

Appendix 1 Additional tables

Table A1.1: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, New South Wales, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	NSW
People making new requests for accommodation					
Not accommodated (A)	36.1	19.0	1.7	1.0	57.9
Newly accommodated (B)	38.4	7.9	0.6	0.1	47.1
Successful first request	35.6	7.3	0.3	0.1	43.3
Accommodated in subsequent request(s)	2.9	0.6	0.3	0.0	3.8
Total daily requests (C) (A + B)	74.6	26.9	2.3	1.1	104.9
Turn-away rate (%) (A ÷ C)	48.5	70.6	75.0	87.5	55.1
Clients					
	Clients already accommodated				
Accommodation ending	39.4	7.8	0.4	0.4	48.0
Continuing accommodation (D)	1,699.6	478.4	21.0	60.4	2,259.4
Total accommodated (B + D)	1,738.0	486.3	21.6	60.6	2,306.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	1,774.1	505.3	23.3	61.6	2,364.3
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.0:100	3.8:100	7.4:100	1.6:100	2.4:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 72 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.2: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Victoria, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Vic
People making new requests for accommodation					
Not accommodated (A)	26.9	5.2	2.8	1.2	36.1
Newly accommodated (B)	15.5	7.4	0.9	0.9	24.6
Successful first request	12.6	5.2	0.4	0.8	19.0
Accommodated in subsequent request(s)	2.9	2.1	0.4	0.1	5.6
Total daily requests (C) (A + B)	42.4	12.6	3.6	2.1	60.7
Turn-away rate (%) (A ÷ C)	26.9	5.2	2.8	1.2	36.1
Clients					
	Clients already accommodated				
Accommodation ending	14.2	7.3	1.1	1.1	23.7
Continuing accommodation (D)	997.9	640.0	59.7	140.1	1,837.7
Total accommodated (B + D)	1,013.4	647.4	60.6	141.0	1,862.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	1,040.3	652.6	63.4	142.2	1,898.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.6:100	0.8:100	4.4:100	0.9:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 102 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.3: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Queensland, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Qld
People making new requests for accommodation					
Not accommodated (A)	18.2	17.4	2.0	5.1	42.8
Newly accommodated (B)	32.4	4.9	0.4	0.9	38.4
Successful first request	29.8	4.3	0.4	0.9	35.3
Accommodated in subsequent request(s)	2.6	0.6	—	—	3.1
Total daily requests (C) (A + B)	50.6	22.3	2.4	6.0	81.2
Turn-away rate (%) (A ÷ C)	36.0	78.2	84.8	85.7	52.7
Clients					
	Clients already accommodated				
Accommodation ending	31.1	7.0	0.1	0.9	39.1
Continuing accommodation (D)	836.9	399.9	20.6	150.5	1,407.9
Total accommodated (B + D)	869.3	404.8	20.9	151.4	1,446.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	887.5	422.2	22.9	156.5	1,489.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.1:100	4.1:100	8.7:100	3.3:100	2.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 49 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.4: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Western Australia, 1-7 December 2004 and 11-17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	WA
People making new requests for accommodation					
Not accommodated (A)	11.1	7.7	0.3	2.4	21.6
Newly accommodated (B)	14.7	7.3	0.1	0.3	22.4
Successful first request	13.8	6.9	0.1	0.3	21.0
Accommodated in subsequent request(s)	0.9	0.4	—	—	1.4
Total daily requests (C) (A + B)	25.9	15.0	0.4	2.7	43.9
Turn-away rate (%) (A ÷ C)	43.1	51.4	80.0	89.5	49.1
Clients					
	Clients already accommodated				
Accommodation ending	13.6	6.8	0.1	0.4	21.0
Continuing accommodation (D)	335.9	152.6	23.6	62.0	574.1
Total accommodated (B + D)	350.6	159.9	23.7	62.3	596.5
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	361.7	167.6	24.0	64.7	618.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	3.1:100	4.6:100	1.2:100	3.8:100	3.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.5: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, South Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	SA
People making new requests for accommodation					
Not accommodated (A)	5.6	5.6	1.5	0.7	13.5
Newly accommodated (B)	12.3	2.8	0.1	—	15.1
<i>Successful first request</i>	10.9	2.5	0.1	—	13.4
<i>Accommodated in subsequent request(s)</i>	1.4	0.3	—	—	1.7
Total daily requests (C) (A + B)	17.9	8.4	1.6	0.7	28.6
Turn-away rate (%) (A ÷ C)	31.5	66.9	95.5	100.0	47.1
<hr/>					
Clients	Clients already accommodated				
<i>Accommodation ending</i>	11.5	2.6	0.1	0.4	14.6
Continuing accommodation (D)	362.9	242.5	12.9	51.4	669.6
Total accommodated (B + D)	375.1	245.3	12.9	51.4	684.7
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Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	380.8	250.9	14.4	52.1	698.2
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.5:100	2.2:100	10.4:100	1.4:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 36 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.6: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Tasmania, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Tas
People making new requests for accommodation					
Not accommodated (A)	5.7	3.2	0.3	0.1	9.3
Newly accommodated (B)	5.5	1.1	—	0.5	7.1
Successful first request	4.7	0.6	—	0.4	5.7
Accommodated in subsequent request(s)	0.8	0.5	—	0.1	1.4
Total daily requests (C) (A + B)	11.2	4.4	0.3	0.6	16.4
Turn-away rate (%) (A ÷ C)	51.0	73.8	100.0	12.5	56.5
Clients					
	Clients already accommodated				
Accommodation ending	5.1	0.9	0.1	0.1	6.2
Continuing accommodation (D)	119.1	45.5	1.5	7.8	173.9
Total accommodated (B + D)	124.6	46.6	1.5	8.3	181.0
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	130.3	49.9	1.8	8.4	190.3
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	4.4:100	6.4:100	16.0:100	0.9:100	4.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.7: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australian Capital Territory, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	ACT
People making new requests for accommodation					
Not accommodated (A)	5.9	1.4	—	0.1	7.4
Newly accommodated (B)	2.4	0.6	—	0.1	3.1
Successful first request	1.6	0.4	—	0.1	2.1
Accommodated in subsequent request(s)	0.8	0.1	—	—	0.9
Total daily requests (C) (A + B)	8.2	2.0	—	0.3	10.5
Turn-away rate (%) (A ÷ C)	71.3	71.4	—	50.0	70.7
Clients					
	Clients already accommodated				
Accommodation ending	1.9	0.3	—	0.3	2.5
Continuing accommodation (D)	75.4	58.9	0.5	17.8	152.5
Total accommodated (B + D)	77.7	59.4	0.5	17.9	155.6
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	83.6	60.9	0.5	18.1	163.0
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	7.0:100	2.3:100	—	0.8:100	4.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 6 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.8: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Northern Territory, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	NT
People making new requests for accommodation					
Not accommodated (A)	2.1	2.4	—	0.1	4.7
Newly accommodated (B)	5.6	2.6	0.1	0.3	8.6
<i>Successful first request</i>	5.4	2.4	0.1	0.1	8.1
<i>Accommodated in subsequent request(s)</i>	0.1	0.2	—	0.1	0.5
Total daily requests (C) (A + B)	7.7	5.0	0.1	0.4	13.3
Turn-away rate (%) (A ÷ C)	27.8	48.6	—	33.3	35.5
Clients					
	Clients already accommodated				
<i>Accommodation ending</i>	5.6	2.0	—	—	7.6
Continuing accommodation (D)	107.9	42.1	4.6	12.5	167.1
Total accommodated (B + D)	113.5	44.6	4.8	12.8	175.7
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	115.6	47.1	4.8	12.9	180.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.9:100	5.2:100	—	1.1:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 5 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.9: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Aust
People making new requests for accommodation							
Not accommodated (A)	46.9	17.9	5.1	24.5	37.4	61.4	193.2
Newly accommodated (B)	31.5	37.3	6.2	5.9	43.4	42.2	166.4
<i>Successful first request</i>	28.6	32.8	5.1	5.3	39.8	36.4	147.9
<i>Accommodated in subsequent request(s)</i>	2.9	4.5	1.1	0.6	3.6	5.9	18.5
Total daily requests (C) (A + B)	78.4	55.2	11.4	30.4	80.8	103.6	359.6
Turn-away rate (%) (A ÷ C)	59.8	32.5	45.3	80.7	46.3	59.2	53.7
Clients							
	Clients			Clients already accommodated			
<i>Accommodation ending</i>	33.7	36.7	4.8	7.1	40.9	39.5	162.7
Continuing accommodation (D)	1,944.1	1,315.3	341.9	902.5	1,169.8	1,568.7	7,242.2
Total accommodated (B + D)	1,975.6	1,352.6	348.1	908.4	1,213.1	1,610.9	7,408.6
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	2,022.4	1,370.5	353.2	932.9	1,250.6	1,672.3	7,601.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.3:100	1.3:100	1.5:100	2.6:100	3.0:100	3.7:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.10: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, New South Wales, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	NSW
People making new requests for accommodation							
Not accommodated (A)	14.7	6.1	1.7	4.9	19.6	10.9	57.9
Newly accommodated (B)	8.0	10.3	1.2	1.4	11.5	14.7	47.1
<i>Successful first request</i>	7.5	8.7	1.1	1.1	10.7	14.1	43.3
<i>Accommodated in subsequent request(s)</i>	0.5	1.6	0.1	0.2	0.8	0.6	3.8
Total daily requests (C) (A + B)	22.7	16.4	2.9	6.2	31.1	25.6	104.9
Turn-away rate (%) (A ÷ C)	64.8	37.4	58.5	78.2	63.0	42.5	55.1
Clients							
	Clients			Clients already accommodated			
<i>Accommodation ending</i>	9.3	10.0	0.7	2.4	10.6	15.0	48.0
