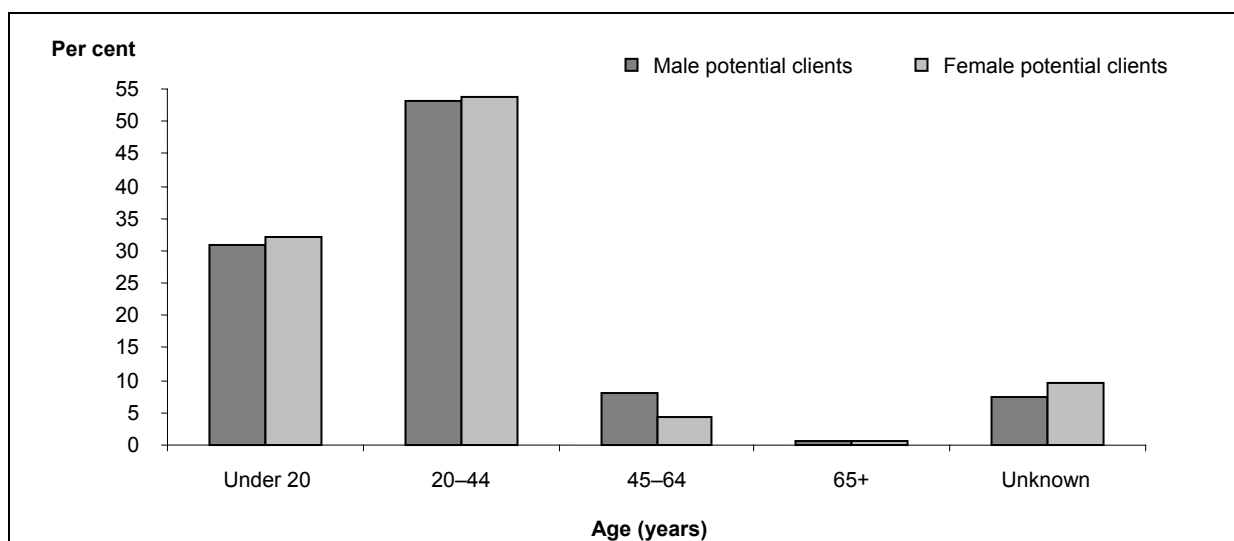


8 Characteristics of people who made a valid unmet request for accommodation

The Demand for Accommodation Collection also gathers information on the gender, age, country of birth and Aboriginal and/or Torres Strait Islander (ATSI) status of people seeking accommodation. This chapter presents the characteristics of potential clients and the children who accompanied them, that is the demographics of people who made a valid unmet request for accommodation during the Demand for Accommodation Collection period (26 November–2 December 2003 and 5–11 May 2004).

8.1 Gender and age of potential clients

Of the 416 daily average potential clients reported in Chapter 7, 246 (or 59%) were female and 170 (or 41%) were male (derived from Tables 8.1 and 8.2). The highest proportion of potential clients, both male and female, were aged 20–44 years (53% of males and 54% of females), followed by potential clients aged under 20 years (31% of males and 32% of females) (Figure 8.1). It should be noted that, when examining the age groups at a finer age level, a significant proportion of all potential clients were aged 15–19 years (24% of males and 26% of females) (derived from Tables 8.1 and 8.2).



Source: Derived from Tables 8.1 and 8.2.

Figure 8.1: Potential clients with valid unmet requests for SAAP accommodation, by age and gender, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average of gender group)

Immediacy of need for accommodation

Male potential clients were more likely to require accommodation within 24 hours, with 60% (102) of the 170 male potential clients requiring immediate accommodation (derived from Tables 8.1 and 8.2). However, female potential clients were equally likely to require accommodation within 24 hours as after 24 hours (50% or 123 of the 246 female potential clients required accommodation within 24 hours).

Accommodation required within 24 hours

On a daily basis there was an average of 225 potential clients who required accommodation within 24 hours (Table 8.1). Of these, 45% were male and 55% were female (derived from Table 8.1). The highest proportion of potential clients who required immediate accommodation, both male and female, were aged 20–44 years (53% of males and 52% of females), followed by potential clients aged under 20 years (29% of males and 31% of females).

There were some variations between the states and territories in the age and gender breakdowns of potential clients who required immediate accommodation. Of the male potential clients who required immediate accommodation, Queensland and New South Wales had higher proportions than the other states and territories of male potential clients aged 15–17 years who required immediate accommodation (20% and 18%, respectively, compared with between 3% and 12%); the Northern Territory had a higher proportion aged 18–19 years (22% compared with between 5% and 12%); and Tasmania had a higher proportion aged 25–44 years (50% compared with between 23% and 42%) (Table 8.1). Note that there was a high proportion of male potential clients of unknown age requesting immediate accommodation in the Australian Capital Territory (50%).

Of the female potential clients who requested immediate accommodation, Queensland and the Australian Capital Territory reported a higher proportion than the other jurisdictions that were aged 15–17 (both 24%, compared with between 4% and 16%); the Northern Territory reported a significantly higher proportion who were aged 65 years and over (15% compared with between 0% and 1%); and South Australia reported a higher proportion who were aged 25–44 years (44% compared with between 25% and 39%).

Accommodation required after 24 hours

On a daily basis there were an average of 191 potential clients who required SAAP accommodation after 24 hours and of these, 36% (68) were male and 64% (123) were female (derived from Table 8.2). As for accommodation required within 24 hours, the highest proportion of potential clients who required accommodation after 24 hours were aged 20–44 years (54% for males and 55% for females), followed by potential clients aged under 20 years (34% of males and 34% of females).

Again, there were some variations between the states and territories in the age and gender breakdowns of potential clients who requested accommodation that was required after 24 hours. For example, the Australian Capital Territory reported that 43% of the male potential clients in the territory who requested accommodation after 24 hours were aged 15–17 years; Western Australia reported that 26% of female potential clients who requested accommodation after 24 hours were aged 15–17 years; and the Northern Territory reported that 25% of female potential clients who requested accommodation after 24 hours were aged under 15 years. It should be noted that Western Australia, the Australian Capital Territory and Tasmania had relatively high proportions of female potential clients of an unknown age

(22%, 21% and 19%, respectively, compared with between 2% and 5% in the other states and territory).

8.2 Gender and age of accompanying children

Around 51% of the 270 children accompanying potential clients were female and 49% were male (AIHW unpublished data). Table 8.3 shows that most children who accompanied a potential client were aged under 12 years (74%) and required accommodation after 24 hours (53%).

The age patterns of children did not vary significantly between children who required accommodation within 24 hours and those who required accommodation after 24 hours. However, there were more children of an unknown age who accompanied a potential client who requested immediate accommodation (17%) than accompanied a potential client who requested accommodation after 24 hours (8%). Around 70% of children who required immediate accommodation and 76% of children who required accommodation after 24 hours were aged under 12 years. Accompanying children aged 12–14 years accounted for 10% of accompanying children who required immediate accommodation and 11% of accompanying children who required accommodation after 24 hours. Only 3% of accompanying children who required accommodation within 24 hours were aged 15–17 years and 5% who required accommodation after 24 hours were in this age group.

8.3 Country of birth of potential clients and accompanying children

The following figures combine potential clients and accompanying children. It should be noted that it is not possible to report the country of birth of potential clients and accompanying children separately as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). Also of note is that of the 686 potential clients and accompanying children reported in Chapter 7, 93% (635) provided data on their country of birth while birthplace was missing for 7% (derived from Tables 7.1, 8.4 and 8.5). No imputation was done to adjust for missing data on country of birth.

Of the 635 people who reported their country of birth, the majority of people who made a valid unmet request for accommodation were Australian-born (76%), around 5% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 18% were of unknown country of birth (derived from Tables 8.4 and 8.5).

Immediacy of need for accommodation

Overall, Australian-born people who made a valid unmet request for accommodation were more likely to require accommodation after 24 hours than within 24 hours (52%) (derived from Tables 8.4 and 8.5). However, 55% of Australian-born females with a valid unmet request for accommodation required accommodation after 24 hours, compared with just under 50% of Australian-born males.

