

6 Support provided

The diverse nature of client needs is reflected in the considerable range of services SAAP agencies provide for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally provided on an ongoing basis to clients. This chapter presents an overview of the types of services provided to clients by SAAP agencies across all support periods. The types of services provided to accompanying children in accompanying child support periods are also examined.

Some 173,100 support periods were provided in Australia during 2004–05 (Table 3.1). Approximately 153,900 of these were closed support periods – that is, they finished before 30 June 2005 (Table 6.1). In this chapter, the lengths of support and accommodation periods for clients are examined for closed support periods. As support period and accommodation period dates are not collected for accompanying children, data about lengths of support and accommodation periods for accompanying child support periods are not presented here.

Length of support

Nationally, 31% of all closed support periods lasted for 1 day or less, a further 17% lasted from 2 to 7 days, and 17% lasted for between 1 week and 1 month (Table 6.1). At the longer end of the spectrum, 19% of closed support periods lasted for 1–3 months and 15% lasted more than 3 months.

State and territory

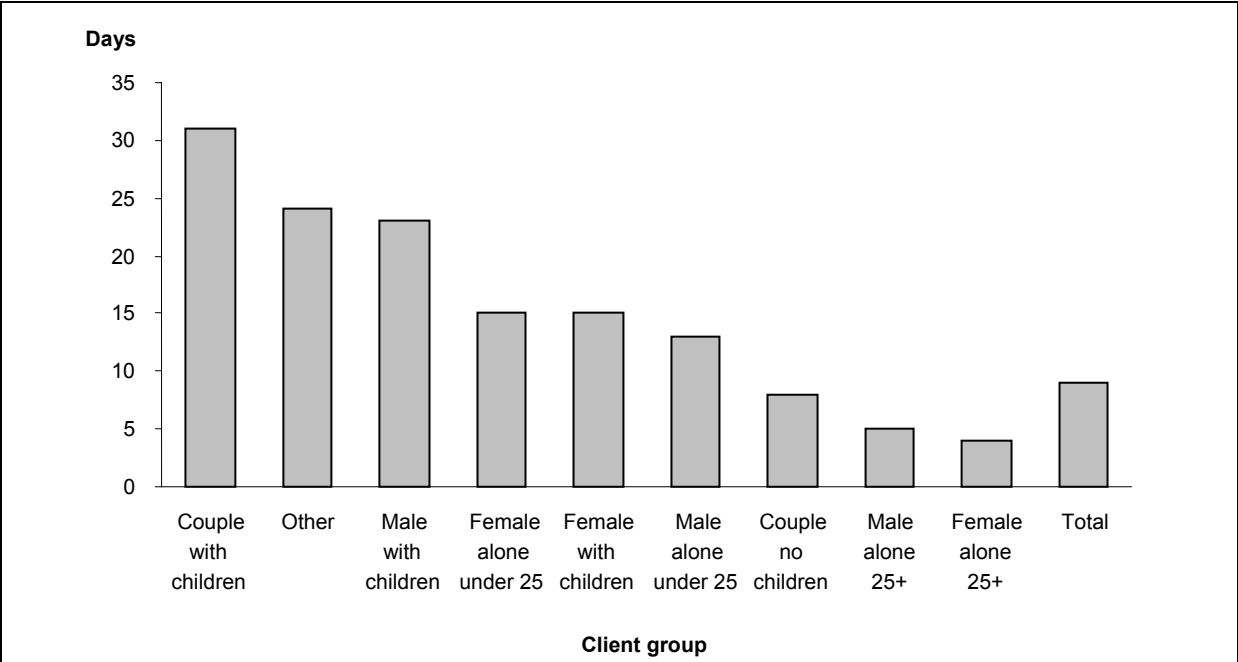
Support period lengths were not consistent across the states and territories. In particular, in Victoria 35% of closed support periods lasted less than 1 day. This compares with between 3% and 16% for the other states and territories for this duration of support. In contrast, Tasmania reported a significantly higher proportion of closed support periods than the other states and territories for support lasting between 1 and 3 months (42% compared with between 16% and 20% for the other states and territories). The Australian Capital Territory had the highest proportion of support periods for clients who were supported for longer than 3 months (24%).

These differences across the states and territories are reflected in the mean and median lengths of support. The national median length of support was 8 days – Tasmania had the longest median at 38 days, and Western Australia had the shortest at 6 days (due to a relatively high proportion of clients in this state who stayed 1 day, 18%). Because means are affected much more than medians by a small number of large values, the mean (or average) number of days of support is considerably longer than the median. The average length of support ranged from 32 days in the Northern Territory to 89 days in the Australian Capital Territory. Overall, the average length of support was 53 days.