Continuing accommodation (D)	534.6	680.2	125.7	134.5	401.8	382.6	2,259.4
Total accommodated (B + D)	542.6	690.5	126.9	135.9	413.3	397.3	2,306.4
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	557.3	696.6	128.6	140.7	432.9	408.1	2,364.3
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.6:100	0.9:100	1.3:100	3.5:100	4.5:100	2.7:100	2.4:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 72 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.11: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Victoria, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Vic
People making new requests for accommodation							
Not accommodated (A)	10.1	2.1	0.7	2.8	2.1	18.3	36.1
Newly accommodated (B)	5.3	0.9	0.9	1.4	6.6	9.5	24.6
<i>Successful first request</i>	4.5	0.8	0.7	1.2	5.5	6.3	19.0
<i>Accommodated in subsequent request(s)</i>	0.8	0.1	0.2	0.1	1.1	3.2	5.6
Total daily requests (C) (A + B)	15.4	3.0	1.6	4.1	8.8	27.8	60.7
Turn-away rate (%) (A ÷ C)	65.6	69.0	43.5	67.2	24.4	65.8	59.4
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	6.1	1.2	0.5	1.8	5.7	8.4	23.7
Continuing accommodation (D)	658.4	68.7	128.4	248.3	277.6	456.4	1,837.7
Total accommodated (B + D)	663.7	69.6	129.3	249.6	284.2	465.9	1,862.4
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	673.8	71.7	130.0	252.4	286.4	484.1	1,898.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.5:100	2.9:100	0.5:100	1.1:100	0.7:100	3.8:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 102 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.12: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Queensland, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Qld
People making new requests for accommodation							
Not accommodated (A)	9.9	0.9	0.3	8.5	4.8	18.4	42.8
Newly accommodated (B)	9.7	12.1	0.9	1.5	6.1	8.0	38.4
<i>Successful first request</i>	8.6	11.4	0.6	1.3	5.9	7.5	35.3
<i>Accommodated in subsequent request(s)</i>	1.1	0.8	0.3	0.2	0.3	0.5	3.1
Total daily requests (C) (A + B)	19.6	13.0	1.2	10.0	10.9	26.4	81.2
Turn-away rate (%) (A ÷ C)	50.5	6.6	23.5	85.0	43.8	69.7	52.7
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	9.4	11.6	0.9	1.7	7.2	8.4	39.1
Continuing accommodation (D)	298.9	216.3	31.6	273.5	145.9	441.8	1,407.9
Total accommodated (B + D)	308.6	228.4	32.6	275.0	152.0	449.8	1,446.4
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	318.5	229.3	32.9	283.5	156.8	468.2	1,489.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	3.1:100	0.4:100	0.9:100	3.0:100	3.1:100	3.9:100	2.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 49 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.13: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Western Australia, 1-7 December 2004 and 11-17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	WA
People making new requests for accommodation							
Not accommodated (A)	6.2	2.9	—	3.6	6.0	3.1	21.6
Newly accommodated (B)	1.9	2.8	0.6	0.3	12.6	4.1	22.4
<i>Successful first request</i>	1.9	2.7	0.2	0.3	12.0	3.9	21.0
<i>Accommodated in subsequent request(s)</i>	—	0.1	0.4	—	0.6	0.3	1.4
Total daily requests (C) (A + B)	8.1	5.7	0.6	3.9	18.6	7.3	43.9
Turn-away rate (%) (A ÷ C)	76.3	51.3	—	92.6	32.2	43.1	49.1
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	2.2	2.6	0.5	0.4	11.5	3.9	21.0
Continuing accommodation (D)	138.5	136.2	20.1	88.0	113.4	77.9	574.1
Total accommodated (B + D)	140.4	139.0	20.6	88.3	126.1	82.1	596.5
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	146.6	141.9	20.6	91.9	132.1	85.2	618.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	4.2:100	2.1:100	—	3.9:100	4.5:100	3.7:100	3.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. At the primary target group level in Western Australia, there were some discrepancies between the people recorded as accommodated in the Client Collection and data recorded in the Demand for Accommodation Collection on people who were accommodated later on the same day that they made a valid unmet request for accommodation. For this reason, some cells in this table have been adjusted.
6. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
7. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
9. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.14: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, South Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	SA
People making new requests for accommodation							
Not accommodated (A)	3.8	1.5	1.1	3.9	2.4	0.8	13.5
Newly accommodated (B)	3.6	5.8	1.3	0.6	2.9	1.0	15.1
<i>Successful first request</i>	3.3	4.8	1.2	0.6	2.6	1.0	13.4
<i>Accommodated in subsequent request(s)</i>	0.4	1.0	0.1	—	0.3	—	1.7
Total daily requests (C) (A + B)	7.4	7.3	2.4	4.4	5.3	1.8	28.6
Turn-away rate (%) (A ÷ C)	51.0	20.6	47.1	87.1	45.9	44.0	47.1
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	3.4	6.4	1.3	0.4	2.6	0.4	14.6
Continuing accommodation (D)	211.0	116.1	25.4	97.4	157.1	62.5	669.6
Total accommodated (B + D)	214.6	121.9	26.6	98.0	160.0	63.5	684.7
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	218.4	123.4	27.8	101.9	162.4	64.3	698.2
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.7:100	1.2:100	4.1:100	3.8:100	1.5:100	1.2:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 36 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.15: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Tasmania, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Tas
People making new requests for accommodation							
Not accommodated (A)	0.7	0.9	—	—	—	7.7	9.3
Newly accommodated (B)	1.5	2.1	—	—	—	3.6	7.1
<i>Successful first request</i>	1.4	1.9	—	—	—	2.4	5.7
<i>Accommodated in subsequent request(s)</i>	0.1	0.1	—	—	—	1.1	1.4
Total daily requests (C) (A + B)	2.2	2.9	—	—	—	11.3	16.4
Turn-away rate (%) (A ÷ C)	32.3	29.3	—	—	—	68.4	56.5
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	1.3	1.9	—	—	—	3.1	6.2
Continuing accommodation (D)	27.2	37.1	—	—	0.5	109.0	173.9
Total accommodated (B + D)	28.7	39.2	—	—	0.5	112.6	181.0
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	29.4	40.1	—	—	0.5	120.3	190.3
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.4:100	2.1:100	—	—	—	6.4:100	4.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.16: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australian Capital Territory, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	ACT
People making new requests for accommodation							
Not accommodated (A)	0.5	3.2	1.3	0.6	1.8	—	7.4
Newly accommodated (B)	0.6	1.4	0.1	0.6	0.2	—	3.1
<i>Successful first request</i>	0.6	0.6	0.1	0.6	0.1	—	2.1
<i>Accommodated in subsequent request(s)</i>	—	0.8	—	—	0.1	—	0.9
Total daily requests (C) (A + B)	1.1	4.6	1.4	1.3	2.0	—	10.5
Turn-away rate (%) (A ÷ C)	43.8	69.2	90.0	50.0	89.3	—	70.7
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	0.5	1.2	0.1	0.4	0.4	—	2.5
Continuing accommodation (D)	48.8	13.7	6.3	39.4	44.3	—	152.5
Total accommodated (B + D)	49.4	15.1	6.4	40.1	44.5	—	155.6
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	49.9	18.4	7.7	40.7	46.3	—	163.0
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.0:100	17.5:100	16.7:100	1.6:100	3.9:100	—	4.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 6 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.17: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Northern Territory, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	NT
People making new requests for accommodation							
Not accommodated (A)	0.9	0.4	0.3	0.3	0.7	2.1	4.7
Newly accommodated (B)	0.8	1.9	1.1	0.1	3.4	1.3	8.6
<i>Successful first request</i>	0.7	1.9	1.1	0.1	3.1	1.2	8.1
<i>Accommodated in subsequent request(s)</i>	0.1	—	0.1	—	0.3	0.1	0.5
Total daily requests (C) (A + B)	1.7	2.2	1.4	0.4	4.1	3.4	13.3
Turn-away rate (%) (A ÷ C)	54.2	16.1	20.0	66.7	17.5	62.5	35.5
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	1.5	1.8	0.9	—	3.0	0.4	7.6
Continuing accommodation (D)	26.7	46.9	4.4	21.4	29.2	38.6	167.1
Total accommodated (B + D)	27.5	48.7	5.6	21.5	32.6	39.9	175.7
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	28.4	49.1	5.9	21.8	33.3	42.0	180.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	3.3:100	0.7:100	4.9:100	1.3:100	2.1:100	5.1:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 5 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.18: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by region, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Capital city	Other metropolitan centre	Large rural centre	Other rural centre	Remote area	Aust
People making new requests for accommodation						
Not accommodated (A)	123.2	24.1	16.9	24.6	4.4	193.2
Newly accommodated (B)	90.9	13.1	21.0	23.6	17.8	166.4
Successful first request	77.5	12.6	19.5	21.5	16.9	147.9
Accommodated in subsequent request(s)	13.4	0.6	1.5	2.1	0.9	18.5
Total daily requests (C) (A + B)	214.1	37.2	37.9	48.3	22.2	359.6
Turn-away rate (%) (A ÷ C)	57.6	64.7	44.5	51.0	19.9	53.7
Clients						
	Clients already accommodated					
Accommodation ending	88.2	12.6	20.5	23.5	17.9	162.7
Continuing accommodation (D)	4,700.1	545.9	811.1	978.9	206.3	7,242.2
Total accommodated (B + D)	4,790.9	559.1	832.1	1,002.5	224.1	7,408.6
Total demand for accommodation						
Total demand for accommodation (E) (A + B + D)	4,914.1	583.1	848.9	1,027.1	228.5	7,601.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.5:100	4.1:100	2.0:100	2.4:100	1.9:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Appendix 2 The data