People with a valid unmet request for accommodation who were born in non-English-speaking countries were also more likely to require accommodation after 24 hours, with 61% of people born in non-English-speaking countries, 63% of males born in

non-English-speaking countries, and 60% of females born in non-English-speaking countries requiring accommodation after 24 hours.

People with a valid unmet request for accommodation who were born in other English-speaking countries were more likely to require accommodation within 24 hours than after 24 hours. Around 53% of people, 56% of males and 51% of females born in other English-speaking countries required immediate accommodation.

Unknown country of birth was more prevalent for people who required immediate accommodation, with 67% of the people of unknown country of birth requiring accommodation within 24 hours.

Accommodation required within 24 hours

On a daily basis, an average of 71% of males who made a valid unmet request for immediate accommodation were born in Australia, 3% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 23% were of an unknown country of birth (Table 8.4). Of the females with a valid unmet request for accommodation who required immediate accommodation, 70% were born in Australia, 4% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 24% were of an unknown country of birth.

The Northern Territory reported the highest proportion of Australian-born potential clients and accompanying children who required immediate accommodation – 86% of males and 91% of females. This compares with between 46% and 84% of males and between 44% and 80% of females in the other states and territory. These figures are influenced by the high proportion of Aboriginal and/or Torres Strait Islander Australians in the Northern Territory.

There were some other small variations between the states and territories. For example, the proportion of male potential clients and accompanying children born in non-English-speaking countries who required immediate accommodation ranged from 0% in the Northern Territory to 6% in Western Australia, while the proportion of females born in non-English-speaking countries who required immediate accommodation ranged from 0% in Tasmania and the Australian Capital Territory to 7% in Victoria.

Accommodation required after 24 hours

Around 81% of both males and females who made a valid unmet request for accommodation who required SAAP accommodation after 24 hours were Australian-born, 6% of both were born in non-English-speaking countries, 2% of both were born in other English-speaking countries and 12% of both were of unknown country of birth (Table 8.5).

As with requests for accommodation within 24 hours, there was some variation between the states and territories in the country of birth of people with a valid unmet request for accommodation who required accommodation after 24 hours. Again, the Northern Territory reported higher proportions of potential clients and accompanying children who were Australian-born (100% of both males and females) than the other states and territory. Also, the proportion of male potential clients and accompanying children born in non-English-speaking countries who required accommodation after 24 hours ranged from 0% in Tasmania and the Northern Territory to 10% in Victoria, while the proportion of female potential clients and accompanying children born in non-English-speaking countries who required accommodation after 24 hours ranged from 0% in the Northern Territory to 10% in Victoria.

8.4 Aboriginal and/or Torres Strait Islander status of potential clients and accompanying children

As for the data presented on country of birth, the following figures combine potential clients and accompanying children. It should be noted that it is not possible to report the Aboriginal and/or Torres Strait Islander status of potential clients and accompanying children separately as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). It should also be noted that no imputation was done to adjust for missing data on Aboriginal and/or Torres Strait Islander status.

Tables 8.4 and 8.5 show data on the Aboriginal and/or Torres Strait Islander status of people who had a valid unmet request for SAAP accommodation, however, caution should be exercised in drawing conclusions on the basis of these data because of the relatively high amount of missing information and the large proportion of people of 'unknown' status. Data were missing on Aboriginal and/or Torres Strait Islander status for 13% (88) of the 686 people with valid unmet requests for accommodation reported in Chapter 7 and 18% (126) were of unknown status (derived from Tables 7.1, 8.4 and 8.5). This means that Aboriginal and/or Torres Strait Islander status was missing or unknown for nearly a third (31%) of the people who made a valid unmet request for accommodation.

However, of the 598 people who reported their Aboriginal and/or Torres Strait Islander status, 17% identified as Aboriginal and/or Torres Strait Islander, 62% did not identify as Aboriginal or Torres Strait Islander and 21% were of unknown status (derived from Tables 8.4 and 8.5).

Immediacy of need for accommodation

Aboriginal and/or Torres Strait Islander people who made a valid unmet request for accommodation were more likely to require immediate accommodation than accommodation after 24 hours, with 54% of Aboriginal and/or Torres Strait Islander Australians, 54% of Aboriginal and/or Torres Strait Islander males and 54% of Aboriginal and/or Torres Strait Islander females with a valid unmet request for accommodation requesting immediate accommodation (derived from Tables 8.4 and 8.5).

Accommodation required within 24 hours

The proportions of people who made a valid unmet request for immediate accommodation who identified as Aboriginal and/or Torres Strait Islander varied by state and territory. For example, on an average day around 69% of male and 51% of female potential clients and accompanying children who required immediate accommodation in the Northern Territory identified as Aboriginal and/or Torres Strait Islander, and 30% of male and 46% of female potential clients and accompanying children who required immediate accommodation in Western Australia identified as Aboriginal and/or Torres Strait Islander (Table 8.4). These proportions were far higher than those reported in the other states and territories (between 3% and 18% for males and between 5% and 26% for females).

It should be noted that Aboriginal and/or Torres Strait Islander status was unknown for 27% of male and 27% of female potential clients and accompanying children who required immediate accommodation.

Accommodation required after 24 hours

As reported for accommodation required within 24 hours, the Northern Territory and Western Australia reported higher average daily proportions of Aboriginal and/or Torres Strait Islander potential clients and accompanying children who required accommodation after 24 hours than the other states and territories. Around 44% of males and 34% of females in the Northern Territory and 41% of males and 37% of females in Western Australia who required accommodation after 24 hours identified as Aboriginal and/or Torres Strait Islander (Table 8.5).

It should be noted that Aboriginal and/or Torres Strait Islander status was unknown for 15% of male and 14% of female potential clients and accompanying children who required accommodation after 24 hours.

8.5 Tables

Table 8.1: Potential clients with valid unmet requests for SAAP accommodation within 24 hours: age by gender, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

Age (years)	Accommodation required within 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
	Male potential clients									
Under 15	11.7	0.5	11.9	10.0	—	6.3	1.1	—	6.4	6.6
15–17	18.4	8.4	20.2	11.7	11.8	2.5	8.5	11.1	13.2	13.5
18–19	8.4	11.4	9.3	5.8	11.8	5.0	6.4	22.2	9.2	9.4
20–24	11.7	22.1	16.2	18.3	22.4	13.8	7.4	—	16.7	17.1
25–44	30.4	42.4	33.8	32.5	35.3	50.0	23.4	33.3	35.9	36.6
45–64	8.4	11.9	5.6	8.3	9.4	5.0	3.2	11.1	8.4	8.6
65+	0.3	0.2	—	0.8	—	—	—	—	0.2	0.2
Unknown	10.7	3.0	3.0	12.5	9.4	17.5	50.0	22.2	9.9	10.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Male total number	22.1	30.6	21.6	8.6	6.1	5.7	6.7	0.6	..	102.0
Female potential clients										
Under 15	6.8	3.6	6.5	6.3	3.2	4.7	7.1	3.7	5.6	6.9
15–17	15.5	14.0	24.4	8.0	10.5	3.7	23.5	7.4	15.7	19.3
18–19	7.2	13.4	9.0	6.3	11.3	9.3	5.9	11.1	9.2	11.4
20–24	16.9	19.6	19.2	17.1	15.3	21.5	12.9	11.1	17.9	22.0
25–44	32.4	39.2	33.8	35.4	43.5	25.2	24.7	33.3	34.5	42.4
45–64	4.7	5.3	1.7	0.6	3.2	5.6	4.7	—	3.6	4.4
65+	0.2	0.6	—	—	—	—	—	14.8	0.4	0.5
Unknown	16.2	4.2	5.5	26.3	12.9	29.9	21.2	18.5	13.1	16.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Female total number	31.7	25.5	28.7	12.5	8.9	7.6	6.1	1.9	..	122.9
Total number	53.8	56.1	50.3	21.1	14.9	13.4	12.8	2.6	..	224.9

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.

