only government departments that will be able to receive the individualised record files from the NDCA will be departments that fund SAAP programs. Program administrators sign a strict confidentiality undertaking that limits the use of these files to statistical purposes relating to the monitoring and evaluation of the SAAP program.

### **Agency names will not be used**

The agency name will not appear on the form, only an agency number. Data reports (apart from the one produced for the agency itself) will not identify individual agencies.

### **Agencies will need permission to get information about another SAAP agency**

Where a SAAP agency wishes to receive information about another SAAP agency, written permission must first be obtained from the donor agency and lodged with the NDCA.

### **Privacy will be ensured in the handling of data forms at the NDCA**

The Australian Institute of Health and Welfare handles a great deal of sensitive, confidential information and has many procedures to ensure the security of data. As a result:

- the Institute's building and computer systems are secure;
- employees are required by law to maintain the privacy of individuals and are required to sign a confidentiality undertaking on commencement; and
- SAAP data forms are kept secure at all times and are destroyed after one year.
- SMART extracts are automatically encrypted at the time the data is extracted from an agency's database. Extract files sent by agencies are deleted by the NDCA once they have been loaded on the Institute's secure database.

### **The new SAAP Statistical Linkage Key (SLK)**

A statistical linkage key (SLK) is a combination of selected elements of a client's personal details that are used to form an anonymous client indicator. The SLK used in SAAP changed on 1 July 2005. The new linkage key uses different letters of the client's name in the alpha code compared to the alpha code, and the sex of the client is used instead of gender. The new SLK also uses the client's full date of birth, rather than year of birth.

The new SAAP SLK has been implemented for two reasons:

1. To improve longitudinal analysis of the growing number of SAAP clients. That is, it will enable research about repeat use of SAAP and the period(s) of time that a client needs SAAP services over a lifetime. With the linkage key that had been used in SAAP prior to July 2005, reliable estimates of the number of repeat users of SAAP over many years were not possible due to high duplication rates (different clients with the same alpha code). Research into inter-generational homelessness will now be possible.
2. The new SAAP SLK is made up of the same elements as other community and health services data collections. This creates the potential to examine patterns of usage between other service systems such as mental health, aged care and corrective services, and to tackle such issues as service system interaction. It will provide a better picture of pathways, transitions, and gaps in service provision for homeless people.

Every linkage project with other data collections will require sector consultation, and approval by one or more ethics committees. Sector consultation will also occur in order to develop an agreed set of protocols to govern the linkage of SAAP data with other program data. Data linkage between programs will not occur until these protocols are finalised.

## **3.2 Confidentiality – the agency’s role**

### **Talking in private with the client**

As at other times when you may be talking about sensitive issues with a client, it is important to collect this information away from places where clients can be overheard.

Many SAAP agencies will not have a separate area that is kept aside to provide privacy. In this case, you will need to do some creative thinking about how to provide the privacy clients might need.

Solutions that other agencies have used include:

- creating a semi-private corner in a part of the building that does not get much use;
- having a corner of the common area screened by plants or furniture, with music or TV playing to disguise the sound of voices;
- holding the interview at another agency’s premises where privacy can be ensured;
- talking on the verandah or under a tree in the garden; and
- talking in a car.

### **Keeping clients’ information confidential**

It is important that each SAAP agency has some internal policies on how it will keep clients’ information confidential. A basic principle for confidentiality is the need to

know principle. Only workers who need to know details about the client in order to do their job will have access to that information.

So the full details of a particular client are likely to be known only to a few workers, while more workers may know less personal information.

In practice this means keeping clients' information confidential (on a need to know basis) when talking to outside agencies, as well as within your agency.

Your policies on confidentiality will need to define the types of information everyone 'needs to know' and what only one or two workers should know.

### **Keeping data collection records private and secure**

Like all client records, the data forms and extracts need to be kept private and secure. This means making sure that the forms or SMART extract floppy disks and emails are:

- kept secure when you are working with them (not lying around in a public space)
- locked in a filing cabinet or cupboard at the end of each day
- sent to the NDCA's locked bag address in the envelope provided.

### **3.3 Clients' rights and informed consent**

Clients have a number of important rights in relation to the SAAP National Data Collection. They have the right to:

- be told about the collection, and how information will be used;
- decide for themselves whether to give personal information;
- be assured that they will get the same services no matter what they decide; and
- have their privacy protected if they give personal information, by:
  - being able to talk in a private space;
  - having their information kept confidential and only used by people who need the information; and
  - having any form containing their personal details kept secure.

### **3.4 Informed consent—what is it and why is it necessary?**

For the purposes of the National Data Collection, informed consent is a statement by a client that he or she agrees to have personal information recorded and sent to the NDCA for analysis. However, it is important that the client has been given appropriate background information about why the information is being recorded, how it will be used and who will have access to the information (see below).

Consent is a requirement of the SAAP National Data Collection – this is specified in the collection's protocols. It helps to promote individual client rights and is consistent with the prevailing views about the ethics of data collection.

Although it is lawful for agencies to record personal information without the client's permission, it is good practice to adhere to the Information Privacy Principles specified in the *Commonwealth Privacy Act 1988*. In particular, Principle 2 states that the information provider should be aware of the purpose for which the information is being collected and who will have access to that information.

As a result, you should ask the client for his or her agreement to record personal information. Informed consent is not required for the Demand for Accommodation collection because the details recorded on these in these collections, taken together, do not constitute personal information.

When you seek consent it is important to emphasise that:

- the data collection is very important to the agency and to SAAP;
- clients are not required to take part in the data collection;
- clients will not be discriminated against if they decide not to give their permission; and
- clients can consent to participate in the data collection overall and can still ask that particular information not be recorded on the form.

Wherever possible, you should obtain information from clients directly before entering any new information on the form. But you need to make clear to the client that there may be times when workers add information to the form (such as dates of providing services, what services were provided, what happened to the client after exiting the service) without consulting them directly.

You may want to make it clear to the client that their consent will only be obtained once and that this will cover all times when information is added to the form.

You should record whether consent has been given on the front page of the data collection form in the box provided (for more details, see page 5-4).

### **New information clients need to know**

As of 1 July 2005, the introduction of the new SAAP Statistical Linkage Key (SLK) will enable SAAP data to be linked with data collections for community and health services (see Information Sheet 2). This does not change the principles of informed consent outlined above, or the confidentiality or security of personal information in the National Data Collection. However, you will need to inform your clients of this development when seeking their consent to record personal information. This includes clients who were ongoing on 30 June 2005 that had already provided their consent.

### 3.5 Gaining informed consent

So that clients can make an informed decision about whether they will participate in the collection you need to tell them:

- the reasons for the collection and how the data will be used, including linking between data collections
- that their completed data form will be sent to the NDCA, an independent organisation, for processing
- that this information does not contain their name – instead, an alpha code is used
- that reports contain only combined information from many clients and will not identify an individual
- that they will not be discriminated against if they decide not to give their consent
- that they can consent to participate in the data collection overall but not have particular personal information recorded.

#### **It is very important that you assure people**

- that they will not be identified
- that their information will only be used for statistical purposes. It will not be used for any legal, administrative or other purposes.

A sample of an information card (produced in six languages) about the National Data Collection and privacy, data security and the alpha code that you could give clients to read appears on the following pages.

#### **THREE REASONS TO GIVE CLIENTS ABOUT WHY THE NDCA NEEDS INFORMATION**

1. That it will help you (the agency) to understand more about the client and what she or he wants and needs from the service.
2. That their information, in combination with the information from other clients of your agency, will help you to plan and improve your services.
3. That their information, in combination with information from other clients around Australia, will give governments the data they need to make good decisions about services for people who are homeless or in crisis.



# SAAP NEEDS YOUR HELP

*We need more information about the causes of homelessness and how to help people who experience homelessness.*

## WHAT IS SAAP?

SAAP is the name of the government program that funds agencies to assist people experiencing homelessness. It stands for the Supported Accommodation Assistance Program.

## WHY IS INFORMATION NEEDED?

We want to improve our services to homeless people—to help them find safe and secure housing, jobs, education or the other things that will help them live well. Governments also want to find out information about homeless people so that they can make sure there are the right services to help them.

## WHAT SORT OF INFORMATION?

Information such as your age, what made you homeless, and what sort of help you asked for and were given. This information will be combined with the information from other homeless people to give SAAP agencies a better understanding of what their clients need.

## WILL I BE IDENTIFIED?

The form asks questions about you, but it does not use your name. Instead, a code is used so that you can't be identified. No information that identifies you will ever be used by any government department or agency.

## DO I NEED TO AGREE?

Every time you use a SAAP agency, you will be asked to agree to have information about you collected. It is your right to not give this information, or only give some information. If you refuse to give the information, you will still be able to use SAAP agencies, and you will not be treated any differently.

## WILL MY INFORMATION MAKE A DIFFERENCE?

Yes. Your story is important. We need as much information as possible to understand what happens to make people homeless and how SAAP agencies help them.

## WHERE CAN I GET MORE INFORMATION?

If there is anything else you would like to know about the information system before you agree to help, please ask.

ENGLISH



# PRIVACY & SECURITY

## UNDER THE SAAP NATIONAL DATA COLLECTION

*Many steps have been taken to ensure that the information you provide to SAAP remains confidential.*

### WHAT HAPPENS TO MY FORM?

**All forms are kept strictly confidential**

Your form will be sent in a locked bag to the National Data Collection Agency (the NDCA) at the Australian Institute of Health and Welfare. The Institute building is protected by an electronic security system. Forms will be kept in a secure in locked cabinets, and destroyed in a secure environment after 1 year.

### WILL I BE IDENTIFIED?

No. Your name will not appear on the form. If you agree to give information, a code is used instead of your name. This code is called an 'alpha code'. Once your form is sent to the NDCA, your alpha code is scrambled before it is stored in the computer. This means that you cannot be identified.

### WHY IS THE ALPHA CODE USED?

The alpha code is needed so that we can count the number of people using SAAP services without identifying any person. Each person will have a different alpha code so we can tell what services and how many services SAAP clients' need.

### HOW DOES THE ALPHA CODE WORK?

Suppose your name is Joan Murdoch. Only certain letters of your name and sex are recorded on the form. In this case, OAUROF. At the NDCA, your alpha code is combined with your date of birth (say, 27 June 1966) and then scrambled by a computer program. Your alpha code is then stored in the computer as Y6U66?7\$X!A9#7

Name	Alpha code	Date of birth	Final Code
Joan Murdoch	OAUROF	27/06/1966	Y6U66?7\$X!A9#7

### WILL MY FORM BE GIVEN TO CENTRELINK OR THE POLICE?

No. By law, the NDCA cannot give any information that can be used to identify you to the police, Centrelink or any other government department, organisation or individual.

### WHERE CAN I GET MORE INFORMATION?

If you would like more information, please ask.

**What form does consent take:**

It is not necessary to obtain written consent – many agencies will rely on verbal consent only. Other agencies have a more formal approach and will require a written indication of consent. A sample of a written consent form that you could use is shown below.



**CONSENT TO PROVIDE INFORMATION  
FOR THE SAAP NATIONAL DATA COLLECTION**

*Your participation in the SAAP National Data Collection  
is very important to us.*

The information that you give will help us to get the services that you and others might need. Your information may be combined with information provided by this agency, other SAAP agencies around the country, and other services so that SAAP services can be improved.

*You will not be identified on the form.*

*This agency will not be identified on the form.*

*Your information will only be used for statistical purposes.*

*No information will ever be published by which you could be indentified.*

I agree to provide information for the SAAP National Data Collection

**Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_



## Section 4 The Client Collection

### 4.1 Who fills in the form?

You as the worker in a SAAP agency fill in the client form based on information provided by the client. If you prefer, you can fill in the form together with the client. However, it is not appropriate for clients to complete the form on their own. This is because some of the questions and response items need explanation. You should use the definitions in this manual to help complete the form accurately.

If the agency is sponsored by a larger organisation (an auspice), the form is still completed at the agency level.

### 4.2 For whom do you complete a client form?

#### Clients

Client forms are completed for all clients, except *casual clients* (see casual clients below) and accompanying children aged under 18 years (see children on page 4-2).

In this data collection, a client is a person who is homeless or at imminent risk of homelessness who:

- is accommodated by a SAAP agency; or
- enters into an *ongoing support relationship* with a SAAP agency; or
- receives support or assistance from a SAAP agency which entails generally one hour or more of a worker's times, either with that client directly or on behalf of that client, on a given day. This **includes** the time taken for the assessment process only if this process leads to other support being offered or to a referral for support.

Thus a person may be a client even if they are not accommodated by a SAAP agency. The client form is designed for use with both clients that receive support only and clients who are accommodated.

#### Casual clients

A SAAP agency may also have one-off or casual contact with people. For the purposes of this collection, a person receiving one-off assistance is called a casual client. A casual client receives *one-off assistance* that takes less than one hour of a worker's time on any given day, on a non-ongoing basis. The Casual Client Collection has been discontinued pending a review of the need for the information collected, however, agencies using SMART (SAAP Management and Reporting Tool) can still record information about casual clients for their own purposes.

One-off assistance might include being given a meal, a shower, transport, money, clothing, telephone advice, information or a referral. Some agencies, such as telephone information and referral agencies, will have mostly casual clients.

Do not complete a client form for casual clients. Your agency will be advised if a new collection for casual clients will take place. The distinction between a Client and a Casual Client has been made in response to concern expressed by a number of agencies (such as information and referral agencies and agencies providing a large number of meals each day) that detailed information on each person assisted by them was not possible.

## Children

Separate forms are not completed for children aged under 18 years who are accompanied by a parent or guardian or who are assisted as a result of their parent/guardian being a SAAP client – their details and the assistance provided to them are recorded on a parent or guardian's form. You should complete a form for anyone aged 18 years or over, even if they are accompanied by a parent or guardian. You should also complete a form for young people under the age of 18 years if they are not accompanied by a parent or guardian.

**Note:** when a couple presents, you need to fill in a form for each person as a separate client. However, you should only include the details of a couple's accompanying children on one parent or guardian's form.

The following examples illustrate if, when and how to complete forms for children in SAAP.

- If a mother presents with her 18-year-old son or daughter, you should complete two separate forms.
- You should also complete a form for young people under the age of 18 years who come to your agency on their own or with friends – that is, without a parent or guardian.
- When children accompany both their parents to an agency, it is important not to double count them. You should include the children on only one of the parent's data collection forms. This also applies to any children accompanied by guardians.
- For same-sex couples, include the children on only one form.
- When children accompany their father only, you should include them on his form.
- If two siblings aged under 18 years receive support from your agency and are not accompanied by their parents, you may or may not need to complete two clients forms. Whether or not two forms are completed depends on whether a guardianship relationship exists between the two siblings. If a 17-year-old girl presents with her 3-year-old brother, a guardianship relationship may exist (the girl may be responsible for the care of the child). In this case, only one form would be completed and the brother would be recorded as an accompanying child on the client form. However, if two brothers aged 11 and 12 years receive

support and are not accompanied by parents or guardians, you should complete two client forms, as a guardianship relationship is unlikely to exist.

- In some cases, it may be appropriate to complete a form for a child even though the child was brought to your agency by his or her parents. If your agency provides accommodation or support to a child, but not to his or her parents, complete a form for the child. This may happen frequently at agencies targeting young people. For example, you may accommodate a young person (but not her parents) and provide family support to both the daughter and her parents to assist family reconciliation. In such instances, complete a client form for the daughter and record the provision of family/relationship support in Question 17, option 47.

### **4.3 Same client, new support period**

You should start a new support period each time a client establishes a new support relationship with your agency after a previous support period has ended. The support period is considered to finish when the relationship between the client and the agency ends.

If it is not clear whether the relationship has ended, assume that it had, and close the support period, unless your agency expects the client to return within the month. If your agency expects the client to return within the month but the client fails to do so, the support period should be closed from the date the last support was provided.

The Key definitions section lists several examples to help you to determine when a new support period commences. Please refer to the *support period* entry on page 1-6 for details.

### **4.4 Essential information**

All data items at the top of the front page (above the alpha code) of the client form are essential items – these questions should be completed on every form, with or without the consent of the client. Please make sure you have recorded the correct agency number; otherwise we cannot include your forms in your agency report.

Additionally, make sure that you have recorded a valid support start date and, where appropriate, a valid support end date (see *What happens on 30 June and 31 December?* on page 4-7 for exceptions). Forms with an incorrect or partial support start date cannot be entered into the NDCA database so these forms cannot be included in your agency report. Where you are not sure of the exact date, please make an estimate.

You should also indicate on each form whether or not consent was obtained. The NDCA will assume that consent was not given if the Consent obtained boxes are left blank or if both the yes and no boxes are ticked.

## 4.5 When are data items completed?

You will need to get information from the client on at least two separate occasions:

- when the client first enters (or is accepted by) the agency; and
- just before the client leaves the agency.

However, you may need to enter information at other times as well – for example, as you provide different types of support to the client. If appropriate, agency forms can be replaced with the NDCA forms so they are part of everyday practice.

### Initial data collection

You will probably fill in many data items during your first meetings with the client. If you hold an assessment meeting, this is the ideal time to begin to complete the data items. However, you should be aware that the assessment process is only considered to be part of the support period if it results in support being provided or in a referral for support.