A2.1 The Client Collection

The Client Collection is the main component of the National Data Collection. It contains information about all clients receiving support of more than 1 hour's duration under SAAP, or who are accommodated by a SAAP agency, or who enter into an ongoing support relationship with a SAAP agency. Data are recorded by service providers during or immediately following contact with clients and are then forwarded to the National Data Collection Agency after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (30 June). Data collected include basic socio-demographic information, information about the services required by and provided to each client, and information about each client's situation before and after receiving SAAP services.

A high level of participation among SAAP-funded agencies is necessary to ensure that the data accurately reflect the work done under the auspices of the Program. Overall, the participation rate for the Client Collection has been very satisfactory – in 2004–05, 93% of SAAP agencies providing support and/or accommodation participated in the collection (Table A2.1). This matches the participation rate obtained in 2003–04.

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

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

Across Australia, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 89% and 87% of support periods respectively (Table A2.1). In all states and territories, valid consent was obtained in the majority of cases, ranging from 79% in Tasmania to 93% in the Northern Territory. The same was true according to primary target group, ranging from 83% for agencies primarily targeted at women and children escaping domestic violence to 91% for agencies that primarily targeted single men.

The Australian Institute of Health and Welfare has developed a scheme – primarily for use when deriving annual estimates – that adjusts for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation, for clients who give valid consent for some support periods but not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. A description of the scheme is given in the 2004–05 national annual

report (AIHW 2006c:89–91). In this current report, only the Client Collection data in Tables 2.2, 3.1, 3.2, 3.3, 3.4, 3.5 and 3.6 have been adjusted.

Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group for 2004–05, and by reporting period, Australia

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/territory	Number	%	Number	%	%
NSW	378	93.1	38,490	87.2	86.0
Vic	349	89.4	55,443	91.3	89.2
Qld	196	93.9	24,650	86.1	84.2
WA	107	94.4	13,729	91.6	88.7
SA	76	96.1	15,003	87.1	84.9
Tas	34	100.0	6,440	80.3	78.8
ACT	40	92.5	2,103	86.1	84.5
NT	32	90.6	4,144	95.8	93.3
Total	1,212	92.6	160,002	88.8	86.8
Primary target group					
Young people	448	92.4	31,723	88.2	86.6
Single men only	90	96.7	25,021	91.9	91.1
Single women only	49	95.9	5,192	84.7	83.4
Families	112	94.6	8,923	89.5	87.7
Women escaping domestic violence	283	91.2	36,078	85.6	82.8
Cross-target/multiple/general	230	91.3	53,065	90.0	87.9
Total	1,212	92.6	160,002	88.8	86.8

Notes

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

Sources: AIHW 2000a, 2000b, 2002a, 2002c, 2003b, 2005a, 2006c.