Table 8.2: Potential clients with valid unmet requests for SAAP accommodation after 24 hours: age by gender, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

Age (years)	Accommodation required after 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
	Male potential clients									
Under 15	6.9	5.2	10.6	20.4	2.9	18.6	—	33.3	7.8	5.3
15–17	23.9	11.0	14.1	20.4	12.5	7.0	42.9	16.7	14.7	10.0
18–19	10.1	12.2	11.8	16.7	12.5	2.3	—	—	11.4	7.7
20–24	17.0	16.7	12.9	5.6	18.3	11.6	21.4	—	15.4	10.4
25–44	30.2	42.4	39.4	24.1	43.3	39.5	14.3	33.3	38.3	26.0
45–64	5.7	8.7	4.1	9.3	5.8	14.0	7.1	16.7	7.4	5.0
65+	1.3	1.2	1.2	1.9	—	2.3	7.1	—	1.3	0.9
Unknown	5.0	2.5	5.9	1.9	4.8	4.7	7.1	—	3.9	2.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Male total number	11.4	28.6	12.1	3.9	7.4	3.1	1.0	0.4	..	67.9
Female potential clients										
Under 15	5.4	6.4	4.1	11.0	1.2	13.9	—	25.0	5.8	7.1
15–17	18.8	15.7	13.4	25.7	14.6	19.4	20.8	15.0	16.6	20.4
18–19	8.3	13.4	11.1	7.3	12.3	2.8	8.3	15.0	11.1	13.6
20–24	20.7	17.6	21.0	12.8	21.6	8.3	20.8	15.0	18.9	23.1
25–44	37.1	35.1	42.6	17.4	40.9	30.6	20.8	20.0	36.0	44.2
45–64	4.8	5.3	5.5	2.8	4.7	5.6	4.2	5.0	5.0	6.1
65+	—	1.6	0.6	0.9	0.6	—	4.2	—	0.9	1.1
Unknown	4.8	5.0	1.7	22.0	4.1	19.4	20.8	5.0	5.8	7.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Female total number	26.6	45.9	24.5	7.8	12.2	2.6	1.7	1.4	..	122.7
Total number	37.9	74.6	36.6	11.6	19.6	5.6	2.7	1.9	..	190.6

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.

Table 8.3: Accompanying children with valid unmet requests for SAAP accommodation: age by when accommodation was needed, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

Age	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Accommodation required within 24 hours										
Under 12 years	67.1	75.3	77.2	60.9	62.1	68.8	77.8	85.7	70.3	88.9
12–14 years	8.5	14.9	12.8	9.4	6.4	3.6	5.6	5.7	9.9	12.5
15–17 years	2.6	3.3	1.9	4.0	2.9	2.9	3.7	8.6	2.9	3.6
Unknown	21.8	6.5	8.2	25.7	28.6	24.6	13.0	—	16.9	21.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	30.4	15.4	34.7	19.7	10.0	9.9	3.9	2.5	..	126.4
Accommodation required after 24 hours										
Under 12 years	80.7	73.6	78.9	66.9	79.7	53.5	72.4	90.9	76.4	109.9
12–14 years	12.5	13.0	10.1	5.4	6.3	18.6	13.8	4.5	10.8	15.6
15–17 years	3.6	5.8	4.2	5.4	6.8	11.6	—	4.5	5.1	7.3
Unknown	3.1	7.6	6.7	22.3	7.2	16.3	13.8	—	7.7	11.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	27.4	43.0	40.4	10.6	15.9	3.1	2.1	1.6	..	143.9

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.

Table 8.4: Potential clients and accompanying children with valid unmet requests for SAAP accommodation within 24 hours: state and territory and gender by country of birth and ATSI status, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

	Accommodation required within 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
Males										
Country of birth										
Australia	68.7	75.6	75.3	67.1	83.7	60.4	45.9	86.2	71.4	106.9
Other English-speaking countries	2.3	2.2	2.0	3.9	1.5	—	1.8	3.4	2.2	3.3
Non-English-speaking countries	2.6	4.7	1.4	6.3	4.4	0.9	0.9	—	3.1	4.6
Unknown	26.4	17.5	21.3	22.7	10.4	38.7	51.4	10.3	23.3	34.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	33.5	38.3	35.5	14.8	9.6	7.9	7.9	2.1	..	149.6
<i>Missing data (number)</i>	<i>2.9</i>	<i>—</i>	<i>2.1</i>	<i>2.9</i>	<i>1.5</i>	<i>2.3</i>	<i>0.7</i>	<i>—</i>	<i>..</i>	<i>12.3</i>
ATSI status										
Aboriginal and/or Torres Strait Islander	17.5	8.9	14.3	29.6	15.4	2.8	4.5	69.2	14.8	20.8
Other Australian males	51.7	71.8	60.3	45.9	69.1	43.0	40.5	26.9	57.8	81.0
Unknown	30.8	19.3	25.4	24.5	15.4	54.2	55.0	3.8	27.3	38.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	31.4	34.5	34.0	14.0	8.8	7.6	7.9	1.9	..	140.1
<i>Missing data (number)</i>	<i>5.0</i>	<i>3.7</i>	<i>3.6</i>	<i>3.7</i>	<i>2.3</i>	<i>2.6</i>	<i>0.7</i>	<i>0.2</i>	<i>..</i>	<i>21.8</i>
Females										
Country of birth										
Australia	62.7	70.2	79.0	79.6	73.4	43.9	51.0	91.1	70.0	121.1
Other English-speaking countries	2.9	1.8	2.6	0.3	1.2	—	—	2.2	1.9	3.3
Non-English-speaking countries	5.0	7.4	2.6	2.8	2.4	—	2.0	—	3.9	6.7
Unknown	29.3	20.6	15.9	17.3	23.1	56.1	47.0	6.7	24.3	42.0
<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 number	44.1	31.9	44.1	20.6	12.1	9.9	7.1	3.2	..	173.1
<i>Missing data (number)</i>	<i>3.8</i>	<i>1.4</i>	<i>3.3</i>	<i>2.5</i>	<i>1.8</i>	<i>3.1</i>	<i>1.0</i>	<i>—</i>	<i>..</i>	<i>16.3</i>
ATSI status										
Aboriginal and/or Torres Strait Islander	17.3	8.3	19.8	45.8	25.5	4.5	15.3	51.2	20.2	33.2
Other Australian females	49.1	70.5	62.6	33.9	51.6	26.3	32.7	41.5	52.5	86.2
Unknown	33.6	21.2	17.6	20.3	22.9	69.2	52.0	7.3	27.3	44.8
<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 number	41.6	29.3	42.2	20.4	11.2	9.5	7.0	2.9	..	164.2
<i>Missing data (number)</i>	<i>6.3</i>	<i>4.0</i>	<i>5.2</i>	<i>2.7</i>	<i>2.7</i>	<i>3.5</i>	<i>1.1</i>	<i>—</i>	<i>..</i>	<i>25.2</i>

Notes

- Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing country of birth or Aboriginal and/or Torres Strait Islander status.
- 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).
- 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.
- Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.5: Potential clients and accompanying children with valid unmet requests for SAAP accommodation after 24 hours: state and territory and gender by country of birth and ATSI status, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