When you do not expect to have an assessment meeting, then you begin to fill in data items as soon as you feel sufficient trust has been developed with the client.

In some cases it may be best to obtain the information in a series of meetings with the client. You might record the most basic details (e.g. alpha code, sex and date of birth) at the time of first meeting with the client. Other information might be obtained as the client becomes more comfortable with you and/or when the immediate needs of the client have been met.

### Data collected while the client is being supported

Whenever you provide support to the client, record this. Some of the questions that may require changes during the time in which the client is supported by your agency are:

- Question 17 Support to client
- Question 18 Details of SAAP/CAP accommodation provided
- Question 23 Support to child(ren)

## 4.6 What if a client's circumstances change during the support period?

You may also need to change information already entered on the form if a client's circumstances change during the support period. For example, if a woman arrives at your agency requesting accommodation for just herself, and during her stay she is joined by her two children, you will need to change the information at Question 2 – Persons receiving assistance from *person alone* to *person with children*. You should then answer the questions on accompanying children (Questions 19 to 23).

If a pregnant woman arrives at your agency and the child is born during her support period, you will also need to change the above questions to show there is an accompanying child.

## 4.7 Before and after questions

A number of data items on the Client form have before and after columns:

- Question 8, Main income source before and after support period
- Question 9, Labour force status before and after support
- Question 10, Student status before and after support
- Question 11, Type of house/ dwelling immediately before and after this support period
- Question 12, Type of tenure (legal right to occupy a dwelling) immediately before and after this support period
- Question 13, Who was the client living with before and after this support period?

Complete the before column soon after the client arrives. For most questions, your answer in this column should reflect the situation of the client immediately before they came to your agency. If you know when the client is leaving, you can complete the after column with the client just before they leave. Record the client's circumstances at this time and the situation the client is going to.

If the client leaves unexpectedly, you may know enough about the client to complete the after column for at least some questions. In other cases, you will not have the information and you should tick 'client left without providing any information' in the after column. Use your common sense in judging before and after answers. For instance, if the client has got a job and somewhere to live when they leave your agency, but they are going on holiday for a week to visit a relative, answers should indicate that they have a job and somewhere to live.

## 4.8 From whose perspective?

Some of the questions on the form relate directly to factual information that the client will need to give you – for example, whether they identify as being of Aboriginal or Torres Strait Islander origin, their date of birth, or who the client was living with immediately before and after the support period. These answers are easily recorded from the client's perspective.

Other questions, such as the labour force status of the client, may require you to explain definitions to the client or to ask the question in such a way that information is obtained consistently in accordance with this manual. For example, rather than asking 'what's your labour force status?' you might ask 'Last week, did you work for more than 35 hours either for money or some other kind of payment?' You should also explain the definition of 'home' using the definition on page 5-34 for Question 14, Location of client's last home.

A third group of questions on the form refers to clients' circumstances and what they might need. Answers to these questions should reflect the needs a client may have as identified by workers in your agency. It is also appropriate for you to record all services provided and referrals arranged by your agency on behalf of the client or the client's child(ren) in Questions 17, 18 and 23.

It is also appropriate for you to record whether the client agreed to a case management plan and the extent to which case management goals were achieved in Questions 15 and 16 from the perspective of workers at your agency.

## 4.9 Boxes and circles

Some questions ask you to answer by ticking a box. These are single answer questions – only one box can be ticked. Other questions allow multiple answers – these are shown by circles. Any number of circles can be ticked.

### **No extra information**

Please do not write any extra information on the form, except where the form provides space to specify another response, as extra information cannot be processed by the NDCA. Any comments should be sent to the NDCA by separate letter or via the hotline (1800 627 191 or [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)). Any extra information that agencies collect from SMART for their own use is not extracted.

## 4.10 Returning completed forms to the NDCA

In the first week of each month, send the forms of clients who have left your agency in the last month to the NDCA in the pre-paid envelope provided. For example, in the first week of August, collect all forms relating to clients whose support period ended in July and send them to the NDCA.

Do not send in forms for clients who are still being supported by your agency at the end of the month. These forms should be retained at your agency until the client finishes their support period.

### **Form return sheets**

You should include a completed Form Return Sheet with your forms. Forms should reach the NDCA by the 15th of each month.

Please check that forms have been completed before mailing them to the NDCA. It is important that each form has your correct agency number, the support start date and the support end date. A missing agency number or support start date means that the form cannot be entered into the NDCA database and will not be counted in your agency's report.

Special procedures for returning client forms at the end of each six-month reporting period are described in the Section 4.12

### **Note:**

If you do not have any clients that left your agency in the previous month, please complete a Form Return Sheet indicating that you are not returning any forms for that month. This ensures that your agency is counted as participating in the National Data Collection.

The NDCA is required to notify state and territory funding departments of agencies that do not return forms (or Form Return Sheets) each month.

#### 4.11 For agencies using smart—returning extracts

SMART extracts should be completed and returned to NDCA every three months. You can send your extract on a disk in an NDCA reply paid envelope, or via email. SMART extracts should be returned to the NDCA by the following dates:

- 15 October (for the July–September extract)
- 15 January (for the October–December extract)
- 15 April (for the January–March extract)
- 15 July (for the April–June extract)

Before completing an extract, you must check that you have closed the support periods of clients who have left your agency during the three-month period. Do not close support periods for clients who are still being supported by your agency at the end of each three month extract period.

#### 4.12 What happens on 30 June and 31 December?

Twice a year, at 30 June and 31 December, the NDCA needs to know how many clients are being supported. This is to make sure that all the clients who have received SAAP services in a year (or six-month period) are counted – both the ones who have finished receiving support from your agency and those still receiving support.

**Note:**

For agencies using SMART, ongoing clients at 30 June and 31 December are automatically recorded in the extract.

#### General procedures for ongoing clients on 31 December using paper forms

For agencies using paper forms a special December Form Return Sheet is used to record the number of ongoing clients being supported on 31 December. This needs to be sent to the NDCA by the 15<sup>th</sup> of January. It is important to send in a December Form Return sheet even if you had no ongoing clients at that date and no clients leaving in December.

#### General procedures for ongoing clients on 30 June using paper forms

For clients receiving services as at 30 June, transfer the information from the previous year's form to the next year's form. Return the previous year's form to the NDCA along with the forms of all clients who left your agency in June. Retain the new form until the client finishes his or her support period.

On those forms that are being sent in for ongoing clients, leave the Support period – date finished box on the front page blank and tick *Yes* for Support period ongoing at 30 June. As the clients are still receiving support, there will be much of the form that is not yet filled in (for example, no 'after support' information). This will be recorded on the form sent in when the client leaves your agency.

#### Do you still have questions?

E-mail the NDCA via [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au) or phone the NDCA hotline on 1800 627 191



## Section 5 The Client Form—item by item

### AGENCY ID

AGENCY ID

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#### What it measures

The agency id will be used to combine information on all the clients of a single SAAP agency, so that this information can be returned to agencies.

The use of a number rather than the agency name helps with the confidentiality of your data, because neither the client's name nor your agency name appears on the form.

#### How to complete this question

- **This question must be answered.**
- Write your Agency ID (4 numbers and a letter) on the form. Do not put the name of your agency on the form.
- It is essential that you record your correct Agency id on all forms, otherwise forms cannot be analysed and reports to your agency will not be accurate.
- If you do not know your Agency ID contact the NDCA on 1800 627 191.

## SUPPORT PERIOD

SUPPORT PERIOD		D	D	M	M	Y	Y	Y	Y	What it measures
Date commenced										This item shows the period of time a client received ongoing support from your agency (see <i>ongoing support relationship</i> in Key definitions). A support period is ongoing when support is being provided, an appointment has been made, or the agency expects to see the client again within the month.  Support period dates relate to the provision of support that may be provided with or without accommodation. A client can be accommodated several times within one support period.
Date finished										

### How to complete this question

- **This question must be answered.**
- In the date commenced boxes write the day, month and year that the client began to receive support.
- In the date finished boxes write the day, month and year that support ended.
- It is essential that each form contains a valid support start date. Otherwise, the form cannot be processed.
- Each form must have an end of support date recorded unless you are returning a copy of the form for clients you are supporting at 30 June.
- If you are unsure about the exact date, please estimate as close as possible to the actual date.
- The support period is considered to end when the relationship between the client and the agency has ended. Where it is not clear whether the relationship has ended, a support period is considered to finish when no assistance has been provided to the client for a period of one month and no appointment exists to see the client again. In this case, the support period end date is the date the last support was provided.
- A support period can continue past the end of an accommodation period e.g. you may continue to provide outreach support to a client. A client can be accommodated several times within one support period.

## SUPPORT PERIOD ONGOING AT 30 JUNE

SUPPORT PERIOD ONGOING AT 30 JUNE 2006 Yes  1

### What it measures

This item indicates that the client was being supported by your agency at 30 June. This enables an accurate count of clients assisted at your agency to be made at the end of the reporting period.

### How to complete this question

- **Consent not required**
- **Complete this question only if the client is ongoing at 30 June**
- Tick *Yes* to this question on all forms sent in for clients who are ongoing at 30 June.
- If you are returning a completed form for a client whose support period has ended, leave this box blank. For all clients who have ongoing support periods at your agency at 30 June, transfer the information from the old form to the next years form. Return the old forms to the NDCA along with the completed forms of the clients who left your agency in the month of June.
- The forms for clients whose support period is ongoing will not be complete as some questions, such as those about the client's situation after support, cannot be answered. This information will be in the completed form sent to the NDCA when the support period is finished.

## CONSENT OBTAINED

<b>CONSENT OBTAINED</b>	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	<b>What it measures</b> <p>This data item indicates whether the client has given consent to send data to the NDCA. The National Data Collection operates under strict protocols which specify that clients have the right to:</p> <ul style="list-style-type: none"><li>▪ be told why the collection is being conducted and how the information will be used; and</li><li>▪ refuse to participate in the collection without affecting their right to receive services.</li></ul> <p>Only the information from certain questions (see below) will be used in reports if consent has not been obtained from the client.</p>
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### How to complete this question

- **This question must be answered.**
- Explain informed consent to the client using the information provided in Section 3 of this manual.
- In some cases it may not be possible to discuss the collection with the client at the start of the support period (if, for example, they are in extreme crisis or under the influence of alcohol). However, the issue of consent may be raised later in the support period and a client may consent to participate in the collection at any time during the support period.
- Tick only one box:
  - Tick *Yes* if you have provided information to the client about the collection and they have given their consent to being involved.
  - Tick *No* if the client has been asked to give consent but has refused, or if consent was not obtained for other reasons.
- Even if consent has not been obtained, some questions should still be completed. These are every data item or question on the client form without an asterisk.
- If a client does not consent at first but changes his or her mind later on, you can change the answer to this question at any time to indicate the client's consent. On the other hand, if a client decides to withdraw his or her consent, you can change this field to indicate that consent was not given.
- If you change the answer to this question, please cross out the old answer – do not leave both boxes ticked. If this question is not answered, or if both boxes are ticked, the NDCA will assume that informed consent was not given by the client.

## ALPHA CODE

* ALPHA CODE	Letters of first name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		1st	2nd	3rd	4th	5th	6th	
	Letters of last name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>
								M/F for male or female

**What it measures**

The alpha code is a six letter code used by the NDCA (in conjunction with the date of birth) to provide estimates of the number of people assisted by SAAP across the country, and how many occasions of support are required, on average, by SAAP clients.

The alpha code allows data forms about the same client to be combined without giving the actual name of the person. As a result, reports will be produced about:

- how many individual people are using SAAP services;
- the pattern over time of clients' need for services; and
- the use of different types of services.

Without the alpha code it is not possible to determine when different occasions of service are provided for the same individual. It can not be determined, for example, whether there are many people who were homeless who made only one request for assistance, or a smaller number who tried many times to get services. Using the alpha code eliminates these problems.

### How to complete this question

**\* Consent from the client is required to complete this question**

- **Do not put the client's name on the form.**
- Do not encourage clients to use false names – leave the alpha code blank instead.
- Written in CAPITAL letters and complete all six boxes.
- To complete the alpha code write:
  - the second and third letters of the client's first (given) name in the top two boxes. Use the client's full first name if they use a shortened form of a name.
  - the second, third and fifth letters of the client's last name (surname/family name) in the bottom three boxes;
  - Record the sex of the client as M for male or F for female.

## Alpha code (continued)

- Do not count hyphens, apostrophes, blank spaces or any other such character that may appear in a name which is not a letter of the alphabet. For example, a last name such as *van der Donk* should be treated as one name with the code ANE.
- In some cultures it is traditional to state the family name first. To overcome discrepancies, you should always ask the client to specify their first name and their last name separately.
- Where the name is not long enough to supply all the requested letters, fill the remaining squares with a 2 to indicate that a letter does not exist. This will occur if the first name has less than 3 letters and if the last name has less than 5 letters.
- Where a name or part of a name is missing, substitute a 9 to indicate that the letter is not known.

## EXAMPLES

### Client's name: Mr Joe (Joseph) O'Malley

- Ignore apostrophe and use the *full first name* – Joseph

* ALPHA CODE	Letters of first name		O	S				M M/F for male or female
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	
	Letters of last name		M	A		L		

ALPHA CODE = 

O	S
---	---

M	A	L
---	---	---

M
---

### Client's name: Mr Kim Wu

- If a name is too short, *complete with 2's*

* ALPHA CODE	Letters of first name		I	M				M M/F for male or female
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	
	Letters of last name		U	2		2		

ALPHA CODE = 

I	M
---	---

U	2	2
---	---	---

M
---

### Client's name: Ms H. Garnock

- If a name is missing, *complete with 9's*

* ALPHA CODE	Letters of first name		9	9				F M/F for male or female
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	
	Letters of last name		A	R		O		

ALPHA CODE = 

9	9
---	---

A	R	O
---	---	---

F
---

## DATE OF BIRTH OF CLIENT

* DATE OF BIRTH OF CLIENT	D D	M M	Y Y Y Y	<b>What it measures</b> Date of birth is used by the NDCA in combination with the alpha code to provide estimates of the number of people using SAAP services across the country.  Date of birth is also used as an indicator of differences in client needs as well as services provided, based on age. It can also show whether agencies such as youth services are reaching their target groups.
	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	day unknown	month unknown	estimated year	

### How to complete this question

\* **Consent from the client is required to complete date of birth**

- Write the date of birth in the boxes provided using the DDMMYYYY format. Complete all eight boxes.
- If the day of birth is unknown, use 01 for the day and tick the 'day unknown' box.
- If the month of birth is unknown, use 01 for the month and tick the 'month unknown' box.
- If the year of birth is unknown, estimate the client's age in years and subtract this from the current year. Write in the estimated year of birth and tick the 'estimated year' box. For example, if a client does not know their birthday, and looks to you to be about 45 years of age, it should be recorded as current year minus estimated age, that is, 2005 - 45 = 1960.

### EXAMPLES

**Client born 16 February 1964**

Write the date of birth in the squares provided.

* DATE OF BIRTH OF CLIENT	D D	M M	Y Y Y Y					
	<input type="text" value="1"/>	<input type="text" value="6"/>	<input type="text" value="0"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="9"/>	<input type="text" value="6"/>	<input type="text" value="4"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
	day unknown	month unknown	estimated year					

Do **NOT** tick 'day unknown', 'month unknown' or 'estimated year' boxes

## Date of birth of client (continued)

### Client date of birth unknown

The client thinks he is about 65 years old but does not know his exact date of birth. Use 01 for the day and 01 for the month and tick both the 'day unknown' and 'month unknown' boxes. Estimate the year of birth as current year (2005) minus age in years (65) = 1940. Write 1940 in the year and tick the 'estimated year' box.

* DATE OF BIRTH OF CLIENT	D	D	M	M	Y	Y	Y	Y
	0	1	0	1	1	9	4	0
	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			
	day unknown		month unknown		estimated year			

The 'day unknown', 'month unknown' and 'estimated year' boxes **MUST** be ticked

### Client day of birth unknown

Use 01 for day and tick 'day unknown'. Client knows they were born in March 1950 so write 03 for month and 1950 for year.

* DATE OF BIRTH OF CLIENT	D	D	M	M	Y	Y	Y	Y
	0	1	0	3	1	9	5	0
	<input checked="" type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>			
	day unknown		month unknown		estimated year			

The 'day unknown' box **MUST** be ticked

## SEX OF CLIENT

### 1 Sex of client

female  1  
male  2

### What it measures

This identifies the sex of the client. Sex is the distinction between male and female, as reported by the person or as determined by the agency worker.

It is used to determine how many men and women use SAAP services. Sex of client can also be used in conjunction with Australian population data to determine whether there are enough services for men and women.

### How to complete this question

- **Consent not required**
- Tick only one box.
- Asking the sex of the client is usually unnecessary and may be inappropriate, or even offensive. It is usually a simple matter to infer the sex of the client through observation, their first name, or on the sex nominated by the client themselves.
- A person's sex may change during their lifetime as a result of procedures known alternatively as Sex change, Gender reassignment, Transsexual surgery, Transgender reassignment or Sexual reassignment. Throughout this process, which may be over a considerable period of time, sex could be recorded as either male or female.