A2.2 The Demand for Accommodation Collection

The Demand for Accommodation Collection is used to measure the level of unmet demand for SAAP accommodation, to calculate the proportion of people turned away from SAAP accommodation (turn-away rate), and to provide an indication of the overall ability of SAAP to meet the demand for accommodation (unmet demand to total demand for accommodation ratio). Previously known as the Unmet Demand and Met Demand Collections, the Demand for Accommodation Collection is conducted annually (in two 1-week periods). In 2004–05 the collection was held on 1–7 December 2004, and on 11–17 May 2005. All SAAP-funded agencies that provide support or accommodation to clients were asked to record each unsuccessful and successful request for accommodation during the collection period; a form was completed for each person (adult or unaccompanied child) or group of people (including accompanying children). In December 2004 and May 2005, 11,970 forms were received (Table A2.2).

The participation rate for the Demand for Accommodation Collection was lower than that for the Client Collection. Nationally, 73% of agencies returned forms following the 2 weeks of the collection period. The participation rate for 2004–05 ranged from a high of 88% in the Northern Territory to a low of 60% in the Australian Capital Territory.

In 2004–05, agencies targeting single women had the highest participation rate (78%). Agencies that primarily targeted single men recorded the lowest participation rate (70%).

It is not known whether agencies that did not participate in the Demand for Accommodation Collection received requests they could not meet. Consequently, it is possible that findings from this collection may understate the true extent of unmet demand. In addition, only demand for accommodation data for agencies that participated in the two collections used to calculate the turn-away rate in this report – the Demand for Accommodation and Client Collections – are presented in the tables in Chapters 2, 5, 6, 7, 8 and 9. These agencies accounted for 11,903 Demand for Accommodation Collection forms, and the analysis in those chapters is based on this reduced number of forms and associated people (AIHW unpublished data).

Table A2.2: SAAP Demand for Accommodation Collection: agency participation rates and forms returned, by state and territory and primary target group for 1–7 December 2004 and 11–17 May 2005, and by reporting period, Australia

State/territory	Agencies	Participation rate	Forms returned
	Number	%	Number
(1–7 December 2004 and 11–17 May 2005)			
NSW	378	77.5	3,098
Vic	349	62.8	2,793
Qld	196	77.6	2,634
WA	107	81.3	1,048
SA	76	76.3	1,331
Tas	34	76.5	454
ACT	40	60.0	303
NT	32	87.5	309
Total	1,212	73.2	11,970
Primary target group			
(1–7 December 2004 and 11–17 May 2005)			
Young people	448	72.3	3,152
Single men only	90	70.0	1,728
Single women only	49	77.6	511
Families	112	75.0	1,271
Women escaping domestic violence	283	75.3	1,983
Cross-target/multiple/general	230	71.7	3,325
Total	1,212	73.2	11,970
Reporting period			
12–25 November 1998	1,168	n.a.	7,001
11–24 November 1999	1,164	n.a.	7,394
29 November–5 December 2000 and 9–15 May 2001	1,236	n.a.	10,685
22–28 August 2001 and 8–14 May 2002	1,286	n.a.	10,941
9–15 December 2002 and 7–13 May 2003	1,202	89.7	14,034
26 November–2 December 2003 and 5–11 May 2004	1,225	76.9	13,217
1–7 December 2004 and 11–17 May 2005	1,212	73.2	11,970

Notes

1. Based on forms returned from agencies in scope for the Demand for Accommodation Collection.
2. 'Agencies' refers to the number of agencies that were 'in scope'— that is, agencies that should have been participating in the reference period.
3. During the 2004–05 Demand for Accommodation Collection periods, 791 forms were returned for people who refused accommodation.
4. From 2002–03 onwards information on requests for SAAP accommodation was collected on a single form which captured groups with both met and unmet requests for accommodation. In 2001–02, information was also gathered on the demand for SAAP accommodation both met and unmet; however, two separate forms were used. In the years preceding 2001–02, data on unmet requests for both SAAP non-accommodation support services and requests for SAAP accommodation were collected for unmet requests on a single form. For these reasons, the participation rate cannot be compared across years.
5. Figures are unweighted.

Sources: SAAP Administrative Data Collection and Demand for Accommodation Collection; AIHW 1999, 2000a, 2000b, 2001a, 2002b, 2003a, 2006b.

A2.2.1 Estimation methods and adjusting for missing information

In this report, imputed or edited data are included in all tables that use information from the Demand for Accommodation Collection.

Estimation methods

During the 2004–05 Demand for Accommodation Collection period, SAAP agencies across Australia reported 8,560 requests for accommodation that were not met (Table 6.1). However, many of these requests were made at inappropriate agencies; this includes requests for accommodation at agencies where the person did not fall within the agency's target group, where the person or group was inappropriate for the agency, or where there was no fee-free accommodation available. It also includes those people who refused an agency's offer of accommodation. Consequently, the number of valid unmet requests is a more useful measure of unmet demand. In addition, not all valid unmet requests involve immediate accommodation. In the context of homelessness, the level of unmet requests for immediate accommodation is of particular importance. It must also be emphasised that the number of valid unmet requests does not represent the actual number of people, since a person can make requests on more than one occasion and at more than one SAAP agency. There are thus two types of estimates of primary interest for unmet demand: numbers of valid unmet requests and numbers of people with valid unmet requests.

Invalid requests may be followed by successful requests at another agency, especially if a referral has been arranged, that is, a proportion of people who make an unsuccessful request for accommodation might subsequently receive accommodation from another SAAP agency on the same day. For this reason, when calculating a turn-away rate it is important to count the number of times this occurred (see Chapter 9). During the 2004–05 Demand for Accommodation Collection period, SAAP agencies across Australia that participated in both the Demand for Accommodation and Client Collections reported 3,345 requests for accommodation that were met (AIHW unpublished data). Met requests for accommodation are not analysed separately in this publication, rather they are used to estimate the number of people who had a valid unmet request earlier in the day but were subsequently accommodated later that day (259 adults or unaccompanied children, derived from Table 9.1).

Several difficulties are associated with estimating the number of valid unmet requests and the number of people who make these requests. First, a proportion of people who make an unsuccessful request for accommodation may subsequently receive accommodation from another SAAP agency, quite possibly soon after the initial request. Use of a linkage key (the alpha code) has proved unworkable in the context of unmet demand, so previously it was not possible to identify when this situation occurred. Second, people may have their needs met by other means and no longer require SAAP assistance. Third, a person may make several requests for accommodation – again, without a linkage key, related requests cannot be identified with certainty. Finally, data required to identify valid unmet requests may be missing from returned forms. These possibilities pose four main problems:

- Estimates of the number of unmet requests obtained from the collection may overstate the actual level of unmet demand.
- Estimates of the number of valid unmet requests may be too low as a result of missing data.

- The number of people making valid unmet requests cannot be obtained directly from the collection.
- An accurate final turn-away rate for those seeking assistance cannot be calculated.

Although it is not currently possible to resolve the first of these problems, a method has been developed for deriving estimates of both the number of valid unmet requests and the number of individuals, or potential clients, whose valid requests were not met each day of the 2-week collection period. The method used to derive these estimates is outlined in the following section. It should be noted, however, that the resulting estimate of potential clients would overstate the number of people involved if people make requests for accommodation on different approaches to SAAP agencies within the collection period. Additionally, because people might make several approaches on the same day to SAAP agencies throughout the year, the daily figure cannot be pro-rated up to give an estimate of the number of people turned away from SAAP agencies annually. People often approach SAAP services more than once within 12 months, as is illustrated by the fact that, nationally, 28% of SAAP clients had more than one support period in 2004–05 (derived from AIHW 2006c:12).

To address the fourth concern, it was decided to combine the collection of met and unmet demand into one collection, the Demand for Accommodation Collection. Using the estimated number of people mentioned above in conjunction with the number of people with met requests for accommodation and the Client Collection, it is now possible to estimate the number of people with a valid prior request on a particular day who successfully gained SAAP accommodation later that day, as well as the estimated number of people who were turned away with their needs unmet. The method used to derive these estimates is outlined in the following section and the analysis is provided in Chapter 9.