	Accommodation required after 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
	Males									
Country of birth										
Australia	73.6	79.7	87.7	69.7	84.2	77.8	83.3	100.0	80.5	105.1
Other English-speaking countries	5.5	1.1	0.9	4.5	1.4	—	—	—	2.0	2.6
Non-English-speaking countries	5.9	9.5	1.9	7.6	4.3	—	4.2	—	5.9	7.7
Unknown	15.0	9.8	9.5	18.2	10.0	22.2	12.5	—	11.5	15.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	21.9	46.8	30.7	9.4	14.9	3.9	1.7	1.1	..	130.5
<i>Missing data (number)</i>	<i>2.2</i>	<i>2.7</i>	<i>2.6</i>	<i>0.6</i>	<i>0.5</i>	<i>0.8</i>	<i>0.4</i>	<i>0.2</i>	<i>..</i>	<i>9.9</i>
ATSI status										
Aboriginal and/or Torres Strait Islander	15.8	5.1	18.3	40.9	15.7	8.9	4.2	43.8	14.5	17.8
Other Australian males	65.1	81.4	69.9	40.9	69.1	57.8	79.2	50.0	70.4	86.2
Unknown	19.0	13.5	11.7	18.2	15.2	33.3	16.7	6.3	15.1	18.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	20.3	43.4	29.2	9.8	13.6	3.2	1.7	1.1	..	122.4
<i>Missing data (number)</i>	<i>3.8</i>	<i>6.1</i>	<i>4.1</i>	<i>0.2</i>	<i>1.8</i>	<i>1.5</i>	<i>0.4</i>	<i>0.2</i>	<i>..</i>	<i>18.0</i>
Females										
Country of birth										
Australia	74.0	76.5	88.7	73.5	91.3	81.8	71.9	100.0	80.6	146.1
Other English-speaking countries	3.5	0.9	1.7	4.0	0.4	2.3	—	—	1.8	3.2
Non-English-speaking countries	4.5	10.0	2.2	6.0	0.7	2.3	6.3	—	5.5	9.9
Unknown	18.0	12.6	7.3	16.6	7.6	13.6	21.9	—	12.2	22.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	38.4	63.0	41.9	10.8	19.8	3.1	2.3	2.1	..	181.4
<i>Missing data (number)</i>	<i>2.8</i>	<i>5.1</i>	<i>1.8</i>	<i>1.4</i>	<i>0.3</i>	<i>0.9</i>	<i>0.3</i>	<i>—</i>	<i>..</i>	<i>12.7</i>
ATSI status										
Aboriginal and/or Torres Strait Islander	20.2	6.6	19.4	37.2	21.1	12.8	3.1	34.4	16.3	27.9
Other Australian females	61.0	78.3	70.2	45.3	70.3	69.2	65.6	56.3	69.2	118.4
Unknown	18.8	15.1	10.5	17.6	8.6	17.9	31.3	9.4	14.4	24.7
<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 number	36.1	58.6	40.2	10.6	18.3	2.8	2.3	2.3	..	171.1
<i>Missing data (number)</i>	<i>5.1</i>	<i>9.5</i>	<i>3.5</i>	<i>1.6</i>	<i>1.8</i>	<i>1.2</i>	<i>0.3</i>	<i>—</i>	<i>..</i>	<i>23.0</i>

Notes

- Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing country of birth or Aboriginal and/or Torres Strait Islander status.
- 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).
- 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.
- Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

9 People turned away without receiving accommodation

This chapter presents the turn-away rate for daily requests for SAAP accommodation, that is, the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate accommodation. It measures how many people seeking SAAP accommodation 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.

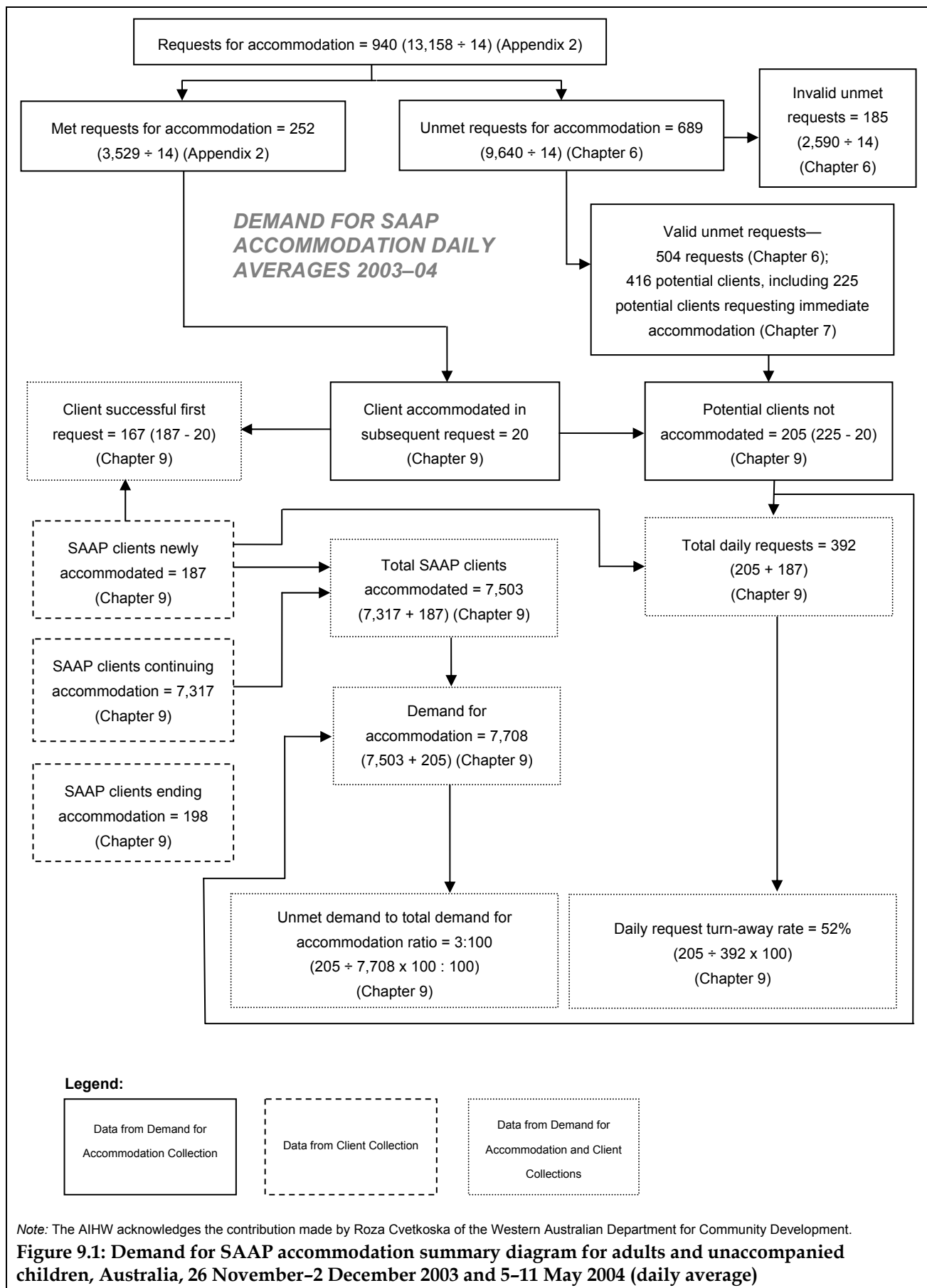
However, SAAP accommodates large numbers of clients on any given day, including clients who are continuing their accommodation from a previous day. For this reason simply examining the turn-away rate without acknowledging the number of people already in SAAP accommodation may provide an incomplete picture of SAAP's performance.

Therefore, this chapter also contains an examination of the level of unmet demand for SAAP accommodation in relation to the total demand for SAAP accommodation. This is expressed as the average daily ratio of people who could not be accommodated relative to people who made requests for immediate SAAP accommodation and who were continuing their accommodation from the previous day. It is important to note that this does not provide a measure of the additional capacity required in SAAP, only a measure of the undersupply of SAAP accommodation (in terms of people) on an average day during the Demand for Accommodation Collection period. Measuring the additional capacity required to accommodate the expressed demand for SAAP accommodation as well as a discussion of hidden need for SAAP accommodation are contained in the final section of this chapter.

Figure 9.1 provides a summary diagram of the demand for SAAP accommodation in 2003–04 (excludes accompanying children). This diagram outlines how requests for accommodation made during the Demand for Accommodation Collection were used to determine how many people were not accommodated on an average day. This number of people is then used in conjunction with data from the Client Collection to calculate the measures presented in this chapter.

Some of the potential clients discussed in Chapters 7 and 8 subsequently received accommodation later on the same day as making a valid unmet request for accommodation. For this reason, it is essential when calculating the daily request for accommodation turn-away rate and the unmet demand to total demand for accommodation ratio to distinguish between potential clients who could not be accommodated in SAAP at all and people who made a valid unmet request for accommodation but eventually found SAAP accommodation by the end of each day. It is possible to calculate the above mentioned measures for people who were unable to find accommodation at a SAAP agency only for those who requested immediate accommodation.

The data presented in this chapter are underestimates. This is because data from agencies that did not participate in both the Client Collection and the Demand for Accommodation Collection are excluded from the analysis, as data from both collections are required to calculate the daily request for accommodation turn-away rate and the unmet demand to total demand for accommodation ratio. It must also be noted that there is the possibility that demand for SAAP accommodation varies throughout the year, and the figures presented here are for 2 separate weeks of the year only.