## PERSON(S) RECEIVING ASSISTANCE

<p><b>2 Person(s) receiving assistance</b></p> <p><b>please tick one box only</b></p> <p><b>WITH child(ren)</b></p> <p>person with child(ren) <input type="checkbox"/> 3</p> <p>couple with child(ren) <input type="checkbox"/> 4</p> <p><b>WITHOUT child(ren)</b></p> <p>person alone or with unrelated person(s) <input type="checkbox"/> 1</p> <p>couple without child(ren) <input type="checkbox"/> 2</p> <p><b>OTHER</b></p> <p>please specify _____ <input type="checkbox"/> 999</p>	<p><b>What it measures</b></p> <p>This information is used by the NDCA to count the number of families and the number of individuals that receive SAAP services, and to identify the nature of the relationship between two or more people jointly receiving SAAP services.</p> <p>Persons receiving assistance defines the family unit of people supported by your agency and should not be confused with family type. For example, if a married woman with no children is escaping a violent situation and is accommodated by your agency, record person alone or with unrelated person(s).</p>
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### How to complete this question

- Consent not required
- Tick only one box.
- If the family unit of a person supported by your agency changes during the support period (for example, a pregnant women delivers her child) change the answer to reflect the new category.
- Note that child(ren) refers to at least one accompanying child under the age of 18 years (see Key Definitions).

*Person with child(ren)* should be selected if one parent or guardian is supported and at least one child accompanies this parent/guardian or is provided with assistance as a consequence of their parent/guardians' support. Guardians include legal guardians and people caring for children on a temporary basis.

*Couple with child(ren)* should be selected if both parents or guardians are supported and at least one child accompanies the couple or is provided with assistance as a consequence of their parent/guardian's support.

*Person alone or with unrelated person(s)* should be selected if, for example, two friends are supported, or if only one person in a family is supported. If a young person is brought to your agency by his/her mother and the mother is not a client of your agency, the young person should be identified as *Person alone or with unrelated person(s)*. This category includes a pregnant woman; however, if the woman's child is born during the support period, this would change to *Person with child(ren)*.

*Couple without child(ren)* refers to a married or defacto couple presenting together without children or other family members.

## **Person(s) receiving assistance (continued)**

*Other (please specify)* should be used to record all other groups of related individuals. These include:

- Siblings with or without child(ren) – brother(s) and/or sister(s) presenting together with or without children or other family members; and
- Multi-generational families that consist of more than two generations, for example a mother, daughter and grandchild.

## SOURCE OF REFERRAL/INFORMATION

3 Source of referral/Information	What it measures
<b>please tick one box only</b>	
self <input type="checkbox"/> 13	<p>Source of referral/information is used to show the formal way the client was referred to your agency or how the client found out about your agency.</p> <p>It is used by the NDCA to provide information about the links between SAAP and other parts of the welfare, corrective services and health systems.</p>
family/friends <input type="checkbox"/> 16	
school/other education institution <input type="checkbox"/> 2	
community services department <input type="checkbox"/> 3	
police/legal unit/correction institution <input type="checkbox"/> 17	
health services <input type="checkbox"/> 18	
psychiatric unit <input type="checkbox"/> 7	
telephone/crisis referral agency <input type="checkbox"/> 8	
SAAP agency/worker <input type="checkbox"/> 9	
other government department <input type="checkbox"/> 10	
other non-government organisation <input type="checkbox"/> 11	
other (please specify) _____ <input type="checkbox"/> 999	
don't know/no information <input type="checkbox"/> 0	

### How to complete this question

- Consent not required
- Tick only one box.

*Self* is used for clients who self-refer to your agency. They may be previous clients of your agency.

*Family/friends* is used to identify whether the client was referred by or heard about your agency from family members or friends.

*School/other education institution* refers to a teacher, other staff member, pamphlet or advertisement at a school, college (including TAFE), university or other training institution.

*Community services department* refers to the department in your state or territory responsible for administering SAAP (your funding body). This also includes units such as Crisis Care.

*Police/legal unit/correction institution* includes members of both State and Federal police departments, including community policing squads, and any officer of a court of law, the Director of Public Prosecutions (DPP), or a worker at a legal aid office. It also includes information and referrals from public and private prisons and juvenile detention centres

## Source of referral/information (continued)

*Health services* includes information and referrals from public and private hospitals, other than psychiatric hospitals, community health centres, health clinics, rehabilitation and detoxification centres, and health care professionals including general practitioners.

*Psychiatric unit* includes information and referrals from dedicated psychiatric hospitals and psychiatric units.

*Telephone/crisis referral agency* includes both SAAP and non-SAAP funded agencies providing information and referrals.

*SAAP agency/worker* includes information and referrals by other SAAP-funded agencies or workers at your own agency. If you are unsure of whether the referring agency is SAAP-funded, tick *Other non-government organisation*.

*Other government department* includes referrals and information from government departments excluding community services departments. These include Centrelink, state or territory departments of housing and health (if different from your funding body), and local councils.

*Other non-government organisation* includes information and referrals from non-SAAP-funded church organisations, non-SAAP-funded migrant, youth, women's or Aboriginal resource centres, and organisations such as Lifeline.

*Other (please specify)* should be selected if the client gained information or was referred by a source not listed. Write the information or referral source in the space provided.

*Don't know/no information* should be selected if the referral/information source is not known or if information can not be obtained.

## COUNTRY OF BIRTH OF CLIENT

<p>★ 4 Country of birth of client</p> <p>Australia <input type="checkbox"/> 1</p> <p>other (please specify) _____ <input type="checkbox"/></p>	<p><b>What it measures</b></p> <p>Country of birth of client identifies the country in which a person was born. It will help identify:</p> <ul style="list-style-type: none"><li>▪ how accessible and appropriate SAAP services are for clients born in a country other than Australia; and</li><li>▪ the needs of this client group.</li></ul>
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### How to complete this question

\* **Consent from the client is required to complete this question**

- If the client was born in Australia, tick option 1, Australia
- If the client was born outside Australia, tick *Other (please specify)* and write the name of the country in the space provided.
- The NDCA will report on countries in the Standard Australian Classification of Countries (SACC) so if, for example, a client was born in the former country of Yugoslavia, try to record which region (e.g. Slovenia).

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

★ 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

### What it measures

This measures the Indigenous status of clients. Indigenous status is a measure of whether a person *identifies* as being of Aboriginal or Torres Strait Islander origin.

It will help identify:

- how accessible and appropriate SAAP services are for people who identify as being of Aboriginal and/or Torres Strait Islander origin; and
- the needs of this client group.

### How to complete this question

\* **Consent from the client is required to complete this question**

- Tick only one box.
- This question must always be asked regardless of your perception based on appearance or other factors.

## PRESENTING REASONS FOR SEEKING ASSISTANCE

<p><b>★ 6 Presenting reasons for seeking assistance</b></p> <p><i>please tick as many circles as apply</i></p> <p><b>Interpersonal relationships</b></p> <p>time out from family/other situation <input type="radio"/> 2</p> <p>relationship/family breakdown <input type="radio"/> 3</p> <p>interpersonal conflict <input type="radio"/> 4</p> <p>sexual abuse <input type="radio"/> 7</p> <p>domestic/family violence <input type="radio"/> 6</p> <p>physical/emotional abuse <input type="radio"/> 5</p> <p><b>Financial</b></p> <p>gambling <input type="radio"/> 20</p> <p>budgeting problems <input type="radio"/> 23</p> <p>rent too high <input type="radio"/> 24</p> <p>other financial difficulty <input type="radio"/> 21</p> <p><b>Accommodation</b></p> <p>overcrowding issues <input type="radio"/> 27</p> <p>eviction/asked to leave <input type="radio"/> 25</p> <p>emergency accommodation ended <input type="radio"/> 11</p> <p>previous accommodation ended <input type="radio"/> 26</p> <p><b>Health</b></p> <p>mental health issues <input type="radio"/> 28</p> <p>problematic drug/alcohol/substance use <input type="radio"/> 10</p> <p>psychiatric illness <input type="radio"/> 13</p> <p>other health issues <input type="radio"/> 29</p> <p><b>Other reasons</b></p> <p>gay/lesbian/transgender issues <input type="radio"/> 30</p> <p>recently left institution <input type="radio"/> 12</p> <p>recent arrival to area with no means of support <input type="radio"/> 14</p> <p>itinerant <input type="radio"/> 15</p> <p>other (please specify) _____ <input type="radio"/> 999</p> <p>don't know/no information <input type="radio"/> 0</p>	<p><b>What it measures</b></p> <p>Presenting reasons for seeking assistance is used by the NDCA to provide general information about why SAAP clients need support, and whether the types of services needed by clients vary according to these reasons.</p> <p>This question is intended to focus on the reasons the client initially presented to your agency as opposed to the underlying reasons or causes that may have built up over a lifetime.</p>
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### How to complete this question

- \* **Consent from the client is required to complete this question**
- In the column (circles) tick as many reasons as the client gives for seeking assistance from the SAAP agency.
- You do not have to ask the client about every category on the list. It may be sufficient just to ask the client why s/he is seeking assistance. The aim is to find out the client's perspective.

## Presenting reasons for seeking assistance (continued)

### INTERPERSONAL RELATIONSHIPS

*Time out from family/other situation* should be selected if the client needed some time away from her/his family or if the client needed some time away from non-related individuals.

*Relationship/family breakdown* should be selected if the client was homeless or sought assistance because of the dissolution of a spouse/partner relationship or other family relationship. Homelessness as a result of the death of a family member should be recorded under *other* by writing 'Bereavement/death in the family'.

*Interpersonal conflict* should be selected if the client was homeless or sought assistance because of interpersonal conflicts with either family members or non-related individuals.

*Sexual abuse* should be selected if the client was homeless or sought assistance as a result of sexual abuse inflicted on the client by a family member or non-related individual.

*Domestic/family violence* should be selected if the client was homeless or sought assistance as a result of physical or emotional abuse inflicted on the client by a **family member**.

*Physical/emotional abuse* should be selected if the client was homeless or sought assistance as a result of physical or emotional abuse inflicted on the client by a **non-related** individual.

### FINANCIAL

*Gambling* should be selected if the client was homeless or sought assistance because they had insufficient means to cover the cost of living as a consequence of a one-off instance or an on going gambling problem.

*Budgeting problems* should be selected if the client has adequate financial resources but has difficulties managing these resources.

*Rent too high* should be selected if the client doesn't have the financial resources to meet rental commitments.

*Other financial difficulty* should be selected if the client was homeless or sought assistance because s/he had insufficient money to pay for accommodation, food, bills or other essentials.

### ACCOMMODATION

*Overcrowding issues* should be selected if the client was homeless or sought assistance as a result of household stress from an overcrowded living situation

*Eviction/asked to leave* should be selected if the client was formally evicted from her/his previous accommodation arrangement (for example, by a landlord or public housing official) or if the client was asked to leave their previous accommodation (for example, if the client was asked to leave by flatmates).

## **Presenting reasons for seeking assistance (continued)**

*Emergency accommodation ended* should be selected if the client was required to leave the emergency accommodation (including SAAP accommodation) at which s/he was previously staying.

*Previous accommodation ended* should be selected if the client's previous accommodation was no longer available (for example, the breakup of a group home)

### **HEALTH**

*Mental health issues* should be selected if the client was homeless or sought assistance because of mental health issues that interfered with their ability to function effectively, impacting on their capacity to maintain their housing situation. This does not include a situation in which the client sought assistance as a result of another person's mental health issues.

*Problematic drug/alcohol/substance use* should be selected if the client was homeless or sought assistance as a result of his/her drug or alcohol related problem. This does not include a situation in which the client sought assistance as a result of drug or alcohol abuse by another person.

*Psychiatric illness* should be selected if the client was homeless or sought assistance as a result of his/her diagnosed psychiatric problem. This does not include a situation in which the client sought assistance as a result of another person's psychiatric problem.

*Other health issues* should be selected if the client had health issues, excluding mental health, psychiatric issues or drug dependency issues.

### **OTHER REASONS**

*Gay/lesbian/transgender issues* should be selected if the client was homeless or sought assistance as a result of his/her sexuality or sexual identification.

*Recently left institution* should be selected if the client was recently released from prison, a detention centre, a hospital or other institution.

*Recent arrival to area with no means of support* should be selected if the client was homeless or sought assistance because s/he recently arrived in the area (from another town or another country) and had nowhere to stay.

*Itinerant* should be selected if the client was moving from place to place or had no fixed address.

*Other (please specify)* If the client is seeking assistance for a reason not listed on the form, write the reasons next to *Other* in the space provided.

*Don't know/no information* should be selected if you have insufficient information to determine the client's presenting reasons for seeking assistance, or if the client did not want to answer this question

## MAIN PRESENTING REASON FOR SEEKING ASSISTANCE

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

*please write only ONE code number from Question 6*

eg

### What it measures

The main presenting reason for seeking assistance is used by the NDCA to provide more specific information about why SAAP clients need support, and whether the types of services needed by clients vary according to these reasons.

### How to complete this question

- \* **Consent from the client is required to complete this question**
- Write the appropriate code number (located to the right of each category) from Question 6 (Presenting reasons for seeking assistance) in the box provided. This number will identify what the client has nominated as his or her main presenting reason for seeking assistance. For example, if the client's main reason for seeking assistance was *problematic drug/alcohol/substance use*, write **010**; or if their main reason was *overcrowding issues*, write **027**.
- If the client cannot decide what the main reason is, don't indicate any code number. Please do not write more than one code.

## MAIN INCOME SOURCE BEFORE AND AFTER SUPPORT

* 8 Main income source before and after support		What it measures	
<i>please tick one box only in each column</i>		Before	After
<b>No income</b>	no income	<input type="checkbox"/>	1 <input type="checkbox"/>
	registered/awaiting benefit	<input type="checkbox"/>	2 <input type="checkbox"/>
<b>Government payments</b>	newstart	<input type="checkbox"/>	4 <input type="checkbox"/>
	youth allowance	<input type="checkbox"/>	33 <input type="checkbox"/>
	community development employment project (CDEP)	<input type="checkbox"/>	8 <input type="checkbox"/>
	ABSTUDY	<input type="checkbox"/>	31 <input type="checkbox"/>
	Austudy payment for students aged 25 years and over	<input type="checkbox"/>	28 <input type="checkbox"/>
	disability support pension	<input type="checkbox"/>	12 <input type="checkbox"/>
	age pension	<input type="checkbox"/>	13 <input type="checkbox"/>
	parenting payment	<input type="checkbox"/>	34 <input type="checkbox"/>
	DVA payment (pension or support)	<input type="checkbox"/>	35 <input type="checkbox"/>
	other type of allowance or benefit	<input type="checkbox"/>	36 <input type="checkbox"/>
<b>Other income</b>	workcover/compensation	<input type="checkbox"/>	19 <input type="checkbox"/>
	maintenance/child support	<input type="checkbox"/>	20 <input type="checkbox"/>
	wages/salary/own business	<input type="checkbox"/>	21 <input type="checkbox"/>
	spouse/partner's income	<input type="checkbox"/>	22 <input type="checkbox"/>
	other (please specify) _____	<input type="checkbox"/>	999 <input type="checkbox"/>
	client left without providing any information		98 <input type="checkbox"/>
	don't know	<input type="checkbox"/>	99 <input type="checkbox"/>

This measures the client's source of regular income or, if they have more than one source of income, the largest part of their total income, immediately before and immediately after the support period. It can be used to examine how SAAP agencies assist clients to become more independent.

### How to complete this question

\* **Consent from the client is required to complete this question**

- Tick only one box in each column.
- Record what the client's main income source was *immediately* before the support period started. On the last day of the support period, record what the client's main income source will be *immediately* after the support period ends.
- If a client has two sources of income that are equally as regular and are equivalent in pay, select either of the two.

### NO INCOME

*No income* means the client has no money coming in or has only a small and irregular amount of money coming in. You should also choose this option if a client has left a relationship and no longer has access to her/his partner's income. If the client has recently applied for a government payment, choose registered/awaiting benefit.

## **Main income source before and after support (continued)**

*Registered/awaiting benefit* refers to clients who have applied for a Centrelink or other government payment but are still awaiting their first payment and have no other source of income.

### **GOVERNMENT PAYMENTS**

*Newstart* refers to a Commonwealth government payment for unemployed persons over the age of 21 years but under Age Pension age.

*Youth allowance* refers to the Commonwealth government payments to young people including students and those looking for work. This includes full-time students 16-24 years or unemployed people aged under 21 years who are undertaking job search or a combination of approved activities.

*Community Development Employment Project (CDEP)* refers to payments to those who participate in these projects. CDEPs are run in Aboriginal and Torres Strait Islander communities.

*ABSTUDY* refers to a Commonwealth government payment to people who are of Aboriginal or Torres Strait Islander descent according to the ABSTUDY definition of Aboriginality, who are studying an approved course at an approved education institution; and who do not receive any other government assistance for study.

*Austudy payment for students aged 25 years and over* refers to a Commonwealth government payment for full-time students aged 25 years and over doing an approved course at an approved education institution.

