

5 One-off assistance to groups with unmet requests for accommodation

People who request SAAP accommodation may not always receive that accommodation (see Chapter 6 for the reasons that agencies may be unable to provide accommodation).

However, potential clients may still receive casual or one-off assistance despite the fact that the agency is unable to provide them with accommodation. For example, a potential client whose request for SAAP accommodation cannot be met may still receive one-off assistance such as information or a meal.

Information on the demand for accommodation is available for only 2 weeks of the year – from 26 November–2 December 2003 and 5–11 May 2004. Given that there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures for requests by individuals and groups cannot be used as a basis for deriving annual figures of unmet requests. It should also be noted that the number of unmet requests presented in this chapter are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate a turn-away rate and provide an indication of the overall ability of SAAP to cope with the demand for accommodation (see Chapter 9).

5.1 State and territory

Table 5.1 shows the types of one-off assistance provided to potential clients with unmet requests for accommodation in each state and territory during the 2 weeks of the Demand for Accommodation Collection (26 November–2 December 2003 and 5–11 May 2004). During this period there were 9,640 unmet requests for accommodation made by individuals or groups. At least one type of one-off assistance was provided following 84% (8,130) of these requests (derived from Table 5.1). On average 2.0 services were provided for each unmet request by an individual or group.

Information was the most common type of one-off assistance, provided following 76% of unmet requests for SAAP accommodation. Referrals for accommodation were also frequently arranged, following 51% of unmet requests. Emotional support was provided following 25% of unmet requests, and referrals for non-accommodation services were provided following 21% of unmet requests. All other types of assistance, such as meals and transport, were each provided following 3% to 7% of unmet requests. No one-off assistance was provided to groups or individuals following 16% of unmet requests for accommodation.

There were noticeable differences between states and territories in terms of the types of one-off assistance received following an unmet request for accommodation. For example, information was provided following 85% of unmet requests in Victoria compared with 66% in Western Australia and the Northern Territory. Emotional support ranged from 12% in the Northern Territory to 33% in South Australia, while transport ranged from 4% in the Australian Capital Territory, Western Australia and South Australia, to 17% in the Northern Territory. Referrals for accommodation were highest in the Northern Territory at 61%,

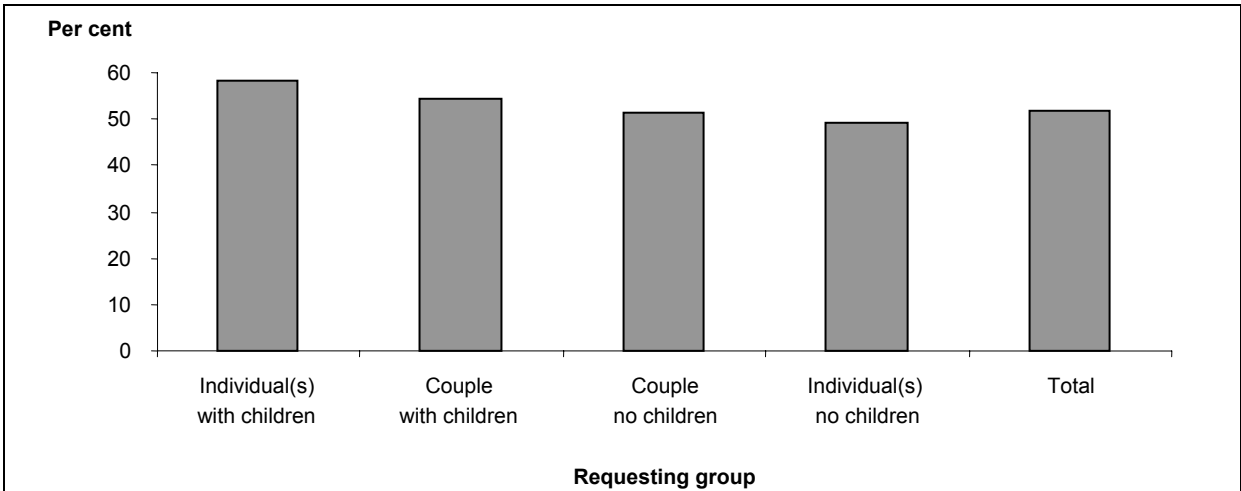
compared with between 49% and 54% in the other states and territory. The proportion of unmet requests where no casual assistance was provided varied from 9% in Victoria to 24% in Western Australia.

5.2 Referrals for accommodation

In order to inform the discussion in Chapter 9 regarding the capacity of SAAP to deal with the demand for SAAP accommodation, it is necessary to examine whether attempts were made to secure accommodation at another source when people were turned away. As it is not possible to determine whether a referral for accommodation was made for all or part of a requesting group and accommodation that was required within 24 hours is of particular concern in the context of homelessness, referrals are examined based on valid unmet requests for immediate SAAP accommodation. For definition of a valid unmet request refer to the Glossary and Chapter 6.

Between 26 November–2 December 2003 and 5–11 May 2004, it is estimated that each day there were an average of 145 referrals for accommodation made in 279 valid unmet requests for immediate SAAP accommodation (Tables 5.2 and 6.3). Individual(s) with no children who could not be accommodated had the most referrals for accommodation made (61% of valid unmet requests for immediate accommodation in which a referral for accommodation was made), followed by individual(s) with children (32%), couples with accompanying children (4%) and couples without accompanying children (3%) (Table 5.2).