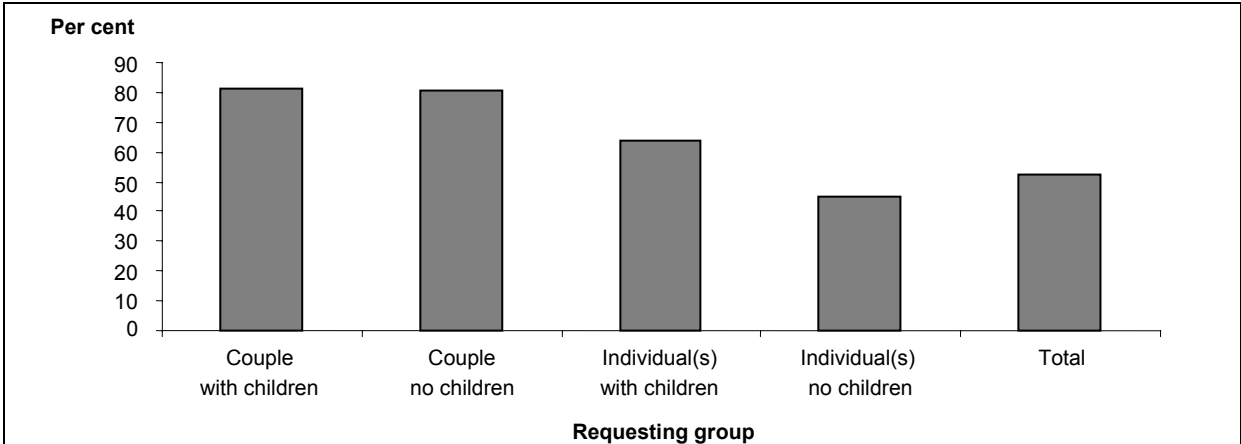
9.1 Daily request turn-away rate for adults and unaccompanied children

Of the 187 clients newly accommodated on an average day, only 20 obtained SAAP accommodation after making an unsuccessful attempt(s) earlier in the day. The remaining 167 people obtained SAAP accommodation on their first attempt (Table 9.1). These newly accommodated clients may have come from a variety of sources – for example, people who are already SAAP clients being newly accommodated, clients of one SAAP agency being referred to another for accommodation, potential clients taking up referrals arranged on a previous day, people referred by special referral centres, and people approaching a SAAP agency directly for the first time.

Table 9.1 shows the number of people (adults or unaccompanied children) requesting SAAP accommodation on a daily basis, and the percentage of people turned away without being accommodated. On average, of the 392 people requesting immediate accommodation, 52% (205) were unable to be accommodated by the end of the day. This equates to a little more than 1 in every 2 people who requested immediate accommodation being turned away. Data presented in Chapter 6 show that the most likely reason for this was that there was insufficient accommodation at the SAAP agency where the request was made.

Turn-away rate by requesting group

The turn-away rates for the different groups who requested immediate accommodation suggest that, overall, SAAP is more able to provide accommodation for individual(s) who presented without children: these people had the lowest daily turn-away rate nationally (45%) (Figure 9.2). This group was also the only group more likely to be accommodated than not on an average day. All other requesting groups were more likely to not find accommodation in SAAP, with 81% of people (or a little more than 4 in every 5 people) who presented as a couple with children, 81% of people who presented as a couple without children, and 64% of people (or nearly 2 in every 3 people) who presented as an individual(s) with children being turned away each day.



Source: Table 9.1.

Figure 9.2: Daily request for accommodation turn-away rate for adults or unaccompanied children who requested immediate SAAP accommodation, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

Turn-away rate by state and territory

On a state and territory basis, the Australian Capital Territory and Tasmania had the highest average daily turn-away rates for people requesting SAAP accommodation (73% and 68%, respectively) (Table 9.2). Victoria and Queensland also reported that people were more often turned away on an average day than had their request for accommodation met (65% and 53%, respectively). However, in the Northern Territory, New South Wales, South Australia, and Western Australia, the number of people who were successful in obtaining accommodation on an average day was higher than the number of people who could not be accommodated. Their turn-away rates were therefore the lowest, particularly in the Northern Territory where only 25% of people were turned away on an average day.

Turn-away rate by primary target group

Nationally and in Queensland, Western Australia and the Australian Capital Territory, the turn-away rate was highest from agencies that primarily targeted families (81%, 86%, 93%, and 89%, respectively) (Table 9.3). Table 9.1 showed that the groups most likely to be turned away on an average day were couples both with and without children and individual(s) with children. This raises questions about the capacity of SAAP to meet the accommodation needs of families in some jurisdictions and is supported by data presented in Chapter 6 that showed that couples with children, couples without children and individual(s) with children reported higher proportions of valid unmet requests for accommodation due to insufficient accommodation being available than individual(s) without children (72%, 69%, and 68%, compared with 58%, respectively) (Table 6.1).

In Victoria, South Australia, Tasmania⁶ and the Northern Territory the highest turn-away rates were reported from cross-target, multiple or general agencies (81%, 94%, 76%, and 50%, respectively) (Table 9.3). In New South Wales, people were more often turned away from agencies that primarily target single women (80%).

Nationally, agencies that provided services primarily to single men had the lowest daily request turn-away rate by primary target group (27%). On a state and territory level, agencies that were primarily targeted at single men had the lowest turn-away rate in New South Wales (16%), Queensland (8%), South Australia (15%) and the Northern Territory (3%). In addition they generally accommodated more people on an average day than were turned away in the majority of states and territories, with the exception of Victoria (54%), Tasmania (50%) and the Australian Capital Territory (73%). In Victoria, people were least often turned away from agencies that primarily targeted women and children who were escaping domestic violence (23%) while in Western Australia and the Australian Capital Territory, the lowest turn-away rate by primary target group was at agencies that primarily target single women (24% and 57%, respectively). In Tasmania the lowest turn-away rate was recorded for agencies that primarily targeted young people (35%).

In some primary target groups the turn-away rates varied significantly across the states and territories. For example, the turn-away rate from agencies that primarily targeted women escaping domestic violence varied from 23% in Victoria to 81% in the Australian Capital

⁶ In 2002–03, the Tasmanian Department of Health and Human Services restructured its target group classification. These target groups do not completely correspond to those used by the National Data Collection and the majority of agencies in Tasmania in 2002–03 and 2003–04 ended up in the cross-target, multiple and general category.

Territory. This suggests that some groups are better catered for in some jurisdictions than in others.

Turn-away rate by region

Nationally, the proportion of requests for accommodation in which people were turned away was highest in other metropolitan centres (64%) (Table 9.3). This was also the case in New South Wales and Queensland (71% and 63%, respectively). Agencies in Victoria, Western Australia, Tasmania, the Australian Capital Territory and the Northern Territory had the most difficulty accommodating people in capital cities than in other regions (70%, 58%, 72%, 73%, and 38%, respectively).

Nationally, people requesting accommodation in large rural, other rural, and remote areas were more often accommodated than not (44%, just under 50%, and 13% of people, respectively, were turned away). This was also true across the majority of the states and territories. The exceptions to this were Victoria and South Australia, where people in other rural and remote areas were turned away more often than they were accommodated (56% and 67% in Victoria and 59% and 100% in South Australia, respectively), and Tasmania where people who requested immediate accommodation from agencies in large rural and other rural centres were more often turned away than accommodated (67% and 60%, respectively).

9.2 Daily request for accommodation turn-away rate for accompanying children

For the purposes of calculating the turn-away rate, accompanying children are assumed to have the same periods of accommodation as their parent(s) or guardian(s).