*Disability support pension* refers to a Commonwealth government payment to people aged 16 years and over but under Age Pension age whose illness, injury or disability prevents them from working full-time or undertaking educational or vocational training for at least two years. This payment is also made to people 16 years and over but under Age Pension Age who are permanently blind or people who are participating in the Supported Wage System.

*Age pension* refers to a Commonwealth government payment to women over the age of 61 years and men over the age of 65 years.

*Parenting payment* refers to a Commonwealth government payment to a parent, grandparent, foster carer who is supporting at least one child under the age of 16 years. The parenting payment is only paid to one member of a couple.

*DVA payment (pension or support)* refers to a Department of Veteran's Affairs service pension or disability pension. DVA service pensions are means-tested and are paid to eligible veterans and eligible partners (including widow/er's and dependents). Examples are the age service pension, invalidity service pension, social security age pension (paid by DVA), and partner service pension.

*Other type of allowance or benefit* refers to any other Centrelink, Department of Veteran's Affairs (DVA) or other government payment that is not listed above. An example is sickness allowance.

## **Main income source before and after support (continued)**

### **OTHER INCOME**

*Workcover/compensation* refers to payments made in lieu of wages as a result of work-related illness or injury.

*Maintenance/child support* refers to payments from a former spouse in support of the client (spousal maintenance) or payments from a non-custodial parent in support of children (child support).

*Wages/salary/own business* refers to income derived from regular employment or profits from a private business, including farms or properties.

*Spouse/partner's income* refers to income regularly obtained from the client's spouse or partner. This does not include payments from a former spouse paid as spousal maintenance.

*Other (please specify)* refers to any other income source not defined above.

*Client left without providing any information* Tick this box if the client left your agency without providing information about their main income source after support.

*Don't know* should be ticked if you have insufficient information to determine the client's main income source either before or after support, or if the client did not want to answer this question.

## LABOUR FORCE STATUS BEFORE AND AFTER SUPPORT PERIOD

★ 9 Labour force status before and after support		What it measures	
<i>please tick one box only in each column</i>		Before	After
employed full time (35 hours per week or more)	<input type="checkbox"/> 1	<input type="checkbox"/>	This indicates whether the client was employed, unemployed or unavailable for work in the week before and after the current support period.
employed part time (less than 35 hours per week)	<input type="checkbox"/> 2	<input type="checkbox"/>	
unemployed (looking for work)	<input type="checkbox"/> 4	<input type="checkbox"/>	It is used by the NDCA to examine the employment status of clients entering SAAP, and to help show how successful SAAP agencies are in assisting clients to make changes they planned about work.
not in labour force (see manual)	<input type="checkbox"/> 5	<input type="checkbox"/>	
client left without providing any information	98 <input type="checkbox"/>	<input type="checkbox"/>	
don't know	<input type="checkbox"/> 99	<input type="checkbox"/>	

### How to complete this question

\* **Consent from the client is required to complete this question**

- Tick only one box in each column.
- Record what the client's labour force status was *in the week* before the support period started. On the last day of the support period, record what the client's labour force status will be *for the week* after the support period ends.

**Employed full-time** includes any person aged 15 years and over who, in the week before or after the support period:

- worked for 35 hours or more for payment of any kind; or
- would have worked for 35 hours or more but was on paid leave or leave without pay for less than four weeks; or
- would have worked for 35 hours or more but was on strike or locked out; or
- would have worked for 35 hours or more but was on worker's compensation and expected to return to work; or
- received wages or salary to undertake full-time study.

**Employed part-time** includes any person aged 15 years and over who, in the week before or after the support period:

- worked less than 35 hours for payment of any kind; or
- would have worked less than 35 hours but was on paid leave or leave without pay for less than four weeks; or
- would have worked less than 35 hours but was on strike or locked out; or
- would have worked less than 35 hours but was on worker's compensation and expected to return to work; or
- received wages or salary to undertake part-time study.

## Labour force status before and after support (continued)

*Unemployed (looking for work)* includes any person aged 15 years and over who in the week before the support period:

- was not employed; and
- was participating in job training and receiving an allowance for doing so; or
- was actively looking for full-time or part-time work and was available for work, or would have been available except for temporary illness (less than 4 weeks); or
- was waiting to be called back to full-time or part-time employment after having been stood down temporarily, without pay, due, for example to plant breakdown or bad weather.

*Not in labour force* includes all persons aged under 15 years and any other person who does not fit into any of the above categories and, who in the week before the support period was:

- working in the home, but not being paid as an employee or not actively seeking paid work; or
- studying only; or
- voluntarily retired; or
- permanently unable to work; or
- in an institution such as a hospital, jail or sanatorium; or
- a trainee teacher; or
- a member of a contemplative religious order; or
- only engaged in jury service or unpaid voluntary work for a charitable organisation.

*Client left without providing any information.* Tick this box if the client left your agency without providing information about their labour force status after support.

*Don't know* should be ticked if you have insufficient information to determine the client's labour force status either before or after support, or if the client did not want to answer this question.

## STUDENT STATUS BEFORE AND AFTER THE SUPPORT PERIOD

* 10 Student status before and after support		What it measures	
<i>please tick one box only in each column</i>		Before	After
not a student	<input type="checkbox"/> 1	<input type="checkbox"/>	This measures whether a client was involved in any full-time or part-time study immediately before and immediately after the support period.  Comparing the client's situation before and after using SAAP services will show how SAAP agencies assist clients in participating in education and training.
primary/secondary school student	<input type="checkbox"/> 2	<input type="checkbox"/>	
post-secondary student/employment training	<input type="checkbox"/> 3	<input type="checkbox"/>	
client left without providing any information	98 <input type="checkbox"/>		
don't know	<input type="checkbox"/> 99	<input type="checkbox"/>	

### How to complete this question

\* **Consent from the client is required to complete this question**

- Tick only one box in each column.
- Record what the client's student status was *immediately* before the support period started. On the last day of the support period, record what the client's student status will be *immediately* after the support period ends.

**Not a student** refers to clients who are not in any formal learning program and are not participating in any non-formal education to enhance employment opportunities.

**Primary/secondary school student** refers to clients who are enrolled, either full-time or part-time, in an accredited teaching institution providing instruction up to year 12, but excluding kindergarten. Note the school year is counted from January 1 to December 31, so a school student finishing school and waiting to go on to further training would still be considered a school student.

**Post-secondary student/employment training** includes:

- part-time or full-time attendance at any post-secondary institution (for example, TAFE or University);
- persons who receive a training allowance such as Newstart or are required by their employer to attend a post-secondary institution for job training; and
- persons participating in non-formal education in order to enhance employment opportunities (such as migrant English classes).

**Client left without providing any information.** Tick this box if the client left your agency without providing information about their student status after support.

**Don't know** should be selected if you have insufficient information to determine the client's student status either before or after support, or if the client did not want to answer this question.

## TYPE OF HOUSE/DWELLING IMMEDIATELY BEFORE AND AFTER THIS SUPPORT PERIOD

★ 11 Type of house/dwelling immediately before and after this support period		What it measures	
<i>please tick one box only in each column</i>		Before	After
<b>Improvised dwelling/sleeping rough</b>			
improvised dwelling/car/tent/squat	<input type="checkbox"/>	1	<input type="checkbox"/>
street/park/in the open	<input type="checkbox"/>	2	<input type="checkbox"/>
<b>House/dwelling</b>			
house/flat	<input type="checkbox"/>	3	<input type="checkbox"/>
caravan	<input type="checkbox"/>	4	<input type="checkbox"/>
boarding/rooming house	<input type="checkbox"/>	5	<input type="checkbox"/>
hostel/hotel/motel	<input type="checkbox"/>	6	<input type="checkbox"/>
<b>Institutional setting</b>			
hospital	<input type="checkbox"/>	7	<input type="checkbox"/>
psychiatric institution	<input type="checkbox"/>	8	<input type="checkbox"/>
prison/youth training centre	<input type="checkbox"/>	9	<input type="checkbox"/>
other institutional setting	<input type="checkbox"/>	10	<input type="checkbox"/>
client left without providing any information		98	<input type="checkbox"/>
don't know	<input type="checkbox"/>	99	<input type="checkbox"/>

Type of house/ dwelling measures the physical structure in which the client lived immediately before and immediately after the current support period.

It should not be confused with Type of tenure, which measures the legal right a client had to occupy a dwelling, or Living situation, which measures the people with whom the client was living.

Type of house/ dwelling is one of the variables used to identify homelessness. When used with other data, such as tenure type, it can help show:

- the standard of housing that SAAP clients had been living in;
- the types of services that can help clients who are housed, but at risk of becoming homeless; and
- how clients' access to secure and independent accommodation and housing is improving – an important outcome indicator.

### How to complete this question

\* **Consent from the client is required to complete this question**

- Tick only one box in each column.
- Record the type of house or dwelling the client was living in *immediately* before coming to the agency. On the last day of the support period, record the type of house or dwelling that the client will be living in *immediately* after the support period ends.
- For clients accommodated in SAAP/CAP accommodation (including THMs); either before or after support, choose the option that best describes the physical structure of that accommodation. For example:
  - Tick *house/flat* in the before column if a client was accommodated in a house or flat that was owned or managed by another SAAP agency, before commencing their support period at your agency
  - Tick *boarding/rooming house* in the after column if the client moved on to live in a boarding house room arranged and paid for by another SAAP agency.

## **Type of house/dwelling immediately before and after this support period (continued)**

### **IMPROVISED DWELLING/SLEEPING ROUGH**

*Improvised dwelling/car/tent/squat* refers to the use of a car, tent, or abandoned building for temporary shelter. Other types of dwellings included in this category are makeshift shelters or railway carriages.

*Street/park/in the open* refers to the use of a public area for shelter or for sleeping. This may be long grass, a doorway or sleeping in a park.

### **HOUSE/DWELLING**

*House/flat* refers to a house or flat that is occupied by the client.

*Caravan* refers to a caravan or mobile home that is occupied by the client

*Boarding/rooming house* refers to a room in a boarding or rooming house occupied by the client. A boarding/rooming house room is usually a bedroom within a boarding house that is not self-contained, and usually shares a common kitchen and/or bathroom.

*Hostel/hotel/motel* refers to a room in a hostel, hotel or motel that is occupied by the client.

### **INSTITUTIONAL SETTING**

*Hospital* refers to a public or private hospital for the medical care and treatment of patients.

*Psychiatric institution* refers to a public or private institution specifically for psychiatric care of patients.

*Prison/youth training centre* refers to a public or private institution for the detention of convicted criminals or accused persons awaiting trial, or for the detention of young people who have been convicted of a crime or are sent for detention while awaiting appearance before a court. Also referred to as a juvenile detention centre

*Other Institutional setting* includes the following types of institutions:

- other government residential arrangement, which refers to any accommodation not elsewhere included in this classification that is managed and/or provided by federal, state or local government authorities. For example, detention centres or publicly funded boarding schools.
- detoxification unit/rehabilitation centre, which refers to a public or private institution for the care, treatment and/or rehabilitation of patients with drug or alcohol related conditions.
- other institutional setting, which refers to any accommodation not elsewhere included in this classification that is managed and/or provided by non-government authorities. For example, privately funded boarding schools

**Type of house/dwelling immediately before and after this support period (continued)**

*Client left without providing any information.* Tick this box if the client left your agency without providing information about the type of house/dwelling they were going to after support.

*Don't know* should be ticked if you have insufficient information to determine the client's type of house/dwelling either before or after support, or if the client did not want to answer this question.

## **TYPE OF TENURE (LEGAL RIGHT TO OCCUPY A DWELLING) IMMEDIATELY BEFORE AND AFTER THIS SUPPORT PERIOD**

* 12 Type of tenure (legal right to occupy a dwelling) immediately before and after this support period		What it measures	
<i>please tick one box only in each column</i>		Before	After
<b>SAAP/CAP funded accommodation</b>			
SAAP/CAP crisis/short term accommodation (including THM crisis)	<input type="checkbox"/>	1	<input type="checkbox"/>
SAAP/CAP medium/long term accommodation	<input type="checkbox"/>	2	<input type="checkbox"/>
other SAAP/CAP funded accommodation (eg hostel, motel etc)	<input type="checkbox"/>	3	<input type="checkbox"/>
<b>No tenure</b>			
institutional setting	<input type="checkbox"/>	4	<input type="checkbox"/>
improvised dwelling/sleeping rough	<input type="checkbox"/>	5	<input type="checkbox"/>
other (no tenure) <i>(please specify)</i> _____	<input type="checkbox"/>	6	<input type="checkbox"/>
<b>Tenure</b>			
purchasing/purchased own home	<input type="checkbox"/>	7	<input type="checkbox"/>
private rental	<input type="checkbox"/>	8	<input type="checkbox"/>
public housing rental	<input type="checkbox"/>	9	<input type="checkbox"/>
community housing rental (including THM transitional)	<input type="checkbox"/>	10	<input type="checkbox"/>
rent-free accommodation	<input type="checkbox"/>	11	<input type="checkbox"/>
boarding	<input type="checkbox"/>	12	<input type="checkbox"/>
client left without providing any information		98	<input type="checkbox"/>
don't know	<input type="checkbox"/>	99	<input type="checkbox"/>

Type of tenure collects information on whether a dwelling is owned, being purchased or rented. It describes a person's legal right to occupy a dwelling. If a dwelling is being rented, it also collects information on whether that renting is in the private rental market, public housing, or community housing. Clients may also have been living rent free or boarding immediately before or after a support period, or have no tenure where they live. The tenure type of a person in a caravan is determined according to the tenure of the dwelling structure, not the caravan park. So a person who owns a caravan and rents a site in a park is regarded as an owner. Type of tenure can help show how clients move in and out of SAAP accommodation and other housing and whether clients have security of tenure.

### **How to complete this question**

\* **Consent from the client is required to complete this question**

- Tick only one box in each column.
- Record the type of tenure the client had *immediately* before coming to the agency. On the last day of the support period, record the type tenure the client will be living in *immediately* after the support period ends.

### **SAAP/CAP FUNDED ACCOMMODATION**

*SAAP/CAP Crisis/short-term accommodation (including THM crisis)* refers to accommodation at a SAAP-funded agency or accommodation owned and/or directly managed by a SAAP agency (including CAP properties), which is generally up to three months duration. Crisis accommodation generally involves a more intensive staff/client relationship, which may include 24 hour on-site or on-call access to staff support, usually required in the early stages of homelessness. THM crisis properties operate in Victoria only.

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

*SAAP/CAP medium/long-term accommodation* refers to accommodation at a SAAP-funded agency or accommodation owned and/or directly managed by a SAAP agency (including CAP properties), which is generally of more than three months duration. Support in medium/long-term accommodation is generally less intensive than that provided in crisis accommodation.

*Other SAAP/CAP funded accommodation (eg hostel, motel etc)* includes accommodation, other than that specified above, which is SAAP or CAP funded, or which is owned and directly managed by a SAAP-funded agency. Examples are:

- hostel or caravan accommodation owned and/or directly managed by a SAAP agency or purchased using SAAP funds;
- accommodation (room) purchased using SAAP funds in a boarding or rooming house, hotel, motel or motor inn;
- accommodation arranged by SAAP involving the placement of clients (usually adolescents) in households within the community.

### **NO TENURE**

*Institutional setting* refers to living in an institutional setting such as prison, youth training camp, detention centre, hospital, or other setting which is funded either privately or publicly, but for which the client has no authority to dictate their circumstances (i.e. when to eat meals etc).

*Improvised dwelling/sleeping rough* refers to living on the streets, sleeping in parks, squatting in derelict buildings, or using cars or railway carriages or other improvised dwellings for temporary shelter for which the client has no legal title to that dwelling or setting, who do not pay to occupy that space and who do not have expressed authority to occupy that space.

*Other (no tenure) please specify* should be chosen when the client is living in a situation where they have no tenure that is not elsewhere specified.

### **TENURE**

*Purchasing/purchased own home* refers to a house, flat or other dwelling that is owned or being bought by the client or by the client and his/her spouse/partner or other individual. This does not include a home being purchased by the client's parent(s) or partner. In this case the client should be recorded as either *rent-free accommodation, boarding or private rental*.

*Private rental* refers to a house, flat or other dwelling owned or being purchased privately by an individual or individuals other than the client, and not living with the client, for which the client pays a given amount (in money or payment in kind) as rent.

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

*Public housing rental* refers to a house, flat or other dwelling owned and managed by a government department or public housing authority and includes head leasing if the lease is taken out by a government department or public housing authority.

*Community housing rental (including THM transitional)* refers to a house, flat or other dwelling which is managed by a community organisation and includes head leasing if the lease is taken out by a community organisation. THM transitional properties operate in Victoria only.

*Rent-free accommodation* Choose this option if no money or payment in kind is exchanged for accommodation and the person is not an owner of the dwelling.

*Boarding* refers to accommodation (room) in a house, flat or other dwelling owned by an individual or individuals other than the client, for which the client pays a given amount (in money or payment in kind) as board.

*Client left without providing any information* Tick this box if the client left your agency without providing information about the type of tenure they were going to after support.

*Don't know* should be ticked if you have insufficient information to determine the client's type of tenure either before or after support, or if the client did not want to answer this question.