Client group

Patterns of support length also varied between client groups. As illustrated in Figure 6.1, couples with children and males with children tended to have longer periods of support than other clients, with couples with children having the longest periods of support among all client groups. More particularly, over half (52%) of closed support periods for couples with children were for more than 1 month, resulting in a median length of support of

83 days (Table 6.2). In comparison, females aged 25 years and over had shorter durations of support, with 51% of closed support periods for this group lasting for 4 days or less, resulting in a median length of support of 4 days.



Source: Table 6.2.

Figure 6.1: Median length of support, by client group, Australia, 2004-05 (days)

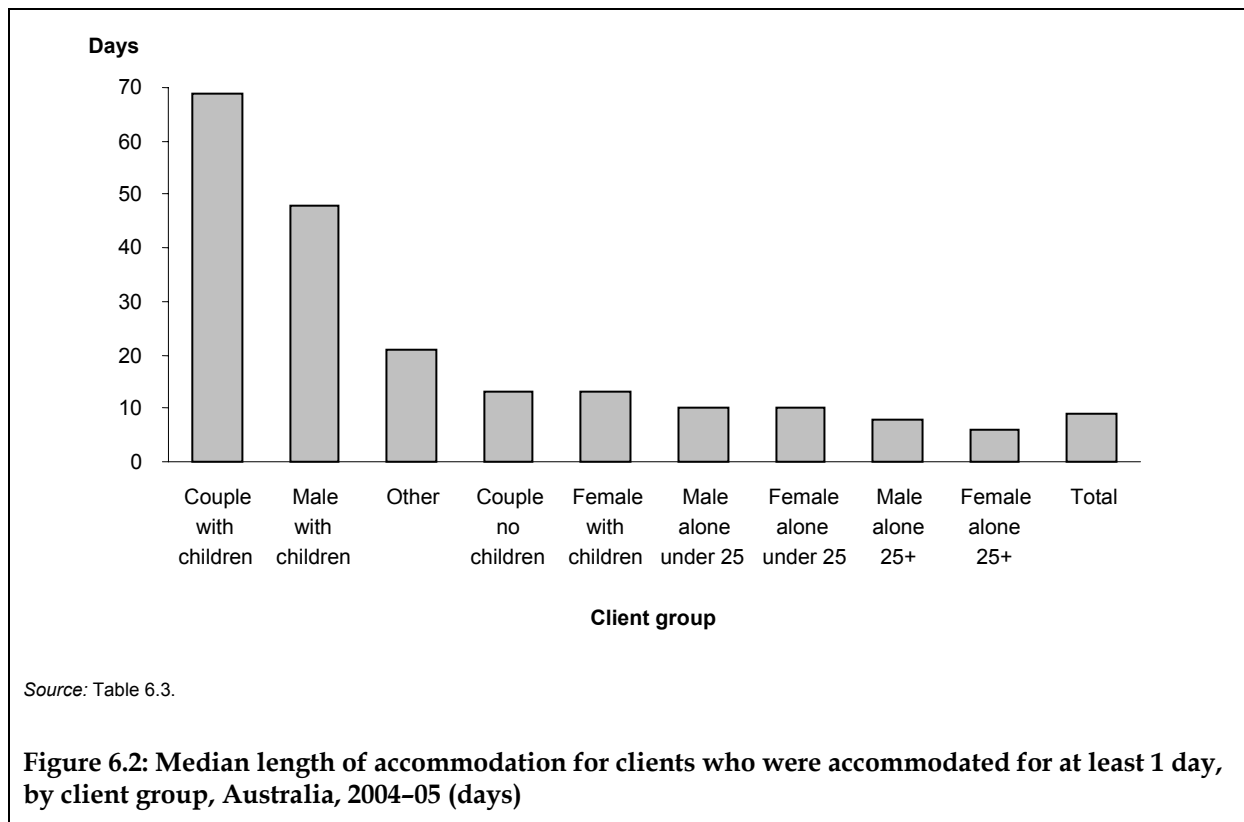
Length of accommodation

Of the 153,900 closed support periods, there were around 76,000 during which the client was accommodated (Tables 6.1 and 6.3, including 4,200 where details on the client group were not provided or contained an error, see Note 1 in each table). Of these, 6,100 closed support periods involved accommodation that started and ended on the same day and 65,800 closed support periods involved accommodation of 1 day or longer. In 17% of these latter closed support periods the accommodation was for 1 day only, in 30% it was for 2-7 days, and in 25% clients were accommodated for 1-4 weeks. Just under 17% of closed support periods during which accommodation lasted for 1 day or more were 1-3 months in duration and 12% lasted for longer than 3 months. Overall, in 59% of all closed support periods during which accommodation lasted at least 1 day, the accommodation lasted for 1-14 days, resulting in a median length of accommodation of 9 days.