However, when considered as a proportion of the valid unmet requests for immediate accommodation made on an average day by each group, referrals for accommodation were more often made for people with children (Figure 5.1). Individual(s) with children had a referral for accommodation arranged in 58% of their valid unmet requests for immediate accommodation, and couples with children had a referral for accommodation arranged in 54% of their valid unmet requests for immediate accommodation. This was followed by couples without children (51%) and individual(s) without children (49%).



Source: Derived from Tables 5.2 and 6.3.

Figure 5.1: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average per cent)

5.3 Tables

Table 5.1: Groups with unmet requests for SAAP accommodation: one-off assistance provided, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent contacts by groups)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	
									%	Number
Information	70.3	85.1	75.4	65.6	79.8	68.6	74.0	66.4	76.3	7,360
Referral for accommodation	51.4	48.8	51.3	53.6	50.1	52.1	52.8	61.4	50.9	4,910
Referral for non-accommodation	21.2	22.5	17.4	18.1	19.0	27.7	16.7	21.4	20.5	1,980
Emotional support	20.7	31.5	21.7	17.7	33.4	30.5	24.3	12.1	25.4	2,450
Meals	5.7	4.9	8.7	3.0	6.7	5.8	3.5	7.9	5.9	570
Financial assistance/material aid	4.8	9.8	6.6	5.3	6.5	6.5	1.4	8.6	7.0	670
Transport	4.8	5.3	5.1	3.9	4.1	5.6	3.5	17.1	5.1	490
Laundry/shower facilities	3.5	1.1	6.6	2.6	3.6	3.5	0.7	8.6	3.4	330
Other	4.7	5.3	3.6	4.8	8.0	3.5	6.6	2.1	4.8	470
None	20.1	9.1	16.2	24.0	12.1	22.6	18.1	17.1	15.6	1,510
Mean number of types of assistance provided	1.9	2.1	2.0	1.7	2.1	2.0	1.8	2.1	..	2.0
Total (%)	23.1	30.8	21.9	8.0	7.3	4.5	3.0	1.5	100.0	..
Total (number)	2,230	2,970	2,120	770	700	430	290	140	..	9,640

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. Groups seeking assistance were able to receive more than one type of one-off assistance, so percentages do not total 100.
4. 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.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.2: Groups with *valid* unmet requests for *immediate* SAAP accommodation: referrals for accommodation, by requesting group and state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

Referral for accommodation	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
NSW	22.2	11.0	0.6	0.6	23.7	34.4
Vic	28.4	6.9	2.2	1.3	26.8	38.8
Qld	16.3	13.4	0.6	2.4	22.6	32.7
WA	6.9	7.0	0.2	0.4	10.0	14.5
SA	4.8	3.1	0.1	0.3	5.7	8.3
Tas	4.6	2.9	0.3	0.2	5.5	7.9
ACT	4.1	1.5	0.1	0.3	4.1	6.0
NT	0.9	1.3	0.1	0.1	1.6	2.4
Total (number)	88.1	46.9	4.3	5.6	..	145.0
Total (%)	60.8	32.4	3.0	3.9	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. For the definitions of 'valid unmet requests' and 'immediate accommodation', please refer to the Glossary.
4. 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.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.3: Groups with *valid* unmet requests for *immediate* SAAP accommodation: referrals for accommodation, by primary target group and state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

Referral for accommodation	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
NSW	7.6	6.0	2.6	2.6	9.6	6.1	23.7	34.4
Vic	8.0	5.0	2.0	2.9	2.6	18.4	26.8	38.8
Qld	9.1	1.2	0.3	5.4	3.4	13.3	22.6	32.7
WA	2.4	2.8	0.1	2.5	5.3	1.4	10.0	14.5
SA	1.9	1.1	0.5	1.1	2.5	1.2	5.7	8.3
Tas	0.3	1.4	—	—	—	6.3	5.5	7.9
ACT	1.5	1.4	1.0	0.4	1.7	—	4.1	6.0
NT	0.4	0.1	0.1	—	1.1	0.6	1.6	2.4
Total (number)	31.2	18.9	6.6	14.9	26.1	47.1	..	145.0
Total (%)	21.5	13.1	4.6	10.3	18.0	32.5	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. For the definitions of 'valid unmet requests' and 'immediate accommodation', please refer to the Glossary.
4. 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.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

6 Unmet requests for accommodation

This chapter focuses on the number of unmet requests for SAAP accommodation made by individuals and groups during the Demand for Accommodation Collection. Unmet requests are broken down into valid and invalid requests, and valid requests are discussed in relation to when the requested accommodation was needed. The separation between valid and invalid requests is made because many of the requests for accommodation were made at inappropriate agencies or the offered accommodation was refused by the person or group who requested it. Consequently, the number of valid unmet requests is a more useful measure of unmet demand than using all unmet requests.

Information on the demand for accommodation is available for only 2 weeks of the year – from 26 November–2 December 2003 and 5–11 May 2004. Given that there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures for requests by individuals and groups cannot be used as a basis for deriving annual figures of unmet requests.

The number of unmet requests presented in this chapter are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate a turn-away rate and provide an indication of the overall ability of SAAP to cope with the demand for accommodation (see Chapter 9).