## WHO WAS THE CLIENT LIVING WITH IMMEDIATELY BEFORE AND AFTER THIS SUPPORT PERIOD?

* 13 Who was the client living with <u>immediately</u> before and after this support period?		What it measures	
<i>please tick one box only in each column</i>		Before	After
alone	<input type="checkbox"/>	10	<input type="checkbox"/>
with both parents	<input type="checkbox"/>	1	<input type="checkbox"/>
with one parent and parent's spouse/partner	<input type="checkbox"/>	2	<input type="checkbox"/>
with one parent	<input type="checkbox"/>	3	<input type="checkbox"/>
with foster family	<input type="checkbox"/>	4	<input type="checkbox"/>
with relatives/friends temporary	<input type="checkbox"/>	16	<input type="checkbox"/>
with relatives/friends long-term	<input type="checkbox"/>	17	<input type="checkbox"/>
with spouse/partner	<input type="checkbox"/>	7	<input type="checkbox"/>
with spouse/partner and child(ren)	<input type="checkbox"/>	8	<input type="checkbox"/>
alone with child(ren)	<input type="checkbox"/>	9	<input type="checkbox"/>
living with other unrelated persons	<input type="checkbox"/>	13	<input type="checkbox"/>
other (please specify) _____	<input type="checkbox"/>	999	<input type="checkbox"/>
client left without providing any information		98	<input type="checkbox"/>
don't know	<input type="checkbox"/>	99	<input type="checkbox"/>

This refers to the people with whom the client lived immediately before and after the current support period.

It should not be confused with Type of house/dwelling, which measures the physical structure in which the client was living.

By comparing the client's situation before and after receiving SAAP assistance, it may also give information about the ongoing resolution of conflicts in their living situation – an important outcome indicator.

### How to complete this question

\* **Consent from the client is required to complete this question**

- Tick only one box in each column.
- Record the living situation the client had *immediately* before coming to the agency. On the last day of the support period, record the living situation the client will have *immediately* after the support period ends.

*Alone* refers to living without any other individual but includes living in a boarding house or hostel.

*With both parents* refers to living with both biological or both adoptive parents, with or without siblings or children and/or any other relative or unrelated person. *Other* should be chosen if the client is also living with a spouse or partner.

*With one parent and parent's spouse/partner* refers to living with either one biological or one adoptive parent and that parent's spouse or partner, with or without siblings or children and/or any other relative or unrelated person. *Other* should be chosen if the client is also living with a spouse or partner.

## Who was the client living with immediately before and after this support period? (continued)

*With one parent* refers to living with one either biological or adoptive parent, with or without siblings or children and/or any other relative or unrelated person. *Other* should be chosen if the client is also living with a spouse or partner.

*With a foster family* refers to living with unrelated individuals who receive a foster allowance by a government or non-government organisation for the care of a child (excluding children in family group homes).

*With relative(s)/friend(s) temporary* refers to living with friends or relatives (other than parents, spouse/partner or children) for up to three months.

*With relative(s)/friends long-term* refers to living with friends or relatives (other than parents, spouse/partner or children) for a period greater than three months.

*With spouse/partner* refers to living with a spouse or partner without biological or adopted children, or the children of the client's spouse/partner. This also includes living with a spouse/partner and relatives or unrelated people, however, *Other* should be chosen if the client is also living with parent(s).

*With spouse/partner and child(ren)* refers to living with a spouse or partner and biological, adopted or the spouse/partner's children. This also includes living with a spouse/partner and children and relatives or unrelated people, however, *Other* should be chosen if the client is also living with parent(s).

*Alone with child(ren)* refers to a person living only with biological or adopted children. This may also include a situation in which a boarder is present in the home.

*Living with other unrelated persons* includes living in shared accommodation with flatmates and living in a supported group home, or living with a boarder present in the home. It also includes situations in which the client is living communally such as in a boarding school, hospital, prison or other institution.

*Other (please specify)* refers to any other combination of people not elsewhere included with whom the client lived before or after support.

*Client left without providing any information.* Tick this box if the client left your agency without providing information about their living situation after support.

*Don't know* should be ticked if you have insufficient information to determine the client's living situation either before or after support, or if the client did not want to answer this question.

## LOCATION OF CLIENT'S LAST HOME

<b>* 14 Location of client's last home</b>	<b>What it measures</b>
suburb/town <input type="text"/>	This indicates the location where the client last lived in a home in which they were safe, for which they had security of tenure, and that was adequate in terms of the amenities or resources necessary for living.
state <input type="text"/>	It is an important item for planning purposes. For example, if some localities show high numbers of people who are homeless, but there are no accessible services, new services may be developed to meet these needs.
postcode <input type="text"/>	
overseas <input type="checkbox"/>	9998
don't know/no information <input type="checkbox"/>	0

### How to complete this question

- \* **Consent from the client is required to complete this question**
- Ask the client where they last lived in safe, secure, and adequate housing.
- Write the state and the name of the suburb/town and the postcode in the boxes provided.
- Where clients have moved in and out of homelessness, write the name of the suburb or town, state and postcode where they last had safe, secure and adequate accommodation.
- If a client is not actually homeless but is at imminent risk of becoming homeless, record the location of the client before he or she arrived at your agency.
- If the client's last home was outside of Australia, tick the *overseas* option.

*Don't know/no information* should be ticked if you have insufficient information to determine the location of the client's last home, or if the client did not want to answer this question.

## WAS A CASE MANAGEMENT PLAN AGREED TO BY THE END OF THE SUPPORT PERIOD?

<p><b>15 Was a case management plan agreed to by the end of the support period?</b></p> <p><i>please tick one box only</i></p> <p>yes <input type="checkbox"/> 1 <b>Go to question 16</b></p> <p>no, client did not agree to one <input type="checkbox"/> 4 <b>Go to question 17</b></p> <p>no, support period too short <input type="checkbox"/> 5 <b>Go to question 17</b></p> <p>no, other (please specify) _____ <input type="checkbox"/> 6 <b>Go to question 17</b></p>	<p><b>What it measures</b></p> <p>This data item will measure how many clients have agreed to formulate a case management plan.</p> <p>A case management plan is a personal plan or a support agreement that usually has a statement of the client's problem or need, some goals for the client and strategies to achieve those goals. It is usually developed between the client and agency as a result of an assessment process.</p>
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### How to complete this question

- **Consent not required**
- Tick only one box.
- This question should be answered from the perspective of the agency worker.
- This question should be answered at the end of the client's support period

**Yes** Tick this option if the client agreed to formulate a case management plan.

**No, client did not agree to one** should be ticked if you asked the client about formulating a plan, but they did not agree.

**No, support period too short** Case management plans may not be appropriate for all clients, for example, when a client stays for a 24 hour period or less.

**No, other (please specify)** If the client did not agree to formulate a case management plan for some other reason, write this reason in the space provided.

## TO WHAT EXTENT WERE THE CLIENT'S CASE MANAGEMENT GOALS ACHIEVED BY THE END OF THE SUPPORT PERIOD?

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

### What it measures

This question will allow the NDCA to report on the level and extent to which SAAP clients are achieving their agreed case management goals.

This information can show how well SAAP is meeting the needs of its clients, and to what degree a client was able to achieve their goals.

### How to complete this question

- Consent not required
- Tick only one box.
- This question should be answered from the perspective of the agency worker.
- This question should be answered at the end of the client's support period
- Tick the box that most accurately describes how much of the client's case management goals have been achieved.

# SUPPORT TO CLIENT

17 Support to client		Needs identified by worker	Provided	Referral arranged	
<i>please tick as many circles as apply</i>					
<b>Housing/accommodation</b>					
	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
<b>Financial/employment</b>					
	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
<b>Personal support</b>					
	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
<b>General support/advocacy</b>					
	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
<b>Specialist services</b>					
	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
<b>Basic support</b>					
	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

## What it measures

This question measures four things:

- the needs of the client *as identified by the worker* at the agency
- the support and/or advocacy provided to the client directly by the SAAP agency;
- referrals arranged for the client for services that cannot be provided by the agency; and
- unmet needs for particular services.

This information can be used to show the range of support services that agencies provide, and whether the needs of clients can be met, either through direct service provision at the agency or potentially through referrals to other services. This is important information for service and program planning.

An unmet need is indicated in this question where the 'Needs identified by worker' column for a service has been ticked, but the 'Provided' and 'Referral arranged' columns have not been ticked.

In order to perform accurate analyses of unmet needs, and so that the services provided or referred by SAAP agencies are acknowledged, please ensure that you have recorded all of the services that your agency provides or refers for a client before returning client forms to the NDCA.

## Support to client (continued)

### How to complete this question

- **Consent not required**
- Tick as many circles in each column as apply.
- Three columns are used for this question:
- **Needs** identified by worker – this option is ticked when the worker assesses the client as needing this particular support service, whether or not the client accepts or agrees to participate in this support service.
- **Provided** – this option is ticked if a support service is provided directly by your agency. All support provided should be recorded – even if the client does not acknowledge a need for services.
- **Referral arranged** – this accords with the definition of *Referral* under the National Data Collection (see Key Definitions). It should be ticked if you refer a client to another agency, and that agency accepts the client for an appointment or interview. You do not need to know whether the client kept the appointment, nor whether the appointment led to the client receiving a service. Do not tick this item if the client is not accepted for an appointment or interview. Where you attempt to refer a client, but the client is not accepted by the other service, you should indicate that you provided Advocacy/liaison on behalf of client or advice/information to the client.

### HOUSING/ACCOMMODATION

**SAAP/CAP accommodation (including THMs and other SAAP managed properties)** refers to supported accommodation that is owned or directly managed and maintained by your agency, or that has been paid for by your agency using SAAP funds. This does not include financial assistance for rent or other housing costs.

**Assistance to obtain/maintain short-term accommodation** refers to help or support aimed at finding SAAP or other emergency housing, or other accommodation that is not expected to be ongoing or long-term such as short-term accommodation with friends. Typically this would be less than 3 months in duration.

**Assistance to obtain/maintain medium-term accommodation** refers to help or support aimed at finding SAAP or other medium-term housing that is not expected to be long-term. Typically this would be longer than 3 months in duration.

**Assistance to obtain/maintain independent housing** refers to help or support aimed at finding long-term, independent housing such as public housing, private rental accommodation, community housing, or owner-occupied housing.

### FINANCIAL/EMPLOYMENT

**Assistance to obtain/maintain government allowance** refers to help or support aimed at obtaining social security income, such as completing Centrelink applications or accompanying a client to an interview with a Centrelink officer.

## **Support to client (continued)**

*Employment and training assistance* refers to assistance to obtain a job and/or access to employment and training programs.

*Financial assistance/material aid* refers to money given to the client for bond/rent/transport, etc. and other non-monetary assistance such as clothing, food vouchers and bus/train tickets. This assistance is not expected to be repaid.

*Financial counselling and support* refers to one-to-one discussion sessions with the client, usually provided on more than one occasion, focused around financial management issues.

### **PERSONAL SUPPORT**

*Incest/sexual assault support* refers to one-to-one discussion sessions with the client, usually provided on more than one occasion, dealing with incest or sexual abuse.

*Domestic/family violence support* refers to one-to-one discussion sessions with the client, usually provided on more than one occasion, focused around violence inflicted on the client by a family member.

*Family/relationship support* refers to discussion sessions or support dealing with family and relationship problems or issues.

*Emotional support* involves talking and listening to clients in an informal environment and/or one-to-one discussion sessions with the client, usually provided on more than one occasion, focused around issues not specified elsewhere in this list.

*Assistance with problem gambling* refers to support or assistance provided to clients who have a gambling addiction/habit/problem and need to develop skills to cope with the problem on a day to day basis.

### **GENERAL SUPPORT/ADVOCACY**

*Living skills/personal development* refers to help given to enhance clients' independence or self-esteem. This help is more than normal everyday contact with the client and includes assistance to develop cooking skills, literacy skills, and personal care.

*Assistance with legal issues/court support* refers to information and advice about legal issues (such as tenancy or family law matters), and attending or assisting with court hearings.

*Advice/information* refers to advice or information given to the client relating to their needs as identified by the worker. It can include information about other services where it is left to the client to follow up the information. For example, this would be selected if you gave a client the names of three counselling services and left it up to the client to contact those services.

*Retrieval/storage/removal of personal belongings* involves the use of workers' time to assist with clients' personal effects.

## Support to client (continued)

*Advocacy/liaison on behalf of client* involves work undertaken on behalf of a client to ensure the client has proper representation and access to services. This includes liaison with police, schools, probation officers, etc.

### SPECIALIST/HEALTH SERVICES

*Psychological services* refer to support or assistance from a qualified psychologist.

*Specialist counselling services* refers to counselling provided, usually on more than one occasion, by a qualified counsellor. Financial counselling is not included here (see *Financial counselling and support*).

*Psychiatric services* refer to support or assistance from a qualified psychiatrist.

*Pregnancy support* refers to advice, support and assistance relating to pregnancy issues.

*Family planning support* refers to advice, support and assistance relating to family planning issues.

*Drug/alcohol support or intervention* refers to support and assistance specifically to address problems related to the client's problematic drug, alcohol or substance use.

*Physical disability services* refer to support and assistance specifically for the client's physical disability.

*Intellectual disability services* refer to support and assistance specifically for the client's intellectual disability.

*Culturally specific services* refers to support and assistance delivered in a way that is sensitive to the client's ethnic or cultural background.

*Interpreter services* refer to assistance to facilitate communication with clients from non-English speaking backgrounds, or clients who are hearing impaired.

*Assistance with immigration issues* refers to support or assistance provided to clients who need help liaising with government departments regarding immigration issues.

*Health/medical services* include assessment of the client's health and medical needs and any treatment provided.

### BASIC SUPPORT

*Meals* refer to the actual provision of food. Money or vouchers to purchase food should be included under *Financial assistance/material aid*.

*Laundry/shower facilities* refer to the use of such facilities that are managed by the SAAP agency.

*Recreation* refers to the provision and coordination of leisure activities for clients.

*Transport* includes driving a client to an appointment or location. Money for a tram, train or bus should be included under *Financial assistance/material aid*.

## Support to client (continued)

*Other (please specify)* allows any other assistance not listed above to be recorded. Tick the appropriate circle and write the support needed/provided/referred in the spaces provided.

## DETAILS OF SAAP/CAP ACCOMMODATION PROVIDED (INCLUDING THM'S AND OTHER SAAP MANAGED PROPERTIES)

**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.

**1 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

	D	D	M	M	Y	Y	Y	Y
crisis/short term <input type="checkbox"/> 7 Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
medium/long term <input type="checkbox"/> 8 Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
other SAAP <input type="checkbox"/> 9								

**7 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

	D	D	M	M	Y	Y	Y	Y
crisis/short term <input type="checkbox"/> 7 Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
medium/long term <input type="checkbox"/> 8 Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
other SAAP <input type="checkbox"/> 9								

**2 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

	D	D	M	M	Y	Y	Y	Y
crisis/short term <input type="checkbox"/> 7 Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
medium/long term <input type="checkbox"/> 8 Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
other SAAP <input type="checkbox"/> 9								

**8 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

	D	D	M	M	Y	Y	Y	Y
crisis/short term <input type="checkbox"/> 7 Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
medium/long term <input type="checkbox"/> 8 Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
other SAAP <input type="checkbox"/> 9								

### What it measures

This data item is used to identify the different types of accommodation used by the SAAP agency when supporting clients. It will give an informed picture of the types of accommodation which are available for different groups of clients.

Additionally, this question will also identify the number of times a client received supported accommodation from your agency during one support period and the exact length of time supported accommodation was provided. This may be different to the support period recorded on the front page of the form.

Supported accommodation is accommodation owned, managed or arranged and paid for by your agency. The accommodation part of supported accommodation is:

- beds provided at a SAAP agency; or
- accommodation purchased using SAAP funds – at a motel, for example.

The form allows you to record more than one accommodation period for a client during a single support period. For example, after accommodating a client you continue to provide support to them in their family home. If things do not work out at home and the client is accommodated at your agency a second time, record the dates of the second accommodation period on the same form at option 2.

## Details of SAAP/CAP accommodation provided (including THM's and other SAAP managed properties) (continued)

### How to complete this question

#### Consent not required

- If no supported accommodation has been provided to the client, move on to Question 19 if there are children recorded against the client's form for that support period.
- If supported accommodation has been provided, complete the type of accommodation provided and the start and end dates of each accommodation period.

**NB: SAAP/CAP accommodation includes all Transitional Housing Manager (THM) properties and other SAAP managed properties.**

### TYPES OF ACCOMMODATION

For each accommodation period, tick the box that describes the type of accommodation provided directly to the client or that the SAAP agency has arranged and paid for:

*Crisis/short-term accommodation* refers to accommodation that is generally provided for up to three months. Crisis accommodation generally involves a more intensive staff/client relationship, which may include 24 hour on-site or on-call access to staff support, usually required in the early stages of homelessness.

*Medium/long-term accommodation* refers to accommodation that is generally provided for three months or longer and support provided is generally less intensive than that provided in crisis accommodation.

*Other SAAP* refers to accommodation owned and/or directly managed by a SAAP agency or purchased using SAAP funds. It includes the placement of clients (usually adolescents) in households within the community; hostel accommodation owned and/or directly managed by a SAAP agency or purchased using SAAP funds; and accommodation (room) purchased using SAAP funds in a caravan, boarding house, hotel, motel or motor inn.