Adjusting for missing information

There are several key estimates required for estimating both unmet and met demand. These are:

- the number of valid unmet requests for immediate accommodation;
- the number of potential clients (that is, people with valid unmet requests for immediate accommodation); and
- the number of potential clients with subsequent met request(s) for accommodation.

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

It must be noted that in 2002–03 imputation was undertaken at a national level. In 2003–04 and 2004–05 imputation was carried out at the state level. For this reason 2002–03 estimates are not directly comparable with those from either 2003–04 or 2004–05.

Unmet demand

The information used to derive the unmet demand estimates is elicited through seven questions on the Demand for Accommodation Collection form (see Appendix 3):

- question 2, asking the number of adults or unaccompanied children seeking accommodation;

- question 3, asking the number of accompanying children requiring accommodation with their parent(s) or guardian(s);
- question 4, asking about immediacy of the need for accommodation;
- questions 5a and 5b, asking whether or not the same request for accommodation had been made and turned away earlier that day and the reason for that turn-away, if applicable;
- question 6, asking whether an offer of accommodation was made by the agency;
- questions 7a and 7b, asking if the person refused an offer of accommodation and, if so, why; and
- question 9, asking if the person made a valid request – that is, sought support from an appropriate agency.

Missing information for any of these questions affects estimates of valid unmet requests and/or estimates of potential clients. To maximise the utility of estimates from the Demand for Accommodation Collection, an answer was imputed where information was missing for questions 4, 5a, 5b, 6, 7a, 7b and 9. The imputation itself was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions.

Some editing on questions 2 and 3 was undertaken to help minimise the impact of erroneous or missing responses to these questions. For example, editing was carried out based on the presenting unit and where accompanying children were erroneously recorded in both questions 2 and 3.

An estimate of the total number of valid unmet requests can then be derived by identifying forms that correspond to valid unmet requests. This is done using both the original and the imputed answers: initially, valid requests are identified using questions 7 and 9, and any requests in which an offer of assistance was refused or where the reason for the agency refusing indicates that it was an invalid request are excluded. Question 4 can then be used to divide these valid unmet requests into requests for immediate accommodation and other requests.

Unmet potential clients are identified by finding those valid unmet requests that correspond to first valid unmet requests. This can partly be done by excluding repeat requests at agencies (identified via question 5) from identified valid unmet requests (estimated as described). In addition to this, however, to estimate the number of potential clients one further piece of information is needed – whether a first (invalid) request at an inappropriate agency later becomes an unmet (valid) request at an appropriate agency. This information is very difficult to obtain. In reports before the 1999–00 *Demand for SAAP assistance* report (AIHW 2001a), adjustments were made for this gap in information at the state and territory level. The adjustments were based on the ratio of valid second (or further) unmet requests to the total number of first unmet requests. In the 2001–02 analysis, this ratio was also applied, but it was used at the form level to provide an estimate of the probability of an invalid first unmet request later becoming a valid unmet request. Using this probability, a proportion of invalid first unmet requests were imputed to become first valid unmet requests. These imputed first valid unmet requests were then combined with observed first valid unmet requests to estimate the total number of potential clients. This ‘unit-level’ approach allowed for greater flexibility in the tables that were produced than the ‘state-level’ adjustments. In the 2002–03 Demand for Accommodation Collection and onwards, information was gathered on whether a person had made an unmet request earlier that day and the reason for prior

turn-away, meaning that the number of first invalid unmet requests that later became valid unmet requests could now be estimated using information gathered (in question 13a and 13b in 2002–03 and in question 5a and 5b in 2003–04 and 2004–05).

Met demand

Missing information on the number of people accommodated and about whether a client was previously turned away affects estimates of met potential clients – that is, the number of people who successfully gained accommodation later in the day on which they had made an unmet request. For met demand, the information used to derive the estimated number of clients who were potential clients earlier on the same day is elicited through questions 5a, 5b, 6, 7a and 8 on the 2004–05 Demand for Accommodation form (see Appendix 3) which determine if the request is met; ask how many people were accommodated; whether the person or group had made a request for accommodation earlier that day; and, if they were unsuccessful, the reason why. The turn-away rate in this report uses only met potential clients who received immediate accommodation. This information is elicited through question 4 on the form.

For the purposes of this report, only people with a met request who had a valid unmet request earlier in the day are considered as met potential clients (people who were accommodated in subsequent requests, see Chapter 9). Whether the previous request was valid is determined on the basis of the response recorded against question 5b on the form. Invalid requests include those made for accommodation where the person did not fall within the agency's target group, where the person or group was inappropriate for the agency and where the person or group refused the offer of accommodation due to not wanting to split, because the agency was in the wrong area or where they refused accommodation for other reasons. The number of people who were accommodated in subsequent requests is subtracted from the number of people who had a first valid unmet request for accommodation to estimate the number of people who were not accommodated daily.

The imputation for questions 4, 5a, 5b, 6 and 7a was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions (see also previous section on unmet demand). Some editing was carried out on question 8 based on the presenting unit.

A2.2.2 Matching requesting groups

The Demand for Accommodation Collection form collected requesting group in a different format than used in the Client Collection. The following table outlines the combinations used in this report:

Name of requesting group	Client Collection requesting groups	Demand for Accommodation Collection requesting groups
Individual(s) no children	Person alone or with unrelated person	Person without child(ren)
	Other, with no record of accompanying children in Part B of the form (see Appendix 3)	Persons without child(ren)
	Requesting group missing, with no record of accompanying children in Part B of the form (see Appendix 3)	Requesting group missing, with no record of accompanying children in question 3 or question 8 of the form (see Appendix 3)
Individual(s) with children	Person with child(ren)	Person with child(ren)
	Other, with record of accompanying children in Part B of the form (see Appendix 3)	Persons with child(ren)
	Requesting group missing, with record of accompanying children in Part B of the form (see Appendix 3)	Requesting group missing, with record of accompanying children in question 3 or question 8 of the form (see Appendix 3)
Couple no children	Couple without child(ren)	Couple without child(ren)
Couple with children	Couple with child(ren)	Couple with child(ren)

A2.3 The Casual Client Collection

The 2-week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people and people at risk of homelessness. In 2004–05 it was conducted on 2–15 March 2005. A total of 25,163 records were returned for the collection period (Table A2.3).

The participation rate for this collection was relatively low, with 70% of agencies across Australia returning forms. This was down from 72% in 2003–04. It should be noted that the methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections during the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client Collection forms had also participated in the Casual Client Collection. For the years 1997 to 2000, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because this latter rate is based only on agencies that returned data for the Casual Client Collection (see, for example, AIHW 2001a).

There was some variation in participation across states and territories—57% of agencies in the Australian Capital Territory participated, compared with 83% of agencies in South Australia.

Variation also occurred across target groups. Participation was highest among agencies targeting single women only (74%) and lowest among agencies targeting women escaping domestic violence (68%).