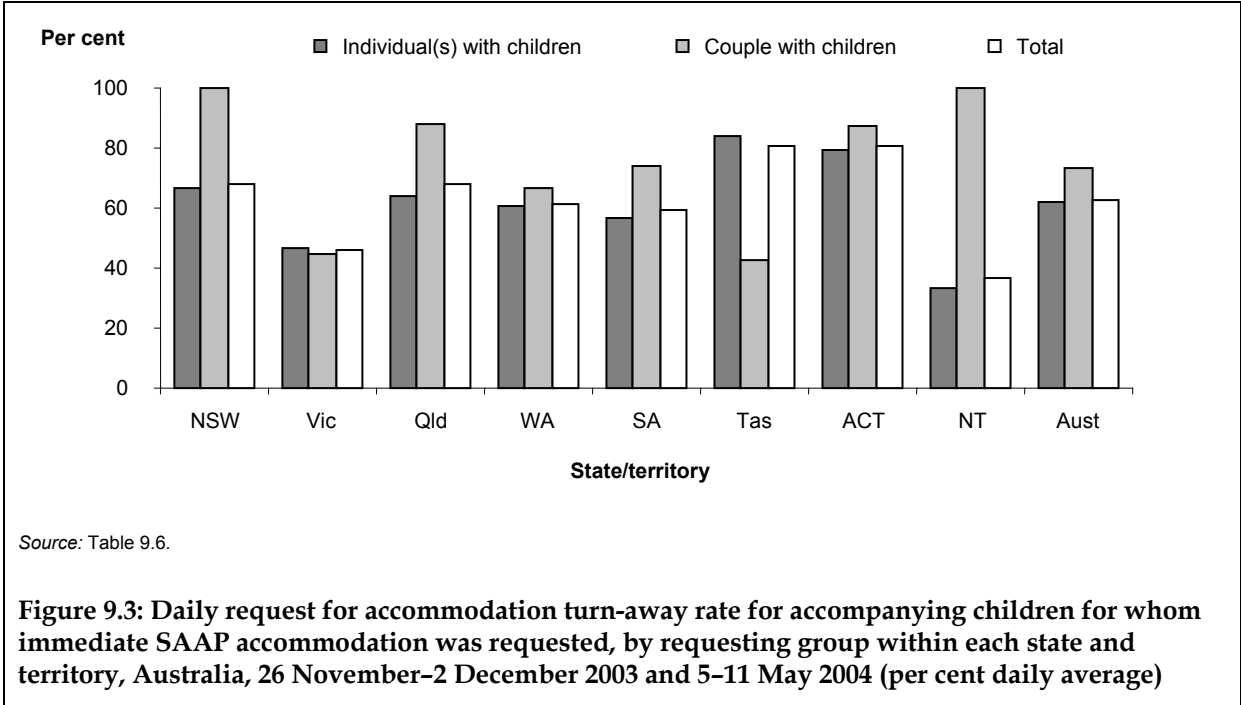
Of the 190 children who required accommodation with their parent(s) or guardian(s) on an average day during the 2003–04 Demand for Accommodation Collection, 120 were not accommodated, giving a turn-away rate of 63% (or a little less than 2 in every 3 accompanying children) (Table 9.4). Given the higher turn-away rates for family groups, it is not surprising that the turn-away rate for accompanying children is higher than that for adults or unaccompanied children.

Turn-away rate by state and territory and requesting group

Nationally and in the majority of states and territories, accompanying children were more often turned away than accommodated when their parent(s) or guardian(s) made a valid request for immediate accommodation. The only jurisdictions where this was not the case were the Northern Territory and Victoria, where children accompanying potential clients were turned away in 37% and 46% of requests for immediate accommodation on an average day. All other states and territories reported turn-away rates of 59% and over. In particular, Tasmania and the Australian Capital Territory reported the highest proportions of accompanying children who were turned away (both 81%).

By requesting group, Figure 9.4 shows that, nationally, children who accompanied a couple were more likely to be turned away on an average day after their parent(s) or guardian(s) requested immediate accommodation than children who accompanied an individual(s). Seventy-four per cent of children who accompanied this requesting group were turned away, compared with 62% of accompanying children who presented with an individual(s).

Figure 9.3 also shows that children who accompanied a couple were also more likely to be turned away in the majority of states and territories, with the exception of Victoria and Tasmania. Interestingly, Tasmania reported the lowest proportion of children who were turned away when accompanying a couple (43%).



9.3 Ratio of unmet demand to total demand for accommodation for adults and unaccompanied children

Table 9.1 shows that on a national basis SAAP agencies are operating to capacity, with the demand for SAAP accommodation unable to be completely met. In general, the higher the unmet demand to total demand for accommodation ratio, the lower the overall ability to accommodate new clients. On an average day during the Demand for Accommodation Collection period, 7,708 people either requested SAAP accommodation or were accommodated. Of this total:

- 205 people made a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day; and
- 7,503 were accommodated in SAAP (187 were newly accommodated and 7,317 were continuing their accommodation from the previous day and into the next day).

This means that 205 people were unable to be accommodated out of the 7,708 people who requested or were already in SAAP accommodation, giving an unmet demand to total demand for accommodation ratio of 3 in 100 people.

It is important to note that people requesting immediate SAAP accommodation on a daily basis made up only 5% (392) of the total daily demand for accommodation (7,708), with 2% (187) obtaining accommodation and 3% (205) being turned away. This suggests that an overall 3% increase in bed capacity could satisfy reported unmet demand for

accommodation. However, this assumes that those turned away require accommodation for only one night, that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent across geographical locations, client group and target groups. There is sufficient evidence to suggest that this is not the case (see the section 'Meeting the expressed demand for SAAP accommodation' on page 65).

Ratio of unmet demand to total demand for accommodation by requesting group

As with the daily request turn-away rate, individual(s) who presented without children also had the lowest unmet demand to total demand for accommodation ratio (2 in 100). However, there were some key differences to the daily request turn-away rates. Couples without children had the highest unmet demand to total demand for accommodation ratio at 7 in 100, followed by individual(s) with children and couples with children at just under 3 in 100 each.

Ratio of unmet demand to total demand for accommodation by state and territory

The unmet demand to total demand for accommodation ratio also varied across the states and territories, indicating that the demand for accommodation is not uniform across the country. The Australian Capital Territory had the highest unmet demand to total demand ratio of all the states and territories (8 in 100). The Australian Capital Territory also reported one of the highest median lengths of accommodation of the states and territories (13 days) and one of the lowest proportions of people leaving accommodation on an average day which may indicate that agencies in the Australian Capital Territory have less ability to accept new clients (AIHW unpublished data). Tasmania also had a relatively high unmet demand to total demand for accommodation ratio at 7 in 100. Queensland and Western Australia both had a ratio of around 3 in 100, while South Australia, the Northern Territory, New South Wales, and Victoria had the lowest overall ratio at around 2 in 100 each.

Ratio of unmet demand to total demand for accommodation by primary target group

The unmet demand to total demand ratio shows that people were less likely to find immediate accommodation in agencies that provided services targeted at more than one client group (cross-target, multiple and general agencies) (4 in 100), followed by agencies targeting families and women escaping domestic violence (3 in 100 each) (Table 9.3). This suggests that these agencies, particularly those targeting families, are operating to capacity with limited room to accommodate new clients. It also seems that couples or people with children are reluctant to move on from SAAP accommodation once they secure it because there are no alternatives. Data indicate that couples with children, in particular, are accommodated for significantly longer periods than other client groups (a median of 70 days compared with 7 days for individual(s) with no children, 10 days for couples with no children, and 11 days for individual(s) with children) (Table 9.7).

The high daily request turn-away rates for agencies targeting families and for the requesting groups of couples with children and individual(s) with children also indicate that families experience particular difficulty obtaining SAAP accommodation. More analysis would indicate whether the high unmet demand to total demand for accommodation ratio for families is due to families requiring longer support, and hence there being limited

availability of places for families, and/or whether more agencies that are able to accommodate families in particular areas are required. Such an analysis, however, would not be able to determine the extent of any hidden need caused by people not seeking assistance when they need it.

As with the daily request turn-away rate, agencies that primarily targeted single men also had the lowest demand for SAAP accommodation rate (1.5 in 100) (Table 9.3). In general, single men have relatively short periods of accommodation, reporting a median length of accommodation of 6 days for males aged 25 years and over and 9 days for males under 25 years (AIHW 2005a:44). This shorter length of accommodation could partly explain why there are fewer people turned away from single men's agencies. However, it must be noted that not all male clients are accommodated in agencies for single men. Interestingly, the Australian Capital Territory reported a significantly higher unmet demand to total demand for accommodation ratio than any other state or territory for this type of agency (31 in 100 compared with between around 0 and 5 in 100 for the other states and territories).