6.1 Valid and invalid unmet requests

People may be turned away from a SAAP agency for a variety of reasons and these reasons are classified to determine whether a request for accommodation is valid or invalid. Invalid requests for accommodation include people requesting assistance from an agency with the wrong target group (for example, a married couple approaching a single men's agency); when a person or group was inappropriate for the agency (for example, an intoxicated person); when there was no fee-free accommodation available; or when the offer of accommodation was refused by the requesting person or group. All other requests for accommodation are said to be valid.

Invalid requests

Table 6.1 shows that 2,590 (27%) of the 9,640 unmet requests for accommodation made during the collection period were invalid requests. In particular, 46% of invalid requests for SAAP accommodation were not met because the requesting person or group was in the wrong target group for the agency they approached. This was most likely to be the case for couples without children (67%), and for persons or groups requesting accommodation in the Northern Territory (58%) (Tables 6.1 and 6.2).

There were 770 (30%) invalid requests where the person or group refused an offer of accommodation (Table 6.1). The proportion of individual(s) both with and without children who had unmet requests for this reason was higher than that reported for couples both with and without children (32% and 30%, respectively, compared with 20% and 15%,

respectively). The proportion of invalid requests where a person or group refused an offer of accommodation ranged from 23% in the Australian Capital Territory to 37% in Western Australia (Table 6.2).

Twenty-one per cent of invalid requests for accommodation were refused because the person or group was inappropriate for the agency that they approached. This includes situations where the agency has judged that the person was inappropriate because the person requesting accommodation was intoxicated, violent or unwilling to abide by agency rules. This was more likely to be the case for individual(s) who presented without children (23%) and for invalid requests for accommodation made in the Australian Capital Territory (26%) (Tables 6.1 and 6.2).

Only 3% of invalid requests for accommodation were unmet because there was no fee-free accommodation available (Table 6.1). There was little variation by requesting group. However, on a state and territory basis, invalid unmet requests for accommodation for this reason ranged from no requests in the Australian Capital Territory to 7% in South Australia (Table 6.2).

Valid requests

Valid unmet requests for accommodation accounted for 73% (7,050) of the total unmet requests for SAAP accommodation made during the collection period (Table 6.1). Individual(s) who presented without children accounted for the largest proportion of valid unmet requests for accommodation (59% or 4,160); they were followed by individual(s) who presented with children (34% or 2,370). Couples with and without children accounted for only a small proportion of valid unmet requests for accommodation (5% and 3%, respectively). On a state and territory basis, Victoria reported the largest number of valid requests for accommodation (2,410 or 34%), while the Northern Territory reported the smallest number (70 or 1%) (Table 6.2).

The most common reason for valid requests for accommodation not being met was that there was insufficient accommodation available (4,400 or 63%) (Table 6.1). Couples with children had the highest proportion of valid unmet requests for this reason (72%) and individual(s) without children the lowest (58%). In Tasmania 75% of valid requests for accommodation were unmet because there was insufficient accommodation available, while in South Australia 50% of valid requests were unmet for this reason (Table 6.2).

Referral agencies having no vacancy on the books accounted for 1,340 (19%) of valid unmet requests (Table 6.1). Individual(s) with no children reported a higher proportion than the other groups for this reason (20%). On a state and territory basis, the Northern Territory reported the smallest proportion (7%) and South Australia reported the largest proportion (29%) of valid unmet requests for this reason (Table 6.2).

The type of accommodation requested not being provided by an agency accounted for 7% of valid unmet requests overall (Table 6.1). This was slightly more likely to be the case for couples who presented without children (9%). On a state and territory basis, 12% of valid requests for accommodation in the Northern Territory were unmet for this reason, compared with 4% in Western Australia (Table 6.2).

Insufficient staff to provide support and the unavailability of facilities designed to meet disability, cultural and other special needs accounted for very small proportions of valid unmet requests for accommodation (2% and 1%, respectively). These reasons did not differ significantly by requesting group or across states and territories.

Daily average number of valid unmet requests for accommodation

On any day during the Demand for Accommodation Collection period, an average of 504 valid unmet requests for accommodation were made (Table 6.3). The majority of these were made by people who presented without children, with 311 (62%) made by individual(s) or couples who presented without children and 192 (38%) made by individual(s) or couples with children (derived from Table 6.3).