A separate period of accommodation should be recorded if the accommodation type changes during the support period – for example, if the client moves from short-term accommodation to long-term accommodation, two accommodation periods are recorded.

**Details of SAAP/CAP accommodation provided  
(including THM's and other SAAP managed properties) (continued)**

**DATE OF ACCOMMODATION**

For each separate period of supported accommodation (in a single support period) record the accommodation start and end dates. Dates must be valid so if you are not sure of the exact date, make an estimate.

Accommodation periods should not overlap and cannot fall outside the support period recorded in the large box on the front page of the form.

An accommodation period does not end if a client stays somewhere else for a night and then returns to your agency, if you expected the client to use that accommodation and, therefore, did not offer the accommodation to any other client.

Do not record periods of accommodation provided to accompanying children.

If you accommodate a client more than 12 times in a single support period, you should photocopy a blank copy of the client form page containing Question 18, the accommodation details, complete the additional accommodation details and staple it to the page.

## 5.1 ACCOMPANYING CHILDREN

The last section of the Client Form is dedicated to collecting information on *accompanying children* (see Section 1: Key definitions). This is important information, because the total number of people supported by SAAP is unknown unless individual children supported by SAAP are included in the National Data Collection. In order to count the number of accompanying children assisted by SAAP, alpha codes and dates of birth are collected (with informed consent, see below). It is also important to collect information about accompanying children because they may have particular needs that are different to those of their parent or guardian.

Space is provided to record the details of up to five children on the one form. If more than 5 children accompany a client during a support period, photocopy a blank copy of the last page. Complete the details on this page and staple it to the form.

Descriptions and instructions on filling out the accompanying children questions can be found over the next few pages.

### **Informed consent for 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 this section about children, 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. Consent is an issue that can be decided in consultation with the parent/guardian and the child or young person. In cases where there is a strong objection from the parent/guardian about the data collection, the wishes of the parent will take precedence.

All questions on the accompanying children section can be answered if consent is obtained from either the child or the parent. If consent is not obtained then complete only those questions in the accompanying children section that do not require consent, that is, questions 20 (sex of child(ren)) and 23 (support to child(ren)).

## ALPHA CODE (OF ACCOMPANYING CHILDREN)

<p><b>* 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)</b></p> <ul style="list-style-type: none"><li>• For short names fill in with 2's.</li><li>• For missing names fill in with 9's.</li></ul>	<p>Letters of first name</p> <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td></tr></table> <p>Letters of last name</p> <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> <p>M/F for male or female</p> <input type="checkbox"/>							1st	2nd	3rd	4th	5th	6th							<p><b>What it measures</b></p> <p>The alpha code is a six letter code used by the NDCA (in conjunction with date of birth) to provide estimates of the number of people assisted by SAAP across the country, and how many occasions of support are required, on average, by clients and children of clients.</p> <p>The alpha code allows data forms about the same individual to be combined without giving the actual name of the person. As a result, reports will be produced about:</p> <ul style="list-style-type: none"><li>▪ how many individual accompanying children are using SAAP services;</li><li>▪ the use of different types of services by accompanying children.</li></ul>
1st	2nd	3rd	4th	5th	6th															

### How to complete this question

- \* **Consent is required to complete the alpha code for each child** (see informed consent for accompanying children on page 5-45)
- Follow the same rules that apply to completing the alpha code for clients (see page 5-5)
- It is important that where consent is obtained an alpha code for each child is entered in the top section of the page.

## DATE OF BIRTH OF CHILD(REN)

<p>★ DATE OF BIRTH OF CHILD(REN)</p> <ul style="list-style-type: none"><li>• Complete date as best you can.</li><li>• If day unknown, tick box "day unknown".</li><li>• If month unknown, tick box "month unknown".</li><li>• If year unknown, provide best estimate and tick box "estimated year".</li></ul>	<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><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>day</td><td>unknown</td><td>month</td><td>unknown</td><td>estimated</td><td>year</td><td></td><td></td></tr></table>	D	D	M	M	Y	Y	Y	Y	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	day	unknown	month	unknown	estimated	year			<p><b>What it measures</b></p> <p>Date of birth is used by the NDCA in combination with the alpha code to provide estimates of the number of people using SAAP services across the country.</p> <p>Date of birth is also used as an indicator of differences in accompanying child needs as well as services provided, based on age.</p>
D	D	M	M	Y	Y	Y	Y																											
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																											
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																											
day	unknown	month	unknown	estimated	year																													

### How to complete this question

- \* **Consent is required to complete date of birth for each child** (see informed consent for accompanying children on page 5-45)
- Follow the same rules that are used for completing date of birth for clients (see page 5-7)
- It is important that where consent is obtained the date of birth for each child is entered in the top section of the page.

## SEX OF CHILD(REN)

20 Sex of child(ren)	female <input type="checkbox"/> 1 male <input type="checkbox"/> 2	<b>What it measures</b> This identifies the sex of the accompanying child. Sex is the distinction between male and female, as reported by the person or as determined by the agency worker. Information about the sex of accompanying children will be used to determine if there are specific issues relating to each sex.
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### How to complete this question

- Consent not required
- Tick only one box for each child.

## COUNTRY OF BIRTH OF THE CHILD(REN)

* 21 Country of birth of the child(ren)	Australia <input type="checkbox"/> 1 other (please specify) <input type="checkbox"/> _____	<b>What it measures</b> Country of birth of the child(ren) identifies the country in which the child was born. This question is used by the NDCA to help show how accessible and appropriate SAAP services are to people from different cultural backgrounds. In conjunction with other cultural indicator questions it also helps to identify the needs of culturally diverse client groups. It will also help to show if SAAP services are appropriate for accompanying children born in a country other than Australia.
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### How to complete this question

- \* **Consent is required to complete country of birth for each child** (see informed consent for accompanying children on page 5-45)
- If the child was born in Australia, tick option 1.
- If the child was born outside Australia, tick Other and write the name of the country in the space provided.
- The NDCA will report on countries in the Standard Australian Classification of Countries (SACC) so if, for example, an accompanying child was born in the former country of Yugoslavia, try to record which region (e.g. Slovenia).

## IS THE CHILD OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?

<b>* 22</b> Is the child of Aboriginal or Torres Strait Islander origin?	no <input type="checkbox"/> 1 yes, Aboriginal <input type="checkbox"/> 2 yes, Torres Strait Islander <input type="checkbox"/> 3 yes, both <input type="checkbox"/> 4	<b>What it measures</b> This measures the Indigenous status of children. It will help identify: <ul style="list-style-type: none"><li>▪ how accessible and appropriate SAAP services are to people who identify as being of Aboriginal and/or Torres Strait Islander origin; and</li><li>▪ the particular needs of this client group.</li></ul>
--	---	---

### How to complete this question

- \* **Consent is required to complete Aboriginal or Torres Strait Islander status for each child** (see *informed consent for accompanying children* on page 5-45)
- Tick only one box for each child.
- The parent or guardian of the child identifies whether the child is of Aboriginal or Torres Strait Islander origin. This question must always be asked regardless of your perception based on appearance or other factors.

## SUPPORT TO CHILD(REN)

23 Support to child(ren)		<input type="checkbox"/> 1		
no assistance				
<i>Indicate above if no assistance was given or tick as many circles below as apply</i>				
	Needs identified by worker	Provided	Referral arranged	
<b>Accommodation</b>				
SAAP/CAP accommodation (including THMs and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<b>School liaison/child care</b>				
school liaison	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<b>Personal support</b>				
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
structured play/skill development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
<b>General support/advocacy</b>				
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<b>Specialist services</b>				
specialist counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
culturally specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<b>Basic support</b>				
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
showers/hygiene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
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

### What it measures

This question measures:

- the needs of the child as assessed by the worker at the agency
- the support and/or advocacy provided to the child directly by the SAAP agency;
- whether the child has been referred to another service in order to receive services that cannot be provided by the agency; and
- unmet needs for particular services.

The services provided to these children may be different to the services for adult clients. Comparing the services needed with the services provided or referred shows any gaps in service delivery and provides important information for planning.

### How to complete this question

- Consent not required
- Tick as many circles in each column as apply.

*No assistance:* Tick this box if no assistance is needed, provided or referred for an accompanying child.

### ACCOMMODATION

*SAAP/CAP accommodation (including THMs and other SAAP managed properties)* refers to supported accommodation that is owned or directly managed and maintained by your agency, or that has been paid for by your agency using SAAP funds. This does not include financial assistance for rent or other housing costs.

## **Support to child(ren) (continued)**

**NB: SAAP/CAP accommodation includes all Transitional Housing Manager (THM) properties and other SAAP managed properties.**

### **SCHOOL LIAISON/CHILD CARE**

*School liaison* refers to work undertaken on behalf of a child that is related to the child's education. This includes, for example, assistance with enrolments, and discussion with teachers, administrators or counsellors concerning the child's progress or behaviour.

*Child care* refers to the care of a child by someone other than the child's parents (where parent is taken to mean biological, adoptive or step parent of the child, the child's legal guardian, or the de facto partner of the child's parent). It includes care of a school aged child after school (after school care) or during school vacations or holidays (holiday/vacation care).

### **PERSONAL SUPPORT**

*Help with behavioural problems* refers to assistance or support addressing the behavioural problems of the child.

*Sexual/physical abuse support* refers to support which is supplied to help children deal with sexual or physical abuse. Specialist counselling should be indicated by ticking *specialist counselling*.

*Skills education* refers to guidance provided to the child in a number of different areas, such as teaching them social skills (ie. building friendships), living skills/personal development (ie. cooking skills, literacy skills, personal care), anger management and conflict resolution skills.

*Structured play/skill development* refers to play or skill development provided for children's development, or to achieve particular goals.

#### **General support/advocacy**

*Access arrangements* refers to work or assistance provided on behalf of a child to ensure that both parents have adequate access to the child, and to ensure that access is provided in such a way that satisfies the terms set out in a court order, protects the child, and guarantees the return of the child to the appropriate custodian. This includes arranging or supervising access visits.

*Advice/information* refers to information given to the child or parent/guardian on behalf of the child that relates to the needs of the child as identified by the worker. It can include information about other services where it is left to the child (or parent/guardian) to follow up the information. For example, this would be selected if you gave a child (or parent/guardian) the names of three counselling services and left it up to the child (or parent/guardian) to contact those services.

## Support to child(ren) (continued)

*Advocacy* involves work undertaken on behalf of a child to ensure the child has proper representation and access to services. This includes liaison with police, schools, probation officers, etc.

### SPECIALIST SERVICES

*Specialist counselling* refers to counselling provided, usually on more than one occasion, by a qualified counsellor.

*Culturally specific services* refers to support and assistance delivered in a way that is sensitive to the child's ethnic or cultural background.

*Health/medical services* includes assessment of the child's health and medical needs and any treatment provided or referred.

### Basic Support

*Meals* refer to the actual provision of food. Money to purchase food or food vouchers given directly to the child should be included under *Other*.

*Shower/hygiene* refers to the use of such facilities that are managed by the SAAP agency.

*Recreation* refers to the provision and coordination of leisure activities for the child except those covered by structured play/skill development.

*Transport* includes driving a child to an appointment or location. Money for a tram, train or bus given directly to the child should be included under *Other*.

Record any other assistance under *Other (please specify)*. Tick the appropriate circle(s) and write the assistance needed/ provided/referred.



## Section 6

# The Demand for Accommodation Collection

### 6.1 Who fills in the form?

You, as the worker in a SAAP agency, fill in the form using information provided by the person or group requesting accommodation or by a third party contacting your agency on their behalf. If you receive a request from a third party it is your responsibility to fill out the form. In some instances you may have to fill in the form after the person or group has left the agency or after the telephone conversation has finished. If you are unable to answer any particular question on the form due to insufficient information please don't leave the question blank, use the 'don't know' option.

### 6.2 For whom do you complete a Demand for Accommodation form?

Fill in a Demand for Accommodation form each time that a request for accommodation is made at your agency. Fill in a form both when a request was able to be met, as well as when potential client(s) are turned away. A request might be made by an individual, a group or by a third party on someone else's behalf. The form is designed to collect data on either individuals or groups of people requiring accommodation. One form only should be filled out per presenting unit whether that is a group of people or an individual requiring accommodation. A group of people may consist of a couple, a person with children, an extended family group, or a group of friends.

In some cases the person/group may receive one-off assistance if their initial request for accommodation could not be met. The provision of such assistance, that is, a referral for accommodation or other one-off assistance, can be recorded on the demand for accommodation form at question 10 and question 13.

A demand for accommodation form must also be filled out if your agency offers

#### PERSON/GROUP

The demand for accommodation form is designed to collect data on individuals requesting singles accommodation at SAAP agencies as well as on groups of people requesting accommodation.

**Therefore, only one form should be filled out per presenting unit, whether for a group of people or an individual.**

A group of people may consist of a couple, a person with children, an extended family group, a group of friends etcetera. In such cases, all these people should be recorded on the one form.

**Questions 2 and 3 require a count of the total number of people requesting accommodation, and question 8 a count of the total number able to be accommodated.**

Questions 11 and 12 ask for demographic details of all people requesting accommodation, including all accompanying children.

accommodation but the person/group does refuse this offer. Indicate their reason for refusing your offer at question 7b. This includes people who refuse an offer of accommodation for reasons as such wanting a different housing option, as well as people who, for example, have had a interview arranged but do not keep their appointment.

Demand for accommodation forms are completed both for clients who are accommodated during the one week collection and for potential clients who cannot be accommodated. Some examples of when to complete a demand for accommodation form (for both people who do not get accommodated and those who do ) are presented below.

**People who are accepted as clients:**

- A person requests accommodation during the Collection period and is provided with this a crisis shelter. The worker at the crisis shelter fills in one demand for accommodation form, responding to all questions as directed, and also at the same time as filling out a client form.
- A group of three friends approach a youth service seeking accommodation and are all accepted. One Demand for Accommodation form is filled out for the group giving information on all three young people, and at the same time three client forms are filled in, one for each young person.

**Potential clients who turn down your offer of accommodation:**

- A group of three young friends seek accommodation at your agency. You offer one of them a bed at your agency and find accommodation for the other two at another agency. The group declines the offer of accommodation because they do not want to be split up. The worker completes a demand for accommodation form and ticks 'Yes' accommodation was offered at Q6 and 'No' this offer of accommodation was not taken up at question Q7a and indicate that the group did not want to split up in Q7b.
- A person rings your agency seeking accommodation for a few weeks. Your agency offers accommodation for the period required and tells the potential client where the agency is located. The potential client then decides not to accept the agency's offer of accommodation because the agency was in the wrong area. The worker completes a demand for accommodation form and ticks 'Yes' accommodation was offered at Q6, 'No' your offer of accommodation was not taken up at question Q7a and indicates the reason the potential client turned down the offer at Q7b.

**Potential clients who are turned away:**

- A couple contacts a central referral agency seeking accommodation for themselves and their five children, all aged less than 18 years. The referral agency knows that there are no places currently available for a family of this size. The referral agency fills in one demand for accommodation form for the whole group, including accompanying children's details, responding to all questions as directed - in particular ticking 'referral agency with no vacancies on books' at Q9

- A woman seeks accommodation from a SAAP accommodation agency for herself and her two children. The agency is funded to provide accommodation, but only to single women without children. Therefore, the agency cannot accept this woman as a client because she does not fit the agency's target group. The agency fills in one demand for accommodation form for the woman and her children, responding to all questions as directed – in particular ticking 'agency inappropriate-wrong target group' at Q9.
- A young boy who speaks Vietnamese and almost no English seeks accommodation from a SAAP agency, assistance in finding regular income and to get into an English language course. Although the agency is funded to provide this type of support, there are no workers who can assist because the agency does not employ a Vietnamese speaking worker and there are no interpreters available. Thus, the agency has no facilities to support this person, and therefore the agency does not accept him as a client. The agency fills in one demand for accommodation form, responding to all questions as directed – in particular ticking 'facilities for special needs not available' at Q9.
- During the Collection period only one person asks a worker at a drop-in centre for accommodation for a few nights. The drop-in centre does not provide accommodation. The worker arranges an interview for the man at the nearest refuge. The drop-in centre fills in a nil return sheet indicating that no forms are being returned and ticking the reason why as "all requests for accommodation referred to other agencies".
- A person telephones your agency requesting accommodation and leaves a message, including contact details, on an answering machine. A worker from your agency contacts the person and, after some discussion, discovers the person does not have the money required to cover the fees charged by your agency. The agency fills in one demand for accommodation form, responding to all questions as directed – in particular ticking 'no fee-free accommodation available' at Q9.

### **6.3 When are Demand for Accommodation forms completed?**

A demand for accommodation form should be completed each time a person or a group of people request accommodation, whether they receive that accommodation or not, every day during the Collection period. If the person/group contacts your agency by telephone, a form should be completed either during the conversation or shortly afterwards. Remember that if you are unable to get sufficient information to complete a particular question, choose the 'don't know' option.

In some agencies the ability to meet the request may not be determined until after the person's suitability or eligibility to receive accommodation from your agency has been assessed. Under such circumstances a demand for accommodation form should be completed when the agency has decided whether or not that the person's request for accommodation can be fulfilled. If a person contacts an agency and requests accommodation for a particular date in the future, you should complete a demand for accommodation form only if you know that your agency will not be able to provide the accommodation on the date required.