Ratio of unmet demand to total demand for accommodation by region

Nationally, the unmet demand to total demand for accommodation ratio was higher in other metropolitan centres (4 in 100) (Table 9.3). This was also the case for agencies in Queensland (6 in 100). However, in New South Wales and South Australia, the unmet demand to total demand for accommodation ratio was highest in remote areas (8 in 100 and 13 in 100). These rates were far higher than the rates reported for remote areas in the other states and territories which ranged between 0 and 2 in 100. In Tasmania the highest unmet demand to total demand for accommodation ratio was for people seeking immediate accommodation in large rural centres (10 in 100). Again this was significantly higher than the rates reported for large rural centres in the other states and territories (between 0 and 2 in 100). Victoria, Western Australia, the Australian Capital Territory and the Northern Territory reported their highest unmet demand to total demand for accommodation ratios in capital cities (3 in 100, 3 in 100, 8 in 100 and 3 in 100, respectively).

The exact locations where unmet demand is at its highest or lowest cannot be determined using the current methodology. This is due to agency non-participation in the Demand for Accommodation Collection which, unlike the Client Collection, does not have a scheme for adjusting for non-participation (see Appendix 2 for agency participation rates).

9.4 Ratio of unmet demand to total demand for accommodation for accompanying children

For the purposes of calculating the unmet demand to total demand for accommodation ratio, accompanying children are assumed to have the same periods of accommodation as their parent(s) or guardian(s).

On an average day during the Demand for Accommodation Collection period, 4,641 accompanying children either had SAAP accommodation requested by their parent(s) or guardian(s) or they were accommodated with their parent or guardian (Table 9.6). Of this total:

- 120 accompanying children had a parent or guardian make a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day; and

- 4,521 were accommodated in SAAP (70 were newly accommodated and 4,451 were continuing their accommodation from the previous day and into the next day).

This gives an unmet demand to total demand for accommodation ratio of just under 3 in 100.

Ratio of unmet demand to total demand for accommodation by state and territory and requesting group

The overall ability of SAAP agencies to accommodate accompanying children was lower in Tasmania than in the other states and territories (8 in 100), followed by Western Australia (5 in 100). Victoria reported the smallest proportion of accompanying children who could not be accommodated in relation to children who were accommodated (1 in 100).

In the reverse of the daily request turn-away rate, the chances of accompanying children who presented with a couple finding accommodation was slightly better than for children who accompanied an individual(s), with unmet demand to total demand for accommodation ratios of 2 in 100 and 3 in 100, respectively. This was also true in the majority of states and territories, with the exception of accompanying children in South Australia where the ability of SAAP to accommodate children was slightly lower if they accompanied a couple (3 in 100 compared with 2 in 100 for individual(s) with children).

9.5 Meeting the expressed demand for SAAP accommodation

There are several problems posed when trying to measure the additional capacity required in SAAP to satisfy the expressed demand for SAAP accommodation using the current National Data Collection. Although there is a relationship between the number of agencies available in each primary target group and the number of people who can be accommodated by agencies in each group, as the size and structure of agencies vary, comparing the proportions of each agency target group does not necessarily indicate the capacity of agencies to provide accommodation. For example, although agencies primarily targeted at single men accommodated the second largest number of clients on an average night during the demand for accommodation collection (1,533), they had the second lowest number of agencies that were required to participate in the Client Collection (95) (AIHW 2006: Table 13 and AIHW 2005a: Table A2.1). For this reason, the number of available SAAP beds in each primary target group would be a better indication, but this information is difficult to collect and the National Data Collection does not currently have reliable information on bed capacity, nor on whether agencies are set up to provide accommodation.

Another approach that would enable an estimate of capacity would be to consider how long a given group generally stays in SAAP accommodation once they are accommodated, assuming that those people turned away would have similar accommodation requirements, in conjunction with how many people are accommodated in SAAP each day and how many are turned away. However, the National Data Collection currently does not collect how many of the requests on a given day are new requests. It is possible that, for some groups, predominantly the same people are requesting accommodation each day. If this is the case, then the amount of extra accommodation required would be less than if everybody turning up each day was a new potential client. This makes this method problematic at present and more work would be required on a survey questionnaire to ascertain whether a capacity measure would be possible to develop.

It is important to note that, although analysis into the additional capacity required in SAAP to accommodate the expressed demand for SAAP accommodation is valuable, this type of analysis would not reveal the extent of any hidden need caused by people not seeking assistance when they need it.

Hidden need for accommodation

The data discussed so far have related to the expressed demand for SAAP accommodation, that is, the people who are actively seeking accommodation. There is, however, evidence to suggest that not everyone who requires SAAP accommodation is seeking that accommodation. For example, the large number of homeless people enumerated in the 2001 Census of Population and Housing homeless enumeration strategy (only a small proportion of whom were accommodated in SAAP – see Chapter 1) suggests a significant level of hidden need. The low percentage of new requests for SAAP accommodation on a daily basis suggests that people in need of accommodation may not be approaching SAAP agencies because they are aware of the difficulty of obtaining SAAP accommodation.

That the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that people seeking SAAP accommodation do not make repeated attempts if they fail initially. Tables 6.3 and 7.1 suggest that few potential clients seeking immediate accommodation make more than one attempt at appropriate SAAP agencies (279 valid unmet requests for immediate accommodation divided by the 225 people who made those requests=1.24). However, unsuccessful groups may split up and retry in other combinations and the extent to which this happens is not known.

Furthermore, referrals for other accommodation are not always obtained once a person has been unsuccessful. Each day, on average, 145 referrals for accommodation were arranged for 279 valid unmet requests for immediate accommodation (Tables 5.2 and 6.4). This may be telling many potential clients that SAAP accommodation is difficult to obtain and that trying at another agency is unlikely to prove successful on that day. They might, however, try again on subsequent days.

For these reasons, it is important to note that increasing the capacity of SAAP to accommodate more people may not necessarily mean that the rate of people turned away would decrease. It may be that once more space becomes available those people who have previously not sought or who have given up seeking accommodation may try to obtain accommodation.