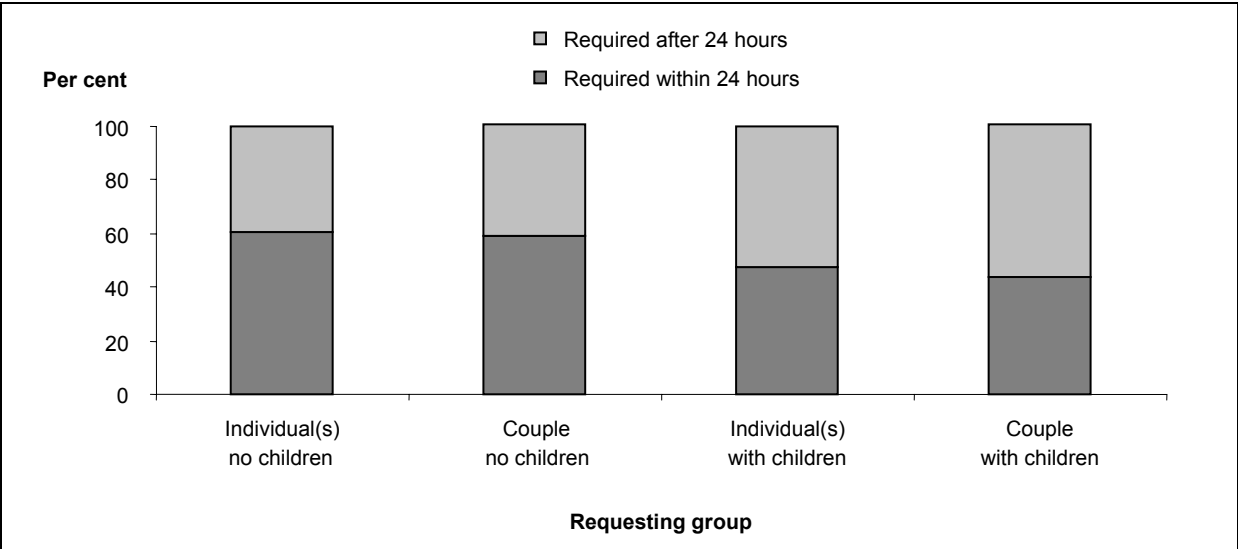
6.2 The immediacy of need for accommodation

In the context of homelessness, unmet requests for immediate accommodation (that is, accommodation required within 24 hours) is of particular importance. Just over 55% of all valid unmet requests for accommodation were for immediate accommodation (Table 6.3). Valid unmet requests for accommodation required after 48 hours made up a significant proportion of the total (33%). Only 11% of valid unmet requests were for accommodation required within 24 to 48 hours.

Requesting group

Individual(s) without children accounted for the majority of the daily average valid unmet requests for immediate SAAP accommodation (64%). They also accounted for the majority of valid unmet requests for accommodation required after 24 hours (52%) (derived from Table 6.3).

On examining when accommodation was needed by requesting group it becomes clear that groups who had children with them tended to make requests for accommodation in advance of immediate need, that is they more often requested accommodation after 24 hours time (Figure 6.1). This might indicate that they plan for expected periods of homelessness more than people without children who more often requested accommodation within 24 hours.



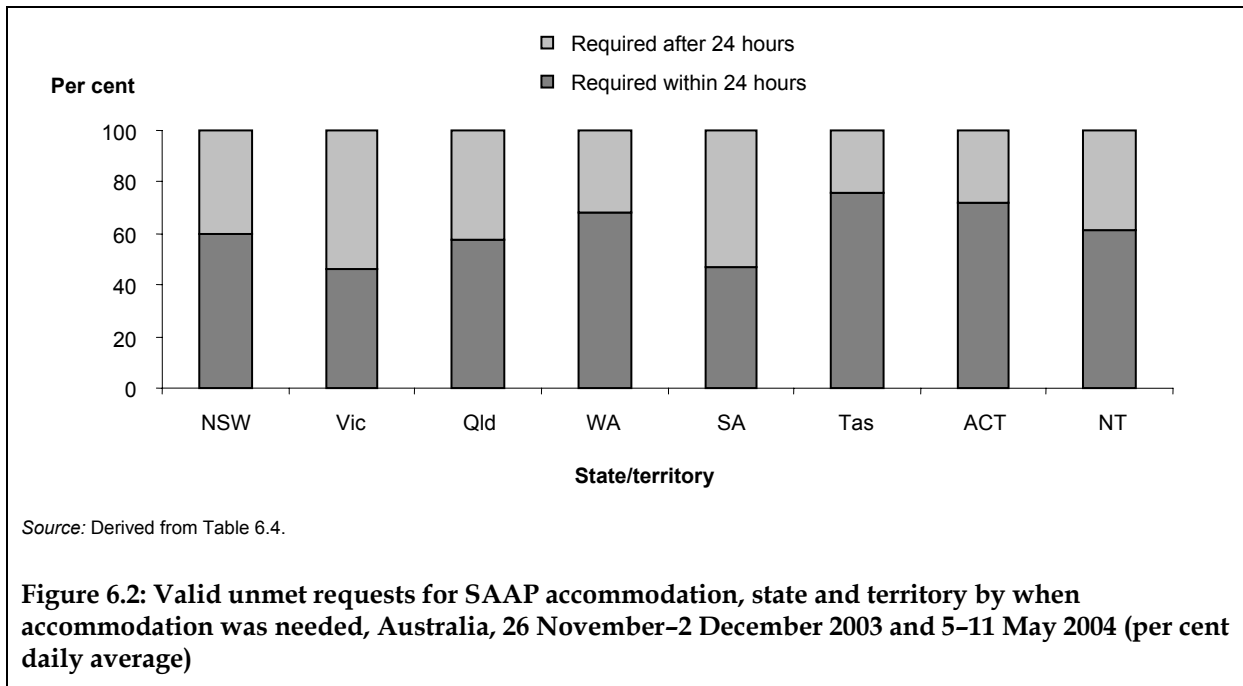
Source: Derived from Table 6.3.