Client group

The patterns for the duration of accommodation for the various client groups were somewhat similar to those for the duration of support. Again, couples with children and males with children who were accommodated tended to have relatively long stays compared with the other client groups. Thus, couples with children and males with children had relatively high median lengths of accommodation, at 69 and 48 days respectively (excluding same-day accommodation) (Figure 6.2). Unaccompanied females and males aged 25 years and over had the shortest median length of accommodation (6 and 8 days respectively). They

also had the two highest proportions of accommodation lasting only 1 day (22% and 18% of closed support periods where accommodation lasted 1 day or longer respectively) (Table 6.3).



Support provided to SAAP clients

There are six broad types of services provided to SAAP clients. The three most often provided during 2004-05 were general support or advocacy (in 75% of support periods), housing or accommodation services (64%), and basic support services (56%) (Table 6.4). The main form of general support or advocacy provided was advice or information (in 64% of support periods). The main form of housing service provided was SAAP or CAP accommodation (50%), but assistance was also provided to help clients obtain or maintain other types of short-term accommodation or independent housing (16% and 22%, respectively). The most commonly provided basic support services were meals (39%) and laundry or shower facilities (36%).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 24% of support periods. Health or medical services, drug and alcohol support or intervention services, and culturally appropriate support were the most commonly provided specialist services – provided in 12%, 8% and 7% of support periods respectively. In contrast, 8 of the 11 identified specialist services were provided in fewer than 2% of support periods each.

No services were provided directly to the client by the agency in 2% of support periods. However, agencies may have arranged referrals for clients in these cases. The question of how agencies meet the needs of clients is examined further in Chapter 7.

Client group

The pattern of service use differed between client groups. At the broad level, both unaccompanied males aged 25 years and under and those aged 25 years and over were proportionately more often provided with accommodation services than other clients (each in 72% of their support periods), whereas males with children received these services relatively less frequently (54%). Couples with and without children and clients with children were more likely than others to use financial or employment services, and female clients, either with or without children, were relatively more often provided with counselling services.

At the finer level, the clients most often provided with SAAP or CAP accommodation were unaccompanied males aged 25 years and over. Around 63% of support periods for these clients involved SAAP or CAP accommodation, followed by unaccompanied males aged under 25 years (58%). In contrast, couples with no children and males with children received SAAP or CAP accommodation in only 29% of their support periods. However, couples with no children were provided with assistance to obtain or maintain other short-term accommodation in a higher proportion than the other client groups (24% compared with between 14% and 21%), while males with children were provided with assistance to obtain or maintain independent housing in a higher proportion than the other client groups (36% compared with between 16% and 31%).

Unaccompanied male clients aged 25 years and over were also the most frequent recipients of meals and laundry or shower facilities (in 57% and 53% of their support periods respectively), retrieval, storage or removal of belongings (32%), and drug or alcohol support (17%). The proportion of male clients provided with drug or alcohol support or intervention was significantly higher than that for the other client groups who were provided with this type of service – from 3% for couples with children, females with children and males with children to 10% for unaccompanied males aged under 25 years.

Female clients presenting either with or without children were more likely than male clients to receive emotional support or other counselling (in at least 51% or more of support periods compared with between 36% and 40% for male clients). Females with children and unaccompanied females aged 25 years and over were much more likely than other groups to receive domestic violence counselling – in 38% and 28% of their support periods, respectively. Further, females with children and unaccompanied females 25 years and over more often received assistance with legal issues and court support than any other client group (19% and 15% of support periods respectively).

Support provided to accompanying children

Of the 78,500 accompanying child support periods reported during 2004–05, at least 45,600 were for children where some information was provided on service requirements or provision (Table 6.5). Eighty-eight per cent of these accompanying child support periods occurred when children accompanied their mother or a female guardian to a SAAP agency. A further 8% were for children accompanying couples and 3% were for children accompanying their father or a male guardian.

It is not always possible for an agency to provide the requested support directly to an accompanying child, although a referral may be arranged. Overall, agencies did not provide any services directly to children in 4% (or 1,700) of the accompanying child support periods in which information was provided on service requirements or provision. In the remaining 43,900, accompanying children received direct support.

At the broad level, SAAP or CAP accommodation was the most commonly provided type of service, being provided in 67% of accompanying child support periods in which information was provided on service requirements or provision, followed by basic support (63%). Specialist services were the least often provided broad group of services (17%).