9.6 Tables

Table 9.1: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
People making new requests for accommodation					
Not accommodated (A)	119.9	61.8	9.6	13.4	204.7
Newly accommodated (B)	146.1	35.4	2.3	3.1	186.9
Successful first request	130.6	31.9	1.6	2.5	166.6
Accommodated in subsequent request(s)	15.5	3.5	0.6	0.6	20.2
Total daily requests (C) (A + B)	266.0	97.2	11.9	16.4	391.6
Turn-away rate (%) (A ÷ C)	45.1	63.6	80.8	81.3	52.3
Clients					
	Clients already accommodated				
Accommodation ending	150.2	40.1	2.9	4.6	197.7
Continuing accommodation (D)	4,673.7	2,052.6	131.1	459.2	7,316.6
Total accommodated (B + D)	4,819.8	2,088.0	133.4	462.3	7,503.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	4,939.7	2,149.8	143.0	475.6	7,708.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.4:100	2.9:100	6.7:100	2.8:100	2.7:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 324 (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 9.2: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People making new requests for accommodation									
Not accommodated (A)	48.0	50.6	46.1	20.1	13.3	12.2	12.1	2.4	204.7
Newly accommodated (B)	62.4	26.9	41.7	22.9	15.4	5.7	4.6	7.2	186.9
Successful first request	56.6	21.4	37.5	21.9	13.8	4.6	3.9	7.1	166.6
Accommodated in subsequent request(s)	5.8	5.6	4.2	1.0	1.6	1.1	0.7	0.1	20.2
Total daily requests (C) (A + B)	110.4	77.5	87.8	42.9	28.7	17.9	16.6	9.6	391.6
Turn-away rate (%) (A ÷ C)	43.5	65.3	52.5	46.8	46.3	68.1	72.5	25.2	52.3
Clients									
					Clients already accommodated				
Accommodation ending	64.6	26.1	45.6	24.2	16.7	7.3	4.1	9.0	197.7
Continuing accommodation (D)	2,306.3	2,001.1	1,326.1	568.0	693.6	161.4	141.9	118.1	7,316.6
Total accommodated (B + D)	2,368.7	2,028.1	1,367.9	590.9	709.1	167.1	146.4	125.3	7,503.4
Total demand for accommodation									
Total demand for accommodation (E) (A + B + D)	2,416.7	2,078.6	1,413.9	610.9	722.4	179.4	158.5	127.7	7,708.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.0:100	2.4:100	3.3:100	3.3:100	1.8:100	6.8:100	7.6:100	1.9:100	2.7:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 324 (Client Collection, average daily 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 9.3: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, state and territory by primary target group and region, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Primary target group	Daily request for accommodation turn-away rate (%)								
Young people	54.5	59.1	66.0	49.4	45.0	35.3	69.2	41.7	58.0
Single men only	15.7	53.9	7.7	44.8	14.6	50.0	72.6	2.6	27.3
Single women only	80.0	58.3	28.6	23.5	40.7	—	56.5	40.0	53.6
Families	66.7	66.7	85.5	92.6	86.0	—	88.9	—	80.9
Women escaping domestic violence	63.9	23.4	28.3	36.2	37.9	—	81.2	24.5	43.6
Cross-target/multiple/general	35.8	81.0	62.6	42.6	93.7	76.1	—	50.0	65.2
Region									
Capital city	37.8	69.6	60.1	58.1	43.7	72.2	72.5	38.2	55.6
Other metropolitan centre	70.6	46.0	63.0	—	—	—	—	—	64.1
Large rural centre	40.1	36.1	42.9	—	20.0	66.7	—	—	44.3
Other rural area	49.4	56.1	41.9	41.4	59.4	60.4	—	—	49.9
Remote area	29.5	66.7	11.4	6.2	100.0	—	—	11.9	13.2
Total	43.5	65.3	52.5	46.8	46.3	68.1	72.5	25.2	52.3
Primary target group	Unmet demand to total demand for accommodation ratio								
Young people	2.2:100	1.6:100	5.4:100	1.8:100	1.3:100	1.8:100	5.5:100	1.6:100	2.4:100
Single men only	0.7:100	2.0:100	0.5:100	2.9:100	0.8:100	5.4:100	30.7:100	0.2:100	1.5:100
Single women only	1.8:100	0.7:100	1.0:100	1.3:100	2.0:100	—	8.7:100	7.8:100	1.6:100
Families	2.4:100	1.2:100	3.7:100	5.4:100	4.7:100	—	4.7:100	—	3.0:100
Women escaping domestic violence	3.9:100	0.8:100	2.1:100	5.3:100	1.7:100	—	3.8:100	3.2:100	2.8:100
Cross-target/multiple/general	2.0:100	5.3:100	3.4:100	2.7:100	3.7:100	8.1:100	—	3.1:100	4.0:100
Region									
Capital city	1.5:100	2.8:100	3.7:100	3.4:100	1.9:100	5.9:100	7.6:100	3.0:100	2.7:100
Other metropolitan centre	3.1:100	1.7:100	5.5:100	—	—	—	—	—	3.6:100
Large rural centre	2.0:100	1.2:100	2.4:100	—	0.5:100	10.3:100	—	—	2.4:100
Other rural area	3.1:100	1.4:100	2.3:100	3.2:100	1.9:100	6.3:100	—	—	2.4:100
Remote area	7.6:100	1.5:100	0.5:100	1.2:100	12.5:100	—	—	0.9:100	1.3:100
Total	2.0:100	2.4:100	3.3:100	3.3:100	1.8:100	6.8:100	7.6:100	1.9:100	2.7:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 324 (Client Collection, daily average accommodation dates).
3. For the daily average numbers used to calculate the rates by primary target group in each state and the daily average numbers used to calculate the national rates by region, refer to Appendix 1.
4. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
5. Table excludes accompanying children.
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. 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 9.4: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People making new requests for accommodation									
Not accommodated (A)	29.9	12.8	33.1	18.7	9.5	9.5	3.6	2.5	119.5
Newly accommodated (B)	13.9	14.9	15.8	11.7	6.5	2.3	0.9	4.3	70.1
<i>Children accommodated on parent/guardian first request</i>	13.3	12.3	14.1	10.7	6.0	1.9	0.6	4.3	63.2
<i>Children accommodated on parent/guardian subsequent request(s)</i>	0.6	2.6	1.6	1.0	0.5	0.4	0.3	—	6.9
Total daily requests (C) (A + B)	43.7	27.6	48.9	30.4	16.0	11.8	4.4	6.8	189.6
Turn-away rate (%) (A ÷ C)	68.3	46.3	67.7	61.5	59.4	80.6	80.6	36.8	63.0
Clients									
Accompanying children already accommodated									
<i>Accommodation ending</i>	18.6	14.6	18.5	14.5	9.3	3.0	1.1	5.7	85.2
Continuing accommodation (D)	1,073.9	1,236.2	1,032.3	356.9	472.5	105.5	87.0	86.9	4,451.1
Total accommodated (B + D)	1,087.8	1,251.1	1,048.1	368.6	479.0	107.8	87.9	91.1	4,521.3
Total demand for accommodation									
Total demand for accommodation (E) (A + B + D)	1,117.6	1,263.9	1,081.1	387.3	488.5	117.3	91.4	93.6	4,640.8
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.7:100	1.0:100	3.1:100	4.8:100	1.9:100	8.1:100	3.9:100	2.7:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 223 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. 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. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying a person or group 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).
6. 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.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.5: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) with children	Couple with children	Total
People making new requests for accommodation			
Not accommodated (A)	105.1	14.4	119.5
Newly accommodated (B)	65.0	5.1	70.1
Successful first request	58.6	4.6	63.2
Accommodated in subsequent request(s)	6.4	0.5	6.9
Total daily requests (C) (A + B)	170.1	19.5	189.6
Turn-away rate (%) (A ÷ C)	61.8	73.6	63.0
Clients			
Accompanying children already accommodated			
Accommodation ending	79.1	6.1	85.2
Continuing accommodation (D)	3,831.0	620.1	4,451.1
Total accommodated (B + D)	3,896.0	625.3	4,521.3
Total demand for accommodation			
Total demand for accommodation (E) (A + B + D)	4,001.1	639.6	4,640.8
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.6:100	2.2:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 223 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. 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. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying a person or group 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).
6. 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.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.6: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, state and territory by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Requesting group	Daily request for accommodation turn-away rate (%)								
Individual(s) with children	67.0	46.5	64.3	61.0	57.0	84.1	79.6	33.3	61.8
Couple with children	100.0	44.4	87.8	66.7	74.2	42.9	87.5	100.0	73.6
Total	68.3	46.3	67.7	61.5	59.4	80.6	80.6	36.8	63.0
	Unmet demand to total demand for accommodation ratio								
Individual(s) with children	2.7:100	1.0:100	3.1:100	5.5:100	1.8:100	8.5:100	3.9:100	2.7:100	2.6:100
Couple with children	2.4:100	0.9:100	2.9:100	2.3:100	2.8:100	3.9:100	3.9:100	2.6:100	2.2:100
Total	2.7:100	1.0:100	3.1:100	4.8:100	1.9:100	8.1:100	3.9:100	2.7:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 223 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. 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. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
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.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.7: SAAP closed support periods: median and mean length of accommodation, state and territory by client group, Australia, 2003–04 (number of days)

Requesting group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
	Median length of accommodation								
Individual(s) no children	6	23	7	3	7	6	11	4	7
Individual(s) with children	16	28	12	3	22	13	75	4	11
Couple no children	6	28	8	8	9	3	55	4	10
Couple with children	41	58	89	52	105	7	152	24	70
Total	7	25	7	3	9	7	13	4	8
	Mean (average) length of accommodation								
Individual(s) no children	33	73	24	22	33	22	37	17	33
Individual(s) with children	64	89	46	20	76	42	110	14	55
Couple no children	43	69	32	36	75	16	61	14	48
Couple with children	125	118	114	106	216	43	150	56	122
Total	39	79	30	23	48	26	48	16	40

Notes

1. Cases excluded due to missing data: 7,206.
2. Excludes accommodation starting and ending on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.