Figure 6.1: Valid unmet requests for SAAP accommodation, requesting group by when accommodation was needed, Australia, 26 November-2 December 2003 and 5-11 May 2004 (per cent daily average)

State and territory

Victoria had the highest daily average of valid unmet requests for SAAP accommodation (172 requests), followed by Queensland (110) and New South Wales (108) (Table 6.4).

Most states and territories had a larger proportion of valid unmet requests for accommodation required immediately, with the exception of Victoria and South Australia (Figure 6.2). Both of these states had a higher proportion of valid unmet requests for accommodation required after 24 hours.



6.3 Tables

Table 6.1: Unmet requests for SAAP accommodation: main reason why request was not met, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent requests by groups)

Main reason	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Valid requests						
Insufficient accommodation available	58.1	68.3	68.8	72.0	62.5	4,400
Referral agency with no vacancies on books	20.3	17.5	14.6	17.1	19.0	1,340
Type of accommodation requested is not provided	7.6	5.6	9.0	6.1	6.9	490
Insufficient staff to provide support	2.4	1.1	0.5	1.5	1.9	130
Facilities for disability needs, cultural needs and other special needs not available	1.3	0.5	—	0.6	1.0	70
Other	10.2	7.1	7.0	2.7	8.7	620
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	59.0	33.6	2.8	4.7	100.0	..
Total (number)	4,160	2,370	200	330	..	7,050
Invalid requests						
Agency inappropriate—wrong target group	42.9	49.2	67.1	61.0	45.7	1,180
Person/group inappropriate for agency	23.3	16.0	13.9	15.9	21.1	550
No fee-free accommodation available	3.6	2.6	3.8	3.7	3.4	90
Person/group refused offer of accommodation	30.2	32.2	15.2	19.5	29.8	770
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	71.3	22.5	3.0	3.2	100.0	..
Total (number)	1,850	580	80	80	..	2,590
Total requests for accommodation	6,010	2,950	280	410	..	9,640

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made to allow for missing data (see Appendix 2).
3. Please refer to Appendix 2 for notes on the composition of the requesting groups.
4. In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
5. 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.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.2: Unmet requests for SAAP accommodation: main reason why request was not met, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent requests by groups)

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Valid requests										
Insufficient accommodation available	57.0	60.3	67.8	73.1	49.9	75.4	72.1	69.9	62.5	4,400
Referral agency with no vacancies on books	19.2	22.3	16.1	11.6	29.1	10.4	11.5	6.8	19.0	1,340
Type of accommodation requested is not provided	6.9	7.4	7.2	3.7	7.5	4.7	7.1	12.3	6.9	490
Insufficient staff to provide support	3.1	1.4	2.0	0.4	0.6	0.3	3.1	8.2	1.9	130
Facilities for disability needs, cultural needs and other special needs not available	1.5	0.7	1.4	1.0	0.2	1.7	—	—	1.0	70
Other	12.3	7.9	5.7	10.2	12.7	7.4	6.2	2.7	8.7	620
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	21.4	34.2	21.8	7.0	7.2	4.2	3.2	1.0	100.0	..
Total (number)	1,510	2,410	1,540	490	510	300	230	70	..	7,050
Invalid requests										
Agency inappropriate—wrong target group	48.3	42.1	51.1	36.0	40.2	42.1	51.6	58.2	45.7	1,180
Person/group inappropriate for agency	20.9	24.2	16.8	24.5	23.1	20.3	25.8	11.9	21.1	550
No fee-free accommodation available	2.4	4.9	2.2	2.5	7.0	6.0	—	3.0	3.4	90
Person/group refused offer of accommodation	28.4	28.9	29.9	37.1	29.6	31.6	22.6	26.9	29.8	770
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	27.8	21.4	22.3	10.7	7.7	5.1	2.4	2.6	100.0	..
Total (number)	720	550	580	280	200	130	60	70	..	2,590
Total requests for accommodation	2,230	2,970	2,120	770	700	430	290	140	..	9,640

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
4. 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.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.3: Estimated valid unmet requests for SAAP accommodation, by requesting group and when accommodation was needed, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total	
				%	Number
Individual(s) no children	179.7	30.0	87.2	59.0	296.9
Individual(s) with children	80.6	22.0	66.4	33.6	169.0
Couple no children	8.4	1.8	4.1	2.8	14.2
Couple with children	10.3	3.8	9.4	4.7	23.4
Total (number)	278.9	57.6	167.1	..	503.6
Total (%)	55.4	11.4	33.2	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. Please refer to Appendix 2 for notes on the composition of the requesting groups.
4. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
5. 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.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.4: Estimated valid unmet requests for SAAP accommodation, by state and territory and when accommodation was needed, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

State/territory	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total	
				%	Number
NSW	64.2	10.6	32.9	21.4	107.7
Vic	79.8	21.6	71.1	34.2	172.4
Qld	63.2	14.1	32.5	21.8	109.8
WA	23.9	2.9	8.1	7.0	35.0
SA	16.9	4.4	14.9	7.2	36.1
Tas	16.1	1.7	3.4	4.2	21.2
ACT	11.6	1.8	2.7	3.2	16.1
NT	3.2	0.6	1.4	1.0	5.2
Total (number)	278.9	57.6	167.1	..	503.6
Total (%)	55.4	11.4	33.2	100.0	..