## 6.4 Third Party contacts

This section will help you complete the Contact made data item. Sometimes, requests for accommodation are made via a third party. A third party contact refers to instances in which the person making a request for accommodation is doing so on behalf of someone else and does not require accommodation themselves. For example, this may include requests made by the police, Centrelink or another SAAP agency. A third party contact does not include situations where a person requests accommodation for themselves and another person.

If a third party makes a request over the phone on behalf of a couple, you should complete one form and indicate that a third party (option 4) made the contact. Information may be more difficult to collect via a third party. When attempting to complete a demand for accommodation form via a third party, it may help to explain that the information is being collected as part of a time-limited (one-week) data collection on demand for SAAP services.

## 6.5 Boxes, circles and lines

Some questions ask you to answer by ticking a box. These are single answer questions – only one box should be ticked. In question Q13, though, on whether one-off assistance was provided, multiple answers are allowed – indicated by circles – and as many as applicable should be ticked. In other questions which require a number to be recorded, lines are provided for you to write the numbers on. On these lines always write a number rather than using ticks.

## 6.6 Essential information

### General

All questions should be answered – unless the option you choose at one question tells you to skip to another question as indicated on the form. The form must be filled in regardless of whether or not your agency can provide the requested accommodation. Your agency id and the date the accommodation was sought are also essential information and should be completed on every form. Please make sure you have recorded the correct agency id, including your agency's alphabetic check digit. Please fill out the form completely.

Make sure that you have recorded a date for when accommodation was sought that falls **within the collection period**.

### Referral agencies

If you refer clients to another SAAP agency, it is the **other** agency's responsibility to fill out the form. However, if you inform clients that there are no vacancies **without** contacting any other agencies (you may, for example, have a central register of vacancies), then it is **your** responsibility to fill out a form. That is, you will need to fill out a form whenever your agency is the final point of contact with the client.

## Brokerage

If you provide clients with brokeraged accommodation (for example, at a motel or caravan park) that is purchased using SAAP funds, then you are considered to have offered accommodation and you will need to complete the form accordingly. Note that THMs (in Victoria) are considered to be SAAP funded.

However, if you provide clients with brokeraged accommodation that is paid for by other sources, such as a housing department, then this is not considered as offering accommodation. In this case, please answer “no” to the “was accommodation offered” question (Q6), tell us why **SAAP funded** accommodation was not offered (Q9), and answer “yes” to “did your agency make a referral for accommodation” (Q10).

## 6.7 Returning completed forms to the NDCA

Please return forms to the NDCA in the reply paid envelope together with a form return sheet detailing the number of forms you are returning by the 15th of the month following the end of the collection period.

Please check that forms have been completed before mailing them to the NDCA. It is important that each form has your correct agency id and the date accommodation was requested. A missing agency id or missing or incorrect date means that the form cannot be entered into the NDCA database and will not be counted in your agency’s report

### **NOTE:**

**If you do not have any demand for accommodation during the one-week collection period**, please complete a Form Return Sheet indicating you are not returning any demand for accommodation forms, and the reason why.

This ensures that your agency is counted as participating in the Demand for Accommodation Collection. The NDCA is required to notify State/Territory funding departments of agencies that do not return forms or Form Return Sheets.

### **IMPORTANT - SMART USERS**

SMART V5 CAN NOW BE USED FOR THE DEMAND FOR ACCOMMODATION COLLECTION, so that agencies using the SMART program can now use SMART rather than paper forms. Please ensure that all staff are familiar with the time period during which the Collection runs (it is run for two one-week periods a year). SMART will automatically extract the Demand for Accommodation in the extract following the Collection.

### **Do you still have questions?**

E-mail the NDCA via [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au) or phone the NDCA hotline on 1800 627 191



## Section 7

# Demand for Accommodation Form— item by item

### AGENCY ID

<p>AGENCY ID</p> <table border="1" data-bbox="485 562 727 636"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<p><b>What it measures</b></p> <p>The Agency ID will be used to combine information on all the clients of a single SAAP agency, so that this information can be returned to agencies.</p> <p>The use of a number rather than the agency name helps with the confidentiality of your data, because neither the client's name nor your agency name appears on the form.</p>

#### How to complete this question

- **This question must be answered.**
- Write your Agency ID (4 numbers and a letter) on the form. Do not put the name of your agency on the form.
- It is essential that you record your correct Agency ID on all forms, otherwise forms cannot be analysed and reports to your agency will not be accurate.
- If you do not know your Agency ID contact the NDCA on 1800 627 191.

## DATE ACCOMMODATION SOUGHT

<table><tr><td>DATE ACCOMMODATION SOUGHT</td><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>2</td><td>0</td><td>0</td><td>4</td></tr></table>	DATE ACCOMMODATION SOUGHT	D	D	M	M	Y	Y	Y	Y						2	0	0	4	<p><b>What it measures</b></p> <p>This item shows the date a person or group sought accommodation from your agency. The date must be within the period of the Collection.</p>
DATE ACCOMMODATION SOUGHT	D	D	M	M	Y	Y	Y	Y											
					2	0	0	4											

### How to complete this question

- **This question must be answered.**
- In the date accommodation sought box write the day and month the person/group or third party contacted your agency seeking accommodation. This date must lie within the Collection period.
- A new form should be completed each time a person or group makes a request for accommodation – that is, each time a person or group contacts your agency, or a third party contacts your agency on their behalf, requesting accommodation during the collection period.

## CONTACT MADE

CONTACT MADE	Please tick one box only	What it measures
by person/group, visiting agency	<input type="checkbox"/> 2	<p>This information will help to show the proportion of contacts that are made via a third party compared to those made directly by the person/group, and whether such contacts were made by phone or through agency visits.</p> <p>Such information can be used to assist in the development of appropriate ways to collect information about people seeking accommodation. It will also increase understanding about referral processes in SAAP.</p>
by person/group, by phone	<input type="checkbox"/> 3	
via a third party, visiting agency	<input type="checkbox"/> 1	
via a third party, by phone	<input type="checkbox"/> 4	

### How to complete this question

- **This question must be answered.**
- Tick *by person/group, visiting agency* if the person/group visits your agency to request accommodation. If a group visits requiring accommodation please attempt to gather information on all the people in the group and record it on one form.
- Tick *by person/group, by phone* if the person/group makes a request for accommodation by phone. Where a person phones your agency to request accommodation on behalf of a group of people, please attempt to gather information on all the people in the group and record it on one form.
- Tick *via third party, visiting agency* if a third party visits your agency to request accommodation on someone else's behalf, and does not require accommodation themselves. This may include requests made by parents, friends and various agencies such as the police. A third party contact does not include situations where one person requests accommodation for themselves and another person. Where a third party phones on behalf of a group, please attempt to gather information on all the people in the group and record it on one form.
- Tick *via third party, by phone* if a third party phones your agency to make a request for accommodation on someone else's behalf, and does not require accommodation themselves. This may include requests made by parents, friends and various agencies such as the police, Centrelink, and referral, or other, SAAP agencies. A third party contact does not include situations where one person requests accommodation for themselves and another person. Where a third party phones on behalf of a group, please attempt to gather information on all the people in the group and record it on one form.

## PERSON(S) REQUESTING ACCOMMODATION

1. <i>Person(s) requesting accommodation:</i>	What it measures
<b>WITH</b> child(ren)	This item will provide information about the number of families and the number of individuals who request accommodation.
person with child(ren) <input type="checkbox"/> 5	
persons with child(ren) <input type="checkbox"/> 6	
couple with child(ren) <input type="checkbox"/> 4	This question also attempts to determine the nature of the relationship between two or more people requesting accommodation. However it should not be confused with family type. For example, if a married woman escaping a violent situation requests accommodation at your agency, record Person without children.
<b>WITHOUT</b> child(ren)	
person without child(ren) <input type="checkbox"/> 7	
persons without child(ren) <input type="checkbox"/> 8	
couple without child(ren) <input type="checkbox"/> 2	

### How to complete this question

- **This question must be answered.**
- *Person with child(ren)* should only be selected if one parent (or guardian) and at least one child under 18 years of age are seeking accommodation. Guardians include legal guardians and people caring for children on a temporary basis. If a parent presents with a 16 year old son and a 18 year old daughter you should tick 'persons with children' and count 2 adults by age and sex (in question 2) and count the accompanying child by age and sex (in question 3).
- *Persons with child(ren)* should be selected if one parent (or guardian) and other adult/s and at least one child under 18 years of age are seeking accommodation, where other adults may include friends or family members. This should also be chosen when a mother presents with a 16 year old son and a 22 year old daughter and requests accommodation for herself and two children, counting the two adults by age and sex in question 2 and the one accompanying child under 18 in question 3.
- *Couple with child(ren)* should be selected only when a married or defacto couple present as parents or guardians with at least one child under 18, seeking accommodation.
- *Person without child(ren)* should be selected if a person presents alone, without children, family members, or friends. If a mother brings her child to your agency, but the mother is not seeking accommodation for herself, the young person should be identified as 'Person without children', and count them in their age and sex category in the next question. This category also includes a woman who is pregnant when seeking accommodation.

## **Person requesting accommodation (continued)**

- *Persons without child(ren)* should be selected if 2 or more adults who are not a couple seek accommodation from your agency. Where a mother presents with an 18 year old daughter and requests accommodation for herself and her child you should tick 'Persons without child(ren)' and count the two adults in their age and sex categories in question 2. Also choose this option when a group of friends between 15 and 18 years of age present with no parent/guardian, and count them by their age and sex categories as adults in question 2.
- *Couple without child(ren)* refers to a married or defacto couple presenting together without children, other family members or friends.

## NUMBER OF ADULTS SEEKING ACCOMMODATION

**2.** Please specify the number of adults seeking accommodation in each age group:

*This includes young people/children under 18 who seek accommodation without a parent/guardian.*

*Do not use ticks or crosses.*

	Male	Female
under 12 years	—	—
12—14 years	—	—
15—17 years	—	—
18—19 years	—	—
20—24 years	—	—
25—44 years	—	—
45—64 years	—	—
65 years and over	—	—
don't know age	—	—

### What it measures

This question counts the number of adults seeking accommodation in each age group.

**If a person under 18 seeks accommodation without a parent/guardian, they are counted as an adult.** If a person requests accommodation and have accompanying children with them, the children should not be counted under this question, they should be recorded under question 3.

This question, and the following question, tells us the composition of groups seeking accommodation. Combined with question 8, we can find out how many people in a group are accommodated.

This information is also cross-checked against the number of adults who are accommodated to estimate the number of adults with unmet need for accommodation.

Information on the age groups and sex of people requesting accommodation is primarily used for demographic counting purposes and can also assist in examining reasons why the accommodation or support needs of different groups may not be met by SAAP agencies.

### How to complete this question

- This question must be answered.

## Number of adults seeking accommodation (continued)

- In the age groups write in the number of adults seeking accommodation in the spaces provided according to age and sex. Please do **not** use ticks or crosses.
- If you are unsure of the age of any of the adults seeking accommodation count them as either male or female under the 'don't know' category.
- Where a mother presents with a 16 year old son and a 18 year old daughter and requests accommodation for herself and her two children you should count two adults in their age and sex categories in this question and count one child under 18 in the next question.

## NUMBER OF ACCOMPANYING CHILDREN REQUIRING ACCOMMODATION WITH PARENT/GUARDIAN

**3.** Please specify how many accompanying children require accommodation with their parent(s)/guardian:  
Do not use ticks or crosses.

	Male	Female
under 12 years	—	—
12—14 years	—	—
15—17 years	—	—
don't know age	—	—

### What it measures

Information about the number of accompanying children under 18 enables an accurate count of the total number of people (adults plus children) seeking accommodation.

This question, and the previous one, tell us the composition of groups seeking accommodation. Combined with question 8, we can find out how many people in a group are accommodated.

This information is also cross-checked against the number of children who are accommodated to estimate the number of accompanying children with unmet need for accommodation.

### How to complete this question

- **This question must be answered.**
- In the age groups, write the number of children under 18 requiring accommodation with their parent/guardian according to age and sex. Please do not use ticks or crosses.
- If you are unsure of the age of any of the accompanying children count them as male or female under the 'don't know' category.
- Fill this in only if the children under 18 are seeking accommodation with their parent/guardians. If children under 18 present without a parent/guardian record their details as adults (in question 2).
- Where a mother presents with a 16 year old son and a 22 year old daughter and requests accommodation for herself and her two children you should record two adults in their age and sex categories in question 2 and one child under 18 in this question.

## HOW SOON THE ACCOMMODATION IS NEEDED

<p><b>4.</b> <i>How soon is the accommodation needed:</i></p> <p>tonight (within 24 hours) <input type="checkbox"/> 1</p> <p>tomorrow night (between 24 and 48 hours) <input type="checkbox"/> 2</p> <p>in 3—4 days <input type="checkbox"/> 6</p> <p>in 5—6 days <input type="checkbox"/> 7</p> <p>in 7—14 days <input type="checkbox"/> 4</p> <p>in more than 14 days <input type="checkbox"/> 5</p>	<p><b>What it measures</b></p> <p>This question provides an indication of the immediacy of need for people requesting accommodation at a SAAP agency.</p>
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### How to complete this question

- **This question must be answered.**
- *Tonight (within 24 hours)* refers to accommodation required within the 24 hours immediately following the request for accommodation.
- *Tomorrow night (between 24 and 48 hours)* refers to the night of the day after the request is made or any period of time between 24 and 48 hours following the request for accommodation.
- *In 3-4 days* refers to accommodation required within 3 to 4 days from the time of the request.
- *In 5-6 days* refers to accommodation required within 5 to 6 days from the time of the request.
- *In 7-14 days* refers to accommodation required within 1-2 weeks from the time of the request.
- *In more than 14 days* refers to accommodation required at a time which is over two weeks from the time of the request.

## IS THIS THE FIRST TIME TODAY THAT THE PERSON/GROUP HAS SOUGHT ACCOMMODATION?

**5a.** *Is this the first time today that the person/group has tried to get accommodation, either at this or any other agency?*

- yes  1  
don't know  3  
no  2
- go to Q. 6  
go to Q. 5b

### What it measures

This question indicates whether a person has made a request for the same accommodation, either at your agency or another agency, earlier that same day.

**This is a very important question.** It allows us to estimate a figure for the actual number of people seeking accommodation on any one day by taking into account the number of multiple requests made by a person/group on that day.

### How to complete this question

- **This question must be answered.**
- Tick **Don't know** if you do not have enough information to answer this question and proceed to question 6.
- Tick **Yes** if the person/group seeking accommodation has not made any requests to obtain the same accommodation either at your agency or another agency earlier that same day. That is, this is the first time today they have attempted to get accommodation. Proceed to question 6.
- Tick **No** if the person/group seeking accommodation had made the same request for accommodation, either at your agency or another agency, earlier that same day. If the person/group had been unsuccessful earlier that day, tell us the reason why in the next part of the question (5b).

## IF THE PERSON/GROUP HAS TRIED EARLIER TODAY TO GET ACCOMMODATION, WHY WERE THEY UNSUCCESSFUL?

**5b.** *If the person/group has tried earlier today to get accommodation, why were they unsuccessful:*

*(please tick one box only)*

- |  |                          |     |
|--|--------------------------|-----|
| insufficient accommodation available         | <input type="checkbox"/> | 1   |
| agency inappropriate - wrong target group    | <input type="checkbox"/> | 2   |
| agency in wrong area                         | <input type="checkbox"/> | 4   |
| group did not want to split up               | <input type="checkbox"/> | 5   |
| person/group inappropriate for agency        | <input type="checkbox"/> | 6   |
| type of accommodation requested not provided | <input type="checkbox"/> | 7   |
| accommodation refused for other reason       | <input type="checkbox"/> | 8   |
| other <i>(please specify)</i> _____          | <input type="checkbox"/> | 999 |
| no information/don't know                    | <input type="checkbox"/> | 0   |

### What it measures

This question helps to clarify why a person or group had been unsuccessful earlier that day in getting accommodated.

**This question is very important.**

Responses to this question are used to decide which of the previous requests for accommodation were valid. It is important to ask the person/group seeking accommodation why their previous request for accommodation was unsuccessful.

### How to complete this question

- **This question is only answered if you answered 'no' to the question before (Q5a).**
- Choose the option that best describes the reason why a person/group had been unsuccessful earlier that day in getting accommodated. If a group of people provide differing responses, try to ascertain the main or most common response amongst the group. Please read all the reasons before deciding.
- ***Insufficient accommodation available*** refers to a situation where all the beds/accommodation at the agency approached by the person/group were occupied, or the available accommodation was not of sufficient capacity to accommodate the request. Select this option if, for example, a family of two adults and five children request accommodation, but the accommodation available was only suitable for a family of four.
- ***Agency inappropriate – wrong target group*** includes a situation where the person/group seeking accommodation did not fall within an agency's target group. For example, if they could not provide accommodation to a woman and her two children because they provided accommodation for single men.
- ***Agency in wrong area*** includes a situation where a person/group did not want to move either out of a particular area/town or into a particular area/town in order to get accommodated.
- ***Group did not want to split up***. Select this option if a group could not be accommodated together and did not want to separate. This includes couples and groups of friends who could not be accommodated together.