Table A2.3: SAAP Casual Client Collection: participation rates and forms returned, by state and territory and primary target group for 2–15 March 2005, and by reporting period, Australia

	Agencies	Participation rate	Records returned
State/territory	Number	%	Number
(2–15 March 2005)			
NSW	382	71.5	4,421
Vic	353	59.8	5,474
Qld	199	73.9	9,513
WA	114	76.3	2,709
SA	77	83.1	1,796
Tas	34	76.5	336
ACT	42	57.1	591
NT	32	78.1	323
Total	1,233	69.5	25,163
Primary target group			
(2–15 March 2005)			
Young people	452	69.2	4,410
Single men only	91	72.5	3,686
Single women only	49	73.5	629
Families	112	72.3	1,433
Women escaping domestic violence	282	67.7	3,309
Cross-target/multiple/general	247	68.8	11,696
Total	1,233	69.5	25,163
Reporting period			
21 May–3 June 1998	1,175	n.a.	25,257
20 May–2 June 1999	1,183	n.a.	27,050
18 May–31 May 2000	1,173	n.a.	30,050
22 February–7 March 2001	1,196	66.5	30,302
21 February–6 March 2002	1,234	63.3	33,530
20 February–5 March 2003	1,224	66.4	30,925
3–16 March 2004	1,245	71.5	29,193
2–15 March 2005	1,233	69.5	25,163

Notes

1. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
2. The methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections for the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client forms had also participated in the Casual Client Collection. For the years 1997 to 2001, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because the latter rate is based only on agencies that returned data for the Casual Client Collection.
3. Figures are unweighted.

Sources: SAAP Administrative Data Collection and Casual Client Collection; AIHW 1999, 2000a, 2000b, 2001a, 2002b, 2003a, 2006b.

A2.4 Interpretation of the tables

When interpreting the tables in this report, readers should note the following:

- The reference period for the table is specified in the title. This may vary from table to table, depending on the collection being used.
- The population to which the table refers is specified in the title. A number of tables use data from more than one collection, so a table may have two reference populations. This is specified in the title and/or the table notes.
- The main unit used in the table (for example, percentages or numbers) is usually shown at the end of the table title; if no unit is given there, the units used are given in the body of the table. Two-week estimates based on the Demand for Accommodation Collection and from the Casual Client Collection are rounded to the nearest 10. Annual estimates derived from the Client Collection are generally rounded to the nearest 100 or nearest 50 if they are state or territory based. Average daily estimates are generally rounded to 1 decimal place.
- Adjustments have been made for agency non-participation in Client Collection data in Tables 2.2, 3.1, 3.2, 3.3, 3.4, 3.5 and 3.6 (see section A2.1 'The Client Collection').
- Adjustments have been made for agency non-participation and client non-consent in Table 2.2 (see section A2.1 'The Client Collection').
- Unless otherwise indicated, records with missing data (resulting from errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high – as a rule of thumb, more than one-third as big as the number of records included in the table.
- Components may not add to totals due to rounding.
- In a number of tables, people may have had more than one response, so percentages do not total 100. A note to the table indicates whether this is the case.
- Where percentages sum to 100, the rows above the 'Total' row sum to 100. In the 'Total (%)' row, the figures to the left of '100.0' sum to 100.

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

- the number of records excluded from the table because of missing data. The number missing for each collection used in the table is given separately;
- whether an adjustment for non-participation and/or client non-consent has been made;
- whether any imputed data have been used (see section A2.2.1); and
- any additional information needed to interpret the table.

A2.5 Counting rules and other definitions used in the analysis

In this report the following rules have been used. For detailed descriptions of categories, please refer to the SAAP collectors' manual (AIHW 2001c).

Accompanying child requiring assistance	An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 29 of the general client form, Appendix 3).
Accompanying child support period	The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.
Agency	<p>A SAAP agency is included in the analyses if information about recurrent allocations was provided for 2003–04 and the agency operated for some part of the period 1 July 2003 to 30 June 2004.</p> <p>The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or target groups. These changes are determined by state and territory government departments.</p>
Client	<p>Client forms from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none">• the client's support period ended in the reporting period, or• the client's support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period. <p>Tables detailing the characteristics of individual clients generally present data collected during the client's first support period in the reporting period.</p>
Daily request for accommodation turn-away rate	Expressed as the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate SAAP accommodation. It measures the proportion of people seeking SAAP accommodation who were turned away on an average day during the Demand for Accommodation Collection period and provides an indication of a person's likelihood of obtaining SAAP accommodation.
Missing values	<p>Records or forms that are not available for analysis are shown in table notes.</p> <p>In tables involving subpopulations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s)</p>

	defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.
Ongoing support period	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> • No support end-date is provided. • No after-support information is provided. • The corresponding client form was received in the month following the end of the reporting period.
Percentages	Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.
Period of accommodation	<p>Within a support period a client may have no periods or one or more periods where they are provided with supported accommodation (SAAP/CAP accommodation). The dates on which each period of accommodation began and ended during the support period are collected. Periods of accommodation should not overlap and should fall within the support period.</p> <p>Details on the dates of accommodation are not collected for accompanying children. An accompanying child may not be accommodated for the entire duration of the parent's or guardian's period of accommodation. However, it can be reasonably assumed that an accompanying child will have the same accommodation period start and end dates as their parent or guardian in the majority of cases.</p>
Primary target group	<p>The primary target group of an agency refers to the primary characteristics of persons to whom a SAAP service is targeted. There are six classifications used by the SAAP National Data Collection. These are:</p> <ul style="list-style-type: none"> • young people • single men only • single women only • families • women and children escaping domestic violence • cross-target/multiple/general.
Region	<p>The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the then Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but these are combined here into five groups:</p> <ul style="list-style-type: none"> • capital city – state and territory capital city statistical divisions; • other metropolitan centre – one or more statistical subdivisions that have an urban centre with a population of 100,000 or more; • large rural centre – areas in which most people reside in urban

centres with a population of 25,000 or more;

- other rural area – rural areas containing urban centres with populations of between 10,000 and 24,999, and other rural areas;
- remote area – remote urban centres with a population of 5,000 or more, and other remote areas.

The classification is based on 1991 populations and statistical local areas. Further details of the classification are provided in *Rural, Remote and Metropolitan Areas Classification 1991 census edition* (DHS & DPIE 1994).

Support

The Client Collection specifies 33 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents the broad types of services in the following classifications:

- SAAP or CAP accommodation;
- assistance to obtain/maintain short-term accommodation, and assistance to obtain/maintain independent housing;
- employment and training assistance – employment/training assistance;
- financial assistance – assistance to obtain/maintain a government payment, financial assistance or material aid, and financial counselling;
- counselling – incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling, emotional support and other counselling, and assistance with problem gambling (not previously separately specified);
- general support and advocacy – living skills and personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; advocacy or liaison on behalf of clients; and brokerage services;
- specialist services – psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, assistance with immigration issues (not previously separately specified), and health or medical services; and
- basic support and services not elsewhere specified – meals, laundry or shower facilities, recreation, transport and other support. Note that brokerage services were previously included in this classification.

Support to assisted children

The SAAP Client Collection specifies 17 distinct types of support to assisted children and allows agencies to record other types of support not listed on the data form. The different types of support have been combined into the following groups for this report:

- accommodation;
- school liaison and child care;
- counselling – including help with behavioural problems, sexual or physical abuse counselling, skills education and general counselling;
- general support and advocacy – including access arrangements, advice and information, brokerage services and advocacy;
- specialist services – including culturally sensitive services and health or medical services; and
- basic support and services not elsewhere specified – including meals, showers or hygiene, recreation and transport.

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

Target group

See *primary target group*.

Total demand for accommodation

The total demand for accommodation refers to accommodation requested from a SAAP agency, whether that request was met or not. It includes accommodation that was newly starting, accommodation that was continuing from a previous day as well as unmet requests for accommodation.