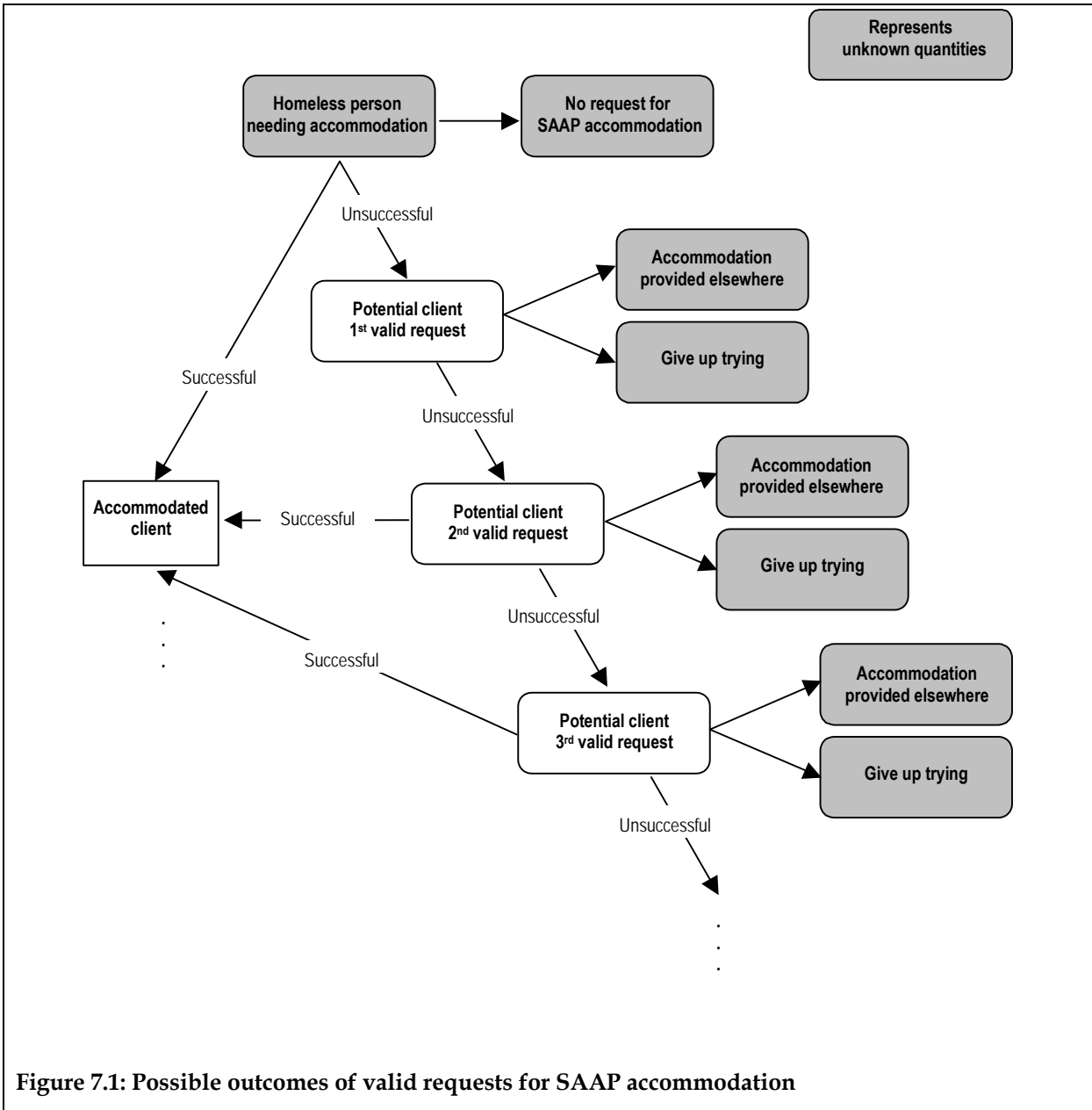
Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
4. 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.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

7 Number of people making a valid unmet request for accommodation

People can make more than one request for SAAP accommodation in a day. Figure 7.1 shows that people who make a request for SAAP accommodation can either be successful on the first attempt, make subsequent requests until they are accommodated, have their needs met elsewhere, or give up trying altogether. How often people have their needs met by other means and no longer require SAAP assistance cannot be measured at present.



This chapter presents the estimated number of adults or children unaccompanied by a parent(s) or guardian(s) who made a valid unmet request for SAAP accommodation, termed potential clients, and the number of children who accompanied them. As people can make more than one unmet request in a day, to estimate the number of people making those requests as distinct from the number of requests themselves, each valid unmet request presented in Chapter 6 has been attributed to an estimated number of individuals (see Appendix 2).

Information on demand for accommodation by potential clients is available only for 2 weeks of the year – 26 November–2 December 2003 and 5–11 May 2004. As with data on requests, seasonal factors and the reality that people can make several unmet requests in a year mean that daily and 2-week figures for potential clients cannot be used as a basis for deriving annual figures.

The numbers of potential clients and accompanying children presented in this chapter are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate a turn-away rate and indicate the overall ability of SAAP to accommodate the excess demand (see Chapter 9).