**If the person/group has tried earlier today to get accommodation, why were they unsuccessful (continued)**

- *Person/group inappropriate for agency.* Reasons for this choice might include an agency judging a person/group as being too intoxicated or too violent for their service, or having a past history with the agency, or where a person/group cannot abide by an agency's rules.
- *Type of accommodation requested not provided by agency* refers to a request for accommodation that an agency could not provide. This option includes requests for longer-term accommodation that could not be provided. It also includes requests for houses rather than dormitory or share accommodation that could not be met.
- *Accommodation refused for other reason* is selected if the person/group refused an earlier offer of accommodation for a reason not already listed.
- If the main reason why a person/group was previously turned away is something other than those listed, please tick *Other* and record the reason in the space provided.
- *No information/don't know* should be chosen if you don't know the reason why a person/group was previously turned away.

## WAS ANY ACCOMMODATION OFFERED?

6. Was any accommodation offered?

yes  1

no  2 If no accommodation offered,  
please skip to question 9

### What it measures

This question lets us know how many people your agency offered accommodation to, regardless of whether the offers were accepted.

### How to complete this question

- **This question must be answered.**
- Tick **Yes** if your agency offered accommodation. Tick this option even if the person/group does not accept your offer of accommodation.
- Tick **No** if your agency did not offer any accommodation and go to question 9.
- **NB. Brokered accommodation** - If you offer clients brokered accommodation (for example, at a motel or caravan park) that will be purchased using SAAP funds, then tick **Yes**. THM's (in Victoria) are considered to be SAAP funded.
- If you offered clients brokered accommodation that is purchased using other funds (such as a Department of Housing), then this is not considered as 'offering accommodation'. In this case answer **No** and proceed to question 9,

## WAS YOUR OFFER OF ACCOMMODATION ACCEPTED?

**7a.** Was your offer of accommodation taken up?

yes  1 If yes, go to question 8

no  2

### What it measures

This question shows whether your agency's offer of accommodation was or was not accepted by a person/group, including those instances when a person/group refused the offer or did not keep their appointment.

### How to complete this question

- This question must be answered if you answered 'yes' to the previous question (Q6), was any accommodation offered.
- Tick **Yes** if the person or group took up (accepted) your offer of accommodation, then go to question 8.
- Tick **No** if the person/group did not take up, or refused, your offer of accommodation, including those instances when a person/group did not keep their appointment. If your offer of accommodation was refused, fill in question 7b.

## WHY YOUR OFFER OF ACCOMMODATION WAS REFUSED

<p><b>7b.</b> <i>If your offer of accommodation was not taken up, was it because:</i></p> <p>the person/group did not show <input type="checkbox"/> 1</p> <p>the group did not want to split up <input type="checkbox"/> 2</p> <p>the agency was in the wrong area <input type="checkbox"/> 3</p> <p>the person/group wanted longer term housing <input type="checkbox"/> 4</p> <p>the person/group wanted different housing option <input type="checkbox"/> 5</p> <p>or, other (please specify) _____ <input type="checkbox"/> 999</p> <p>▶ If accommodation not taken up, please skip to question <b>10</b></p>	<p><b>What it measures</b></p> <p>The answer to question 7b allows us to understand the reasons why a person/group may not accept an offer of accommodation.</p>
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### How to complete this question

- **This question is only answered if you answered ‘no’ to the previous question (Q7a), was your offer of accommodation taken up?**
- If your offer of accommodation was not taken up, or was refused, please choose the option that best describes the reason why. If a group of people provide differing responses, try to ascertain the main or most common response amongst the group. Please read all the reasons before deciding
- ***The person/group did not show.*** Select this option if the person/group did not turn up at the service, or did not show for an interview or some other necessary appointment.
- ***The group did not want to split up.*** Select this option if a group refused an offer of accommodation because they did not want to separate and your agency could only accommodate some of the group. This includes couples, extended families and groups of friends who could not be accommodated together.
- ***The agency was in the wrong area*** includes a situation where a person/group did not want to move either out of a particular area/town or into a particular area/town in order to be accommodated.
- ***Person/group wanted longer term housing*** includes an offer of accommodation that was refused because the person/group wanted longer term housing than that which was offered.
- ***The person/group wanted different housing option*** includes when the person/group refused your offer of accommodation because they did not want to share, or wanted either more independent or more supported housing, or didn't want to stay in a hostel/hotel or other type of housing offered.
- If the main reason why a person/group refused your offer of accommodation was something other than those listed, please tick ***Other*** and record the reason in the space provided.

## HOW MANY OF THE PERSON/GROUP WILL YOUR AGENCY ACCOMMODATE?

**8.** *How many of the person/group will your agency accommodate?*

*Please specify the number of adults you will accommodate: \_\_\_\_\_*

*(this includes young people/children under 18 who seek accommodation without a parent/guardian)*

*Please specify the number of accompanying children under 18 you will accommodate: \_\_\_\_\_*

**▶ If accommodation provided, please skip to question 11**

### What it measures

This question counts the number of adults who will receive accommodation at your agency, as well as the number of children under 18 needing accommodation with their parent/guardian. Children under 18 without a parent/guardian are counted as adults.

This information is cross-checked against the number of adults and accompanying children who requested accommodation to estimate unmet versus met need for accommodation.

### How to complete this question

- **This question must be answered if you accommodate people requesting accommodation during the collection period**
- On the line provided, write the total number of adults (including children under 18 without a parent/guardian) who your agency will accommodate.
- On the next line, write the total number of accompanying children under 18 who will be accommodated with their parent/guardian.
- **After this question proceed to question 11.**

## WHAT WAS THE MAIN REASON ACCOMMODATION WAS NOT OFFERED?

<p><b>9.</b> What was the <u>main</u> reason accommodation was not offered:</p> <p>(please tick <b>one</b> box only)</p> <p>referral agency with no vacancies on books <input type="checkbox"/> 15</p> <p>insufficient accommodation available <input type="checkbox"/> 3</p> <p>agency inappropriate — wrong target group <input type="checkbox"/> 4</p> <p>type of accommodation requested not provided <input type="checkbox"/> 11</p> <p>insufficient staff to provide support <input type="checkbox"/> 2</p> <p>facilities for special needs not available <input type="checkbox"/> 12</p> <p>age of male child (applicable for DV agencies) <input type="checkbox"/> 8</p> <p>person/group inappropriate for agency <input type="checkbox"/> 13</p> <p>no fee-free accommodation available <input type="checkbox"/> 14</p> <p>other (please specify) _____ <input type="checkbox"/> 999</p>	<p style="text-align: center;"><b>What it measures</b></p> <p>This item provides information about why agencies are unable to meet people's requests for accommodation.</p> <p>It can be used to assess why unmet demand for SAAP services exist and, therefore, the types of strategies required to address unmet demand.</p>
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### How to complete this question

- **This question is only answered if your agency was unable to offer accommodation ('no' to Q6)**
- Choose the option that best describes the reason why your agency was unable to accommodate the person/ group. Where you could not provide accommodation because of more than one reason, tick the *main* reason only. Please read all of the reasons before making your choice.
- ***Referral agency with no vacancies on books.*** This option should only be ticked when a referral agency tells potential clients that no vacancies are available *without* contacting any accommodation agencies.
- ***Insufficient accommodation available*** refers to a situation where you are not able to meet a request for accommodation because all your agency's beds or accommodation facilities are currently occupied, or if the available accommodation is not of sufficient capacity to accommodate those requesting such assistance. Select this option if, for example, a family of two adults and five children request accommodation, but the accommodation available through your agency is only suitable for a family of four.
- ***Agency inappropriate—wrong target group*** includes a situation where the person or group seeking to become a client(s) does not fall within your agency's target group. For example, if you cannot provide accommodation to a woman and her two children because your agency provides accommodation for single women.

## What was the main reason accommodation was not offered (con't)

- *Type of accommodation requested not provided by agency* refers to a request for accommodation that an agency does not provide. This option includes requests for longer term accommodation that was not able to be provided. It also includes requests for houses rather than dormitory or share accommodation; or for independent rather than supported housing.
- *Insufficient staff to provide support* refers to a situation, for example, where a person/group is refused accommodation because your agency does not have enough staff to provide the support that this person/group may need, such as intensive support for behavioural issues, or family counselling because all counsellors have a full case load.
- *Facilities for special needs not available* should be selected if a person/group was not accommodated due to a lack of appropriate facilities associated with special needs, including physical, psychiatric or intellectual disability, cultural needs, or other special needs. For example, if a request for a house with suitable outdoor facilities for children cannot be met, or if special cooking facilities for religious purposes are not available.
- *Age of male child* (applicable for domestic violence agencies) refers to a situation where a person/group's request for accommodation was not fulfilled because the agency's policy does not allow for male children of certain ages to be accommodated. This option is relevant for domestic violence agencies only.
- *Person/group inappropriate for agency* includes the situation where an agency has judged the person/group as inappropriate. Reasons for this choice might include a person/group being intoxicated or violent, being unable to abide by agency rules or having a past history with the agency.
- *No fee-free accommodation available* refers to situations where the person/group is not given accommodation because they cannot meet the financial requirements (for example, fees) for that accommodation.
- If the main reason for not meeting the accommodation needs of a potential client is something other than those listed, please tick **Other** and record the reason in the space provided.

## DID YOUR AGENCY MAKE A REFERRAL FOR ACCOMMODATION?

**10.** *Did your agency make a referral for accommodation?*

yes  1

no  2

### What it measures

This question provides information about whether your agency was able to make a referral for accommodation. This means that you contacted another agency who then **accepted** the person/group for an appointment or interview. That is, an appointment or interview needs to be organised in order to say that a referral for accommodation was made.

### How to complete this question

- This question is only answered if either your agency did not offer accommodation ('no' to Q6), or your agency offered accommodation but that offer was not taken up ('no' to Q7a).
- Tick **Yes** if your agency made a referral for accommodation.
- Also tick **Yes** to this question when you offer brokered accommodation that will be paid for by sources other than SAAP, such as a housing department.
- Tick **No** if your agency did not make a referral for accommodation.

▪ **INDIGENOUS IDENTITY OF PERSON/GROUP**

<p><b>II.</b> <i>How many in the group (including children) <u>do</u> or <u>don't</u> identify as Aboriginal and/or Torres Strait Islander:</i></p> <p><i>Please specify the <u>number</u> of people in each category. Do not use ticks or crosses.</i></p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;"><i>Male</i></th> <th style="text-align: center;"><i>Female</i></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>don't</b> identify as Aboriginal or Torres Strait Islander</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> <tr> <td style="text-align: center;"><b>do</b> identify as Aboriginal</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> <tr> <td style="text-align: center;"><b>do</b> identify as Torres Strait Islander</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> <tr> <td style="text-align: center;"><b>do</b> identify as both Aboriginal and Torres Strait Islander</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> <tr> <td style="text-align: center;">don't know</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> </tbody> </table>		<i>Male</i>	<i>Female</i>	<b>don't</b> identify as Aboriginal or Torres Strait Islander	___	___	<b>do</b> identify as Aboriginal	___	___	<b>do</b> identify as Torres Strait Islander	___	___	<b>do</b> identify as both Aboriginal and Torres Strait Islander	___	___	don't know	___	___	<p style="text-align: center;"><b>What it measures</b></p> <p>This measures the indigenous status of <b>ALL</b> the group seeking accommodation, <b>including children</b>.</p> <p>It will help identify how accessible and appropriate SAAP services are to people who identify as being of Aboriginal and/or Torres Strait Islander origin, and the particular needs of this group of people.</p> <p>This question counts both the number of Indigenous people and the number of non-Indigenous people who are seeking accommodation.</p>
	<i>Male</i>	<i>Female</i>																	
<b>don't</b> identify as Aboriginal or Torres Strait Islander	___	___																	
<b>do</b> identify as Aboriginal	___	___																	
<b>do</b> identify as Torres Strait Islander	___	___																	
<b>do</b> identify as both Aboriginal and Torres Strait Islander	___	___																	
don't know	___	___																	

**How to complete this question**

- **This question must be answered**
- One the lines provided, write in the number of people who **do** or **don't** identify as Aboriginal and/or Torres Strait Islander by sex **including accompanying children**.
- Please do **not** use ticks or crosses.
- To enable an understanding of why this question is asked, an example of how to word it might be:
  - “In order for us to know what services have to be provided to meet your needs we need to know whether any of the group identify as Aboriginal or Torres Strait Islanders”.
- If you are unsure or have no information about any person’s indigenous status, count them in ‘don’t know’.

## COUNTRY OF BIRTH OF PERSON/GROUP

<p><b>12.</b> <i>Country of birth of everyone in the group (including children):</i></p> <p><i>Please specify the <u>number</u> of people in each category. Do not use ticks or crosses.</i></p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;"><i>Male</i></th> <th style="text-align: center;"><i>Female</i></th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">Australia</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> <tr> <td style="text-align: right;">other English-speaking countries</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> <tr> <td style="text-align: right;">non-English-speaking countries</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> <tr> <td style="text-align: right;">don't know country of birth</td> <td style="text-align: center;">___</td> <td style="text-align: center;">___</td> </tr> </tbody> </table>		<i>Male</i>	<i>Female</i>	Australia	___	___	other English-speaking countries	___	___	non-English-speaking countries	___	___	don't know country of birth	___	___	<p style="text-align: center;"><b>What it measures</b></p> <p>This measures the country of birth of ALL the group seeking accommodation, <b>including children.</b></p> <p>Country of birth of client identifies the country in which a person was born. This question is used by the NDCA to help show how accessible and appropriate SAAP services are to people from different cultural backgrounds. In conjunction with other cultural indicator questions it also helps to identify the needs of culturally diverse client groups.</p> <p>It helps to show if SAAP services are appropriate for clients born in a country other than Australia.</p>
	<i>Male</i>	<i>Female</i>														
Australia	___	___														
other English-speaking countries	___	___														
non-English-speaking countries	___	___														
don't know country of birth	___	___														

### How to complete this question

- **This question must be answered**
- Using the lines provided, write in the number of people in the spaces provided according to country of birth and sex, **including children.**
- Please do **not** use ticks or crosses.
- Australia refers to any individual born in Australia.
- Other English-speaking countries refers to the following countries:
  - Canada
  - the Republic of Ireland
  - New Zealand
  - South Africa
  - the United Kingdom, comprising England, Scotland, Wales and Northern Ireland,
  - the United States of America.
- Non-English-speaking countries refer to any countries other than Australia and the countries listed above.
- If you are unsure or have no information about any person's country of birth, count them in 'don't know'.

## ONE-OFF ASSISTANCE PROVIDED TO THE PERSON/GROUP

**13.** Did your agency offer any of the following one-off assistance?

yes  1

no  2

*if yes, please tick as many circles as apply*

- information  1
- referral for non-accommodation support services  3
- meals  4
- financial assistance/material aid  5
- transport  6
- laundry/shower facilities  7
- emotional support/counselling  10
- other (please specify) \_\_\_\_\_  999

### What it measures

These questions provide basic information about whether your agency was able to offer any other support to people they could not accommodate.

One-off assistance is support provided to a person who is not a client. One-off assistance is support that lasts less than an hour on any given day (excluding assessment period). Meals, showers, transport, money or clothing are all examples of one-off assistance.

It is used to identify the number of services provided under SAAP, and also to help identify gaps in service delivery and to provide important information for service and program planning.

### How to complete this question

- **This question must be answered**
- Tick **No** if you did not provide one-off assistance to the person or group requesting accommodation.
- Tick **Yes** if you did provide the person requesting accommodation with one or more forms of one-off assistance then **tick as many circles as apply** from the list of service types, as below:
  - **Information** refers to general information given to the person/s requesting accommodation. It can include information about other services where it is left to the person to follow up the information. For example, this would be selected if you gave a person the names and/or phone numbers of three counselling services and left it up to the person to contact those services.
  - **Referral for non-accommodation service** refers to a situation where your agency refers a person to another agency for a non-accommodation service (such as psychiatric counselling or drug or alcohol rehabilitation), and that agency accepts the person for an appointment or interview. You need to know whether an appointment or interview was organised in order to record this as a referral. Where you attempt to refer a person, but the person is not accepted by the other agency, or you provide information about services and leave the person to follow up the information, record that information was provided.

## **One-off assistance provided to the person/group (continued)**

- *Meals* refer to the actual provision of food. Money to purchase food or food vouchers should be included under Financial assistance/material aid.
- *Financial assistance/material aid* refers to money for bond, rent or transport, etc. which is not expected to be repaid, and non-monetary assistance such as clothing, food vouchers and bus/train tickets which is not expected to be returned or paid for.
- *Transport* includes driving a person to an appointment or location. Money for a tram, train or bus should be included under Financial assistance/material aid.
- *Laundry/shower facilities* refer to the use of such facilities that are managed by the SAAP agency.
- *Emotional support/counselling* involves talking and listening to a person in an informal environment and/or one-to-one discussion sessions with the potential client.
- *Other* includes all other types of assistance not included above.

**THANKYOU, YOU HAVE REACHED THE END OF THE FORM**