Unmet demand to total demand for accommodation ratio

Expressed as the average daily ratio of people who could not be accommodated relative to all people who requested SAAP accommodation that day or who were continuing their accommodation from a previous day. It provides a measure of the overall ability of SAAP to meet the expressed demand for accommodation on an average day during the Demand for Accommodation Collection period.

Appendix 3 Collection forms



CLIENT FORM

JULY 2004 – JUNE 2005

AGENCY NUMBER	<input type="text"/>			
SUPPORT PERIOD	D D	M M	Y Y Y Y	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD NOT ENDED BY 30 June 2005	Yes <input type="checkbox"/>	1		
CONSENT OBTAINED	Yes <input type="checkbox"/>	1	No <input type="checkbox"/>	2
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH OF CLIENT	<input type="text"/>			

THE 2004–2005 CLIENT FORM

The 2004–05 Client Collection commences Thursday 1 July 2004.

Important points to remember:

- Either a shaded square or ellipse indicates if informed consent is required. The ellipse indicates the questions that *require* the *informed consent* of the client. The square indicates questions that should be completed even *without* the *informed consent* of the client.
- You should begin using the new client forms on Thursday 1 July 2004. The new forms should be used for any client who begins a support period on or after 1 July. All support details for existing ongoing clients should be transferred to the new form from 1 July 2004.

Prior to 1 July please read the *Collector's Manual July 2001*.

REMINDER

As a worker in a SAAP agency, you should complete the form based on information provided by the client. It is not appropriate for clients to complete the form on their own. You should use the Collection Manual to help complete the form accurately.

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1. Source of referral/information

please tick one box only

- self 13
- family 14
- friends 15
- school/other educational institution 2
- community services department 3
- police/legal unit 4
- prison/correction institution 5
- hospital/health/medical services 6
- psychiatric unit 7
- telephone/crisis referral agency 8
- SAAP agency/worker 9
- other government department 10
- other non-government organisation 11
- other (please specify) _____ 999
- don't know/no information 0

2. Person(s) receiving assistance

please tick one box only

- WITH** child(ren)
- person with child(ren) 3
- couple with child(ren) 4
- WITHOUT** child(ren)
- person alone or with unrelated person(s) 1
- couple without child(ren) 2
- other (please specify) _____ 999

3. Gender of client

- female 1
- male 2

IF CONSENT NOT OBTAINED PLEASE GO TO QUESTION 19

4. Country of birth of client

- Australia 1
- other (please specify) _____ 2

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

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

6. What language does the client mainly speak?

- English 1 go to **8.**
- other (please specify) _____ 2

7. How well does the client speak English?

- very well 1
- well 2
- not well 3
- not at all 4

8. Cultural identity of the client?

(please specify) _____

9. Labour force status before and after support period

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

- employed full time 1
- employed part time 2
- employed casual 3
- unemployed (looking for work) 4
- not in labour force (see manual) 5
- don't know /no information 0

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10. Main income source before and after support period

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

No Income

- no income 1
- registered/awaiting benefit 2

Government Payments

- newstart allowance 4
- youth allowance 33
- Austudy Payment - for students aged 25 years of age and over 28
- community development employment project (CDEP) 8
- ABSTUDY Scheme 31
- disability support pension 12
- age pension 13
- parenting payment (single) - formerly sole parent pension 14
- parenting payment (partnered) 32
- special benefit 15
- sickness allowance 16
- partner allowance 17
- DVA support pension 29
- DVA disability pension 30
- other type of allowance or benefit 18

Other Income

- workcover/compensation 19
- maintenance/child support 20
- wages/salary/own business 21
- spouse/partner's income 22
- other (please specify) _____ 999
- don't know/no information 0

11. Student status before and after support period

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

- not a student 1
- primary/secondary school student 2
- post-secondary student/employment training 3
- don't know/no information 0

12. Presenting reasons for seeking assistance

please tick as many circles as apply

- usual accommodation unavailable 19
- eviction/previous accommodation ended/asked to leave 9
- time out from family/other situation 2
- relationship/family breakdown 3
- interpersonal conflict 4
- physical/emotional abuse 5
- domestic violence 6
- sexual abuse 7
- financial difficulty 8
- drug/alcohol/substance abuse 10
- gambling 20
- emergency accommodation ended 11
- recently left institution 12
- psychiatric illness 13
- recent arrival to area with no means of support 14
- itinerant (moving from place to place) 15
- other (please specify) _____ 999
- other (please specify) _____ 998
- don't know/no information 0

13. Main presenting reason for seeking assistance

Please write the appropriate code number from Question 12

14. Current period of unsafe, insecure or inadequate housing (i.e. homelessness)

- at imminent risk 888
- less than one week 1
- 1 week - 1 month 2
- 1-3 months 3
- 3-6 months 4
- 6-12 months 5
- 1-2 years 6
- 2-5 years 7
- more than 5 years 8
- don't know/no information 0

15. Location before the period of unsafe, insecure or inadequate housing in question 14 (i.e. homelessness or at imminent risk)

state

suburb/town

postcode

overseas 9998

don't know/no information 0

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16. Type of housing/accommodation *immediately* before and after this support period

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

SAAP/CAP FUNDED ACCOMMODATION

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

NON-SAAP HOUSING ACCOMMODATION

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

INSTITUTIONAL SETTING

- hospital/psychiatric institution 18
- prison/youth training centre 19
- other government residential arrangement 20
- detoxification unit/rehabilitation centre 21
- other institutional setting 22
- don't know/no information 0

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

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

- alone 10
- with both parents 1
- with one parent and parent's spouse/partner 2
- with one parent 3
- with a foster family 4
- with relative(s) - temporary 5
- with relative(s) - long term 6
- with spouse/partner 7
- with spouse/partner and child(ren) 8
- alone with child(ren) 9
- with friend(s) - temporary 11
- with friend(s) - long term 12
- living with other unrelated persons 13
- other (*please specify*) _____ 999
- don't know/no information 0

18. Was the client the subject of a legal order or legal processes before or after support?

Before **After**
no 1

OR tick as many circles as apply

- protection or guardianship order (including wardship or equivalent) 2
- intervention/protection/restraining order/ apprehended violence order (as a result of violence perpetrated AGAINST the CLIENT) 3
- intervention/protection/restraining order/ apprehended violence order (as a result of violence perpetrated BY the CLIENT) 6
- other legal processes 999
- don't know/no information 0

19. Has a case management/support plan been agreed to by the end of the support period?

please tick one box only

- yes 1 go to question 20
- no 2 go to question 21
- not appropriate 3 go to question 21

20. To what extent have the client's case management goals been achieved by the end of the support period?

please tick one box only

- not at all 1
- some 2
- most 3
- all 4
- not applicable/appropriate 5

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21. Was SAAP/CAP accommodation provided?