7.1 Number of potential clients and accompanying children

People are able to make more than one request for accommodation per day. Additionally, in at least 41% of the 504 valid unmet requests for accommodation reported each day, the request involved more than one person (Table 6.3). It is estimated that on any given day during the collection period, an average of 416 potential clients and 270 accompanying children had a valid unmet request for accommodation (Table 7.1). Overall, this averaged 686 people per day.

Requesting group

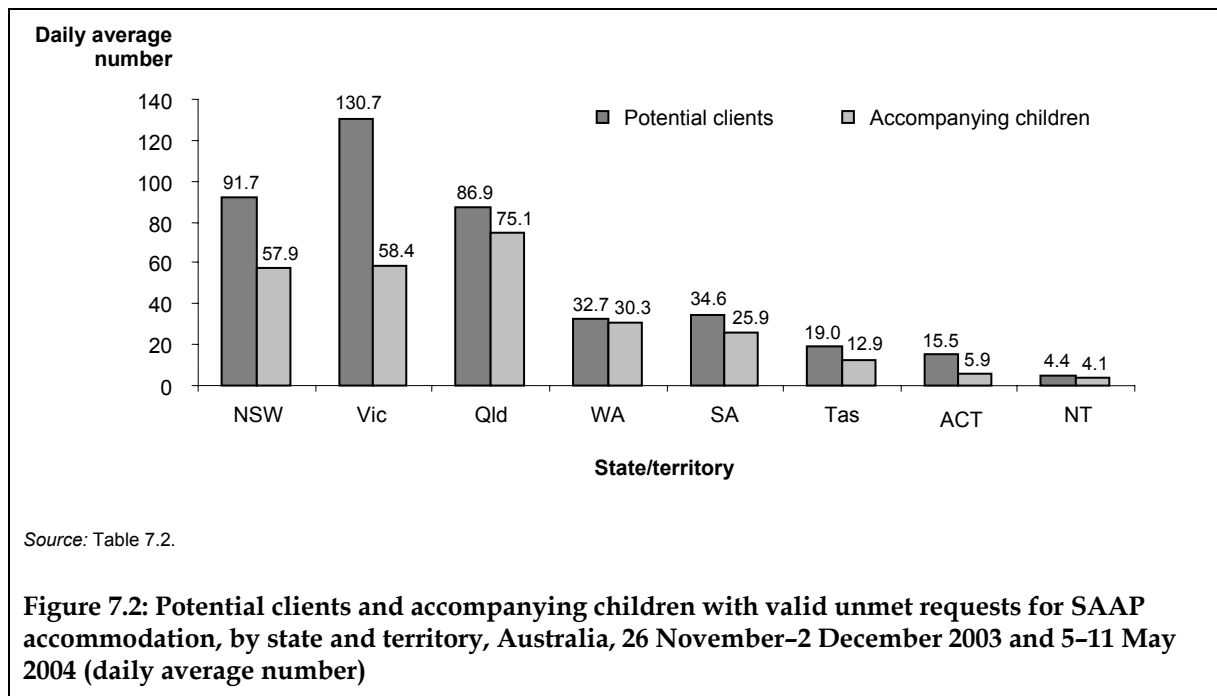
There was a daily average of 223 potential clients who presented alone or with a group of individuals without children (individual(s) without children), 139 potential clients who presented as an individual(s) with children, 34 potential clients who presented as a couple with children, and 19 potential clients who presented as a couple without children.

The daily average number of accompanying children was highest for children who accompanied one potential client or a group of potential clients who were not a couple (234). A daily average of 36 children accompanied couples.

State and territory

Figure 7.2 presents the daily average number of potential clients and the children that accompanied them by state and territory. Victoria reported the highest number of potential clients on any given day during the collection period (131), accounting for 32% of the total number of potential clients (Table 7.2). Queensland reported the largest average daily number of children accompanying a potential client (75 or 28%). However, when accompanying children are examined as a proportion of the total number of people with valid unmet requests by state and territory, Western Australia and the Northern Territory had the highest proportion of accompanying children, with 48% of all people with valid

unmet requests for accommodation in this state and territory being accompanying children (derived from Table 7.2)



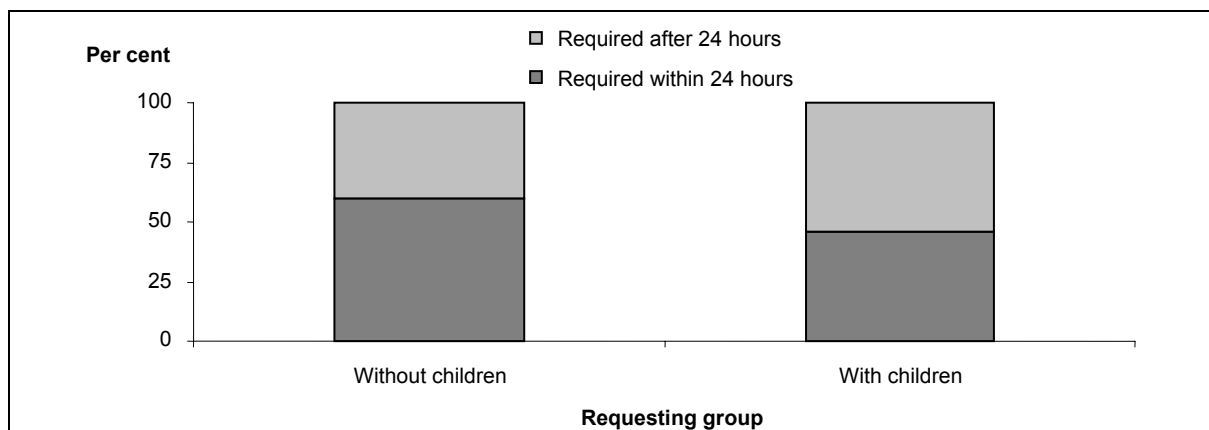
7.2 The immediacy of need for accommodation

The majority of potential clients (54%) making valid unmet requests for accommodation required accommodation immediately (within 24 hours) (Table 7.1). This was followed by potential clients requiring accommodation in 5 days or more (26%). This was significantly higher than for potential clients who required accommodation in 24–48 hours (11%) or in 3–4 days (9%).

However, although a significant proportion of the children accompanying potential clients required immediate accommodation (47%), over half (53%) required accommodation after 24 hours (12% within 24–48 hours, 11% in 3–4 days and 31% in 5 or more days).

Requesting group

Potential clients who presented with children, either as a couple or an individual(s), had different requirements in relation to how soon they required accommodation, compared with potential clients who presented without children. Over half (54%) of potential clients who presented with children were seeking accommodation after 24 hours (Figure 7.3). This was higher than the figure for potential clients who presented without children, of whom 40% required accommodation after 24 hours. This indicates that people with children are more likely than people without children to attempt to make arrangements for accommodation in advance of an anticipated occasion of homelessness or some other type of insecurity before their situation reaches crisis point.



Source: Derived from Table 7.1.

Figure 7.3: Potential clients with valid unmet requests for SAAP accommodation, by requesting groups with and without accompanying children and when accommodation was needed, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

State and territory

In the majority of states and territories, potential clients were more likely to require immediate accommodation than accommodation after 24 hours, while in Victoria and South Australia potential clients more often required accommodation after 24 hours (57% in both states) (derived from Table 7.2). It is interesting to note that a far higher proportion of potential clients in the Australian Capital Territory required immediate accommodation than required immediate accommodation in the other states and territory (83% compared with 59% in New South Wales, 43% in Victoria, 58% in Queensland, 65% in Western Australia, 43% in South Australia, 71% in Tasmania, and 59% in the Northern Territory).

Although the pattern of when accommodation was needed by potential clients was similar to that documented in Chapter 6 regarding valid unmet requests for accommodation, the large numbers of children associated with each valid unmet request in Queensland meant that the pattern for accompanying children was slightly different. While children accompanying potential clients required immediate accommodation more often than accommodation after 24 hours in New South Wales (53%), Western Australia (65%), Tasmania (77%), the Australian Capital Territory (66%) and the Northern Territory (61%), children accompanying potential clients in Victoria, Queensland and South Australia more often required accommodation after 24 hours (74%, 54% and 61%, respectively).

7.3 Tables

Table 7.1: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total	
					%	Number
Potential clients						
Individual(s) no children	135.4	22.3	15.9	49.8	53.8	223.4
Individual(s) with children	65.3	17.4	16.1	40.6	33.6	139.4
Couple no children	10.3	2.6	1.4	4.6	4.5	18.9
Couple with children	13.9	4.4	3.2	12.3	8.1	33.9
Total (number)	224.9	46.7	36.7	107.2	..	415.6
Total (%)	54.1	11.2	8.8	25.8	100.0	..
Accompanying children						
Individual(s) with children	111.6	27.3	25.6	69.6	86.6	234.1
Couple with children	14.9	4.9	3.3	13.2	13.4	36.3
Total (number)	126.4	32.2	28.9	82.8	..	270.4
Total (%)	46.8	11.9	10.7	30.6	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. 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.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 7.2: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and state and territory, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

State/territory	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total		
					%	Number	
Potential clients							
NSW	53.8	9.0	6.9	22.1	22.1	91.7	
Vic	56.1	16.6	11.9	46.0	31.5	130.7	
Qld	50.3	10.4	9.3	16.9	20.9	86.9	
WA	21.1	2.6	2.1	6.9	7.9	32.7	
SA	14.9	4.6	4.2	10.9	8.3	34.6	
Tas	13.4	1.6	1.0	3.0	4.6	19.0	
ACT	12.8	1.2	0.8	0.7	3.7	15.5	
NT	2.6	0.6	0.5	0.7	1.1	4.4	
Total (number)	224.9	46.7	36.7	107.2	..	415.6	
Total (%)	54.1	11.2	8.8	25.8	100.0	..	
Accompanying children							
NSW	30.4	6.0	5.0	16.4	21.4	57.9	
Vic	15.4	7.4	7.1	28.6	21.6	58.4	
Qld	34.7	10.7	11.4	18.3	27.8	75.1	
WA	19.7	2.4	0.7	7.5	11.2	30.3	
SA	10.0	3.3	3.2	9.4	9.6	25.9	
Tas	9.9	1.1	0.3	1.6	4.8	12.9	
ACT	3.9	0.9	0.8	0.4	2.2	5.9	
NT	2.5	0.5	0.5	0.6	1.5	4.1	
Total (number)	126.4	32.2	28.9	82.8	..	270.4	
Total (%)	46.8	11.9	10.7	30.6	100.0	..	

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. 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.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.