No go to question 22
 Yes please provide types and dates of SAAP/CAP supported accommodation provided to the client (including THM's and other SAAP managed properties)

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

	on-site	off-site		D	D	M	M	Y	Y	Y	Y
Crisis/short term	<input type="checkbox"/> 1	<input type="checkbox"/> 4	Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other SAAP	<input type="checkbox"/> 3	<input type="checkbox"/> 6									

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

	on-site	off-site		D	D	M	M	Y	Y	Y	Y
Crisis/short term	<input type="checkbox"/> 1	<input type="checkbox"/> 4	Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other SAAP	<input type="checkbox"/> 3	<input type="checkbox"/> 6									

3. Type of accommodation *please tick one box only* Dates of accommodation *please complete all boxes*

	on-site	off-site		D	D	M	M	Y	Y	Y	Y
Crisis/short term	<input type="checkbox"/> 1	<input type="checkbox"/> 4	Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other SAAP	<input type="checkbox"/> 3	<input type="checkbox"/> 6									

4. Type of accommodation *please tick one box only* Dates of accommodation *please complete all boxes*

	on-site	off-site		D	D	M	M	Y	Y	Y	Y
Crisis/short term	<input type="checkbox"/> 1	<input type="checkbox"/> 4	Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other SAAP	<input type="checkbox"/> 3	<input type="checkbox"/> 6									

5. Type of accommodation *please tick one box only* Dates of accommodation *please complete all boxes*

	on-site	off-site		D	D	M	M	Y	Y	Y	Y
Crisis/short term	<input type="checkbox"/> 1	<input type="checkbox"/> 4	Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other SAAP	<input type="checkbox"/> 3	<input type="checkbox"/> 6									

22. Support to client

<i>please tick as many circles as apply</i>	Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<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"/>	<input type="radio"/>	39
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
assistance to obtain/maintain benefit/pension/ other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
incest/sexual assault counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8
domestic violence counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
emotional support/ other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
assistance with legal issues/ court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	28
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
assistance with immigration issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999

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PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN

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

23. Does this client have children reported on this form or another form for this period of support?

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

please tick one box only

Yes, child(ren) recorded on this form 1 No, child(ren) recorded on 'other adults' form 2 not applicable 3

24.

CHILD 1 ALPHA CODE				CHILD 2 ALPHA CODE				CHILD 3 ALPHA CODE			
<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="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH <input type="text"/>				YEAR OF BIRTH <input type="text"/>				YEAR OF BIRTH <input type="text"/>			

25. Country of birth of the child(ren)

Australia 1
other (please specify) _____ 2

Australia 1
other (please specify) _____ 2

Australia 1
other (please specify) _____ 2

26. Number of homes the child(ren) has lived in during the past year

homes

homes

homes

27. Age of child(ren)

0-4 years 1
5-12 years 2
13-15 years 3
16-17 years 4

0-4 years 1
5-12 years 2
13-15 years 3
16-17 years 4

0-4 years 1
5-12 years 2
13-15 years 3
16-17 years 4

28. Gender of child(ren)

female 1
male 2

female 1
male 2

female 1
male 2

29. Support to child(ren)

no assistance

OR tick as many circles as apply

	Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
culturally sensitive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
showers/hygiene support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
general counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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CHILD 4	CHILD 5	CHILD 6	CHILD 7
ALPHA CODE	ALPHA CODE	ALPHA CODE	ALPHA CODE
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND & 3RD LETTERS OF FIRST NAME</small> <small>1ST & 2ND LETTERS OF SURNAME</small> <small>LAST LETTER OF SURNAME</small> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND & 3RD LETTERS OF FIRST NAME</small> <small>1ST & 2ND LETTERS OF SURNAME</small> <small>LAST LETTER OF SURNAME</small> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND & 3RD LETTERS OF FIRST NAME</small> <small>1ST & 2ND LETTERS OF SURNAME</small> <small>LAST LETTER OF SURNAME</small> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND & 3RD LETTERS OF FIRST NAME</small> <small>1ST & 2ND LETTERS OF SURNAME</small> <small>LAST LETTER OF SURNAME</small> <small>M/F FOR MALE OR FEMALE</small>
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COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1-800 627 191 or email ndca@aihw.gov.au

RETURNING FORMS TO THE NDCA

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

30 JUNE 2004 AND 31 DECEMBER 2004

- Twice a year (in the first week of July 2004 and in the first week of January 2005), you should notify the NDCA of clients who are still being supported as at 30 June 2004 and 31 December 2004.
- For clients who are ongoing at 30 June 2004, transfer the information from the old 2003–2004 form to the new 2004–2005 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2004. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

The SAAP National Data Collection Agency is managed by the Australian Institute of Health and Welfare



DEMAND FOR ACCOMMODATION

1 December – 7 December

AGENCY NUMBER

DATE ACCOMMODATION SOUGHT

CONTACT MADE *Please tick one box only*

by person/group, visiting agency 2

by person/group, by phone 3

via a third party, visiting agency 1

via a third party, by phone 4

PLEASE FILL OUT A FORM EVERY TIME A PERSON OR GROUP SEEKS ACCOMMODATION FORMS TO BE FILLED OUT BETWEEN 1 DECEMBER AND 7 DECEMBER

1. Person(s) requesting accommodation:

WITH child(ren)

person with child(ren) 5

persons with child(ren) 6

couple with child(ren) 4

WITHOUT child(ren)

person without child(ren) 7

persons without child(ren) 8

couple without child(ren) 2

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	—	—

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	—	—

4. How soon is the accommodation needed:

tonight (within 24 hours) 1

tomorrow night (between 24 and 48 hours) 2

in 3—4 days 6

in 5—6 days 7

in 7—14 days 4

in more than 14 days 5

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 **go to Q. 6**

don't know 3

no 2 **go to Q. 5b**

5b. If the person/group has tried earlier today to get accommodation, why were they unsuccessful:
(please tick one box only)

insufficient accommodation available 1

agency inappropriate - wrong target group 2

agency in wrong area 4

group did not want to split up 5

person/group inappropriate for agency 6

type of accommodation requested not provided 7

accommodation refused for other reason 8

other (please specify) _____ 999

no information/don't know 0

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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6. Was any accommodation offered?
 yes 1
 no 2 If no accommodation offered,
 please skip to question 9

7a. Was your offer of accommodation taken up?
 yes 1 If yes, go to question 8
 no 2

7b. If your offer of accommodation was not taken up,
 was it because:

the person/group did not show 1
 the group did not want to split up 2
 the agency was in the wrong area 3
 the person/group wanted longer term housing 4
 the person/group wanted different housing option 5
 or, other (please specify) _____ 999

▶ If accommodation not taken up, please skip to question 10

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

9. What was the main reason accommodation was
 not offered:

(please tick **one** box only)

referral agency with no vacancies on books 15
 insufficient accommodation available 3
 agency inappropriate — wrong target group 4
 type of accommodation requested not provided 11
 insufficient staff to provide support 2
 facilities for special needs not available 12
 age of male child (applicable for DV agencies) 8
 person/group inappropriate for agency 13
 no fee-free accommodation available 14
 other (please specify) _____ 999

10. Did your agency make a referral for
 accommodation?
 yes 1
 no 2

11. How many in the group (including children) do or
don't identify as Aboriginal and/or Torres Strait
 Islander:

Please specify the number of people in each category.
 Do not use ticks or crosses.

	Male	Female
don't identify as Aboriginal or Torres Strait Islander	_____	_____
do identify as Aboriginal	_____	_____
do identify as Torres Strait Islander	_____	_____
do identify as both Aboriginal and Torres Strait Islander	_____	_____
don't know	_____	_____

12. Country of birth of everyone in the group
 (including children):

Please specify the number of people in each category.
 Do not use ticks or crosses.

	Male	Female
Australia	_____	_____
other English-speaking countries	_____	_____
non-English-speaking countries	_____	_____
don't know country of birth	_____	_____

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

Thankyou

References

- ABS (Australian Bureau of Statistics) 2005. Australian demographic statistics. ABS cat. no. 3101.0. Canberra: ABS.
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- AIHW 1999. SAAP National Data Collection annual report 1997–98 Australia. SAAP NDCA report Series 3. AIHW cat. no. HOU 24. Canberra: AIHW.
- AIHW 2000a. SAAP National Data Collection annual report 1998–99 Australia. SAAP NDCA report Series 4. AIHW cat. no. HOU 38. Canberra: AIHW.
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