At the individual service type level, after SAAP or CAP accommodation, meals and transport were the next most commonly provided types of services (in 41% of cases each). The types of services provided least often were sexual or physical abuse counselling or support, skills education, assistance with access arrangements, and brokerage services – all provided in 4% or less of accompanying child support periods.

Client group

The types of support provided directly to accompanying children varied by client group. Interestingly, the client group of 'other with children', which includes situations where siblings or multigenerational families presented with children, had higher proportions of provision than the other client groups in all broad service types except of general support and advocacy. At the finer level, they reported higher levels of provision in 13 of the 18 individual service types recorded for accompanying children, including SAAP/CAP accommodation (78%), help with behavioural problems (in 20%), sexual and physical abuse counselling or support (7%), skills education (13%), assistance with access arrangements (11%), showers and hygiene services (45%), health and medical services (17%), recreation (40%) and transport (49%).

As mentioned, 88% of accompanying child support periods in which the child required and/or received assistance occurred when children accompanied their mother (or a female guardian) to a SAAP agency. These children generally received services in higher proportions than those accompanying male clients or couples, with the exception of general support or advocacy services which were more frequently provided to males with children. For example, accommodation was provided in 67% of accompanying child support periods for children accompanying female clients. This compares with 60% for children accompanying a male client and 63% for children accompanying a couple. Children accompanying females also received meals, shower and hygiene services, recreation and transport in at least 34% of cases. In contrast, children accompanying males or couples were provided with these services in a maximum of 22% of accompanying child support periods. Children accompanying females also generally received counselling services and specialist services more frequently than children accompanying a male client or a couple, with the exception of skills education, which children accompanying couples received in roughly equal proportions to children accompanying female clients. However, children accompanying male clients were more likely than children accompanying female clients or couples to receive help with access arrangements (5%), advice or information (28%), brokerage services (7%) and advocacy on their behalf by the agency (30%).

The reason for higher levels of provision of the majority of service types to children accompanying females and the 'other' client group is not clear. However, children accompanying females mostly attended agencies that target women escaping domestic violence – 53% of females with children used such agencies (derived from Table 5.2). In contrast, males with children and the 'other' client group commonly visited cross-target, multiple-target or general agencies – in around 64% and 30% of their support periods, respectively. Males with children were also more likely than females with children and the 'other' client group to use agencies targeting families. This suggests that there may be service delivery differences for accompanying children in the different kinds of agencies.

6.1 Tables

Table 6.1: SAAP closed support periods: length of support by state and territory, Australia, 2004–05 (per cent)

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Less than 1 day	15.8	34.7	13.8	10.0	8.8	2.9	2.7	3.1	20.3	31,200
1 day	15.8	5.7	13.0	17.8	11.4	7.0	7.1	15.8	11.0	17,000
2 days	4.9	2.4	6.4	8.9	6.1	2.7	5.7	10.0	4.7	7,300
3 days	3.9	2.0	4.5	6.0	5.2	2.6	3.8	7.9	3.7	5,600
4 days	2.8	1.5	3.7	4.0	3.4	1.7	2.5	4.6	2.6	4,000
5 days	2.2	1.2	2.9	2.8	2.7	1.0	2.6	3.2	2.0	3,100
6 days	2.2	1.3	2.8	2.7	2.7	1.3	2.9	2.8	2.0	3,100
7 days	2.3	1.7	2.5	2.9	2.8	1.4	2.9	2.6	2.2	3,400
>1–2 weeks	8.5	6.4	10.2	9.3	10.2	6.4	11.9	11.4	8.3	12,700
>2–4 weeks	9.4	8.1	9.9	8.9	9.3	9.7	13.8	11.1	9.1	14,000
>4–13 weeks	18.2	19.1	17.1	15.6	20.4	42.1	19.8	18.5	19.2	29,600
>13–26 weeks	7.2	8.2	7.1	5.4	8.0	11.2	10.1	5.8	7.6	11,700
>26–52 weeks	4.0	5.2	4.3	3.6	5.5	6.0	9.3	2.2	4.6	7,100
>52 weeks	2.9	2.5	1.8	2.0	3.6	3.9	5.0	0.9	2.6	4,000
<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 (%)	23.3	36.2	15.5	8.7	8.7	3.6	1.2	2.8	100.0	..
Total (number)	35,800	55,800	23,800	13,300	13,400	5,600	1,900	4,300	..	153,900
Mean length (days)	53	53	45	43	63	82	89	32	..	53
Median length (days)	8	7	8	6	12	38	22	7	..	8

Notes

1. Number excluded due to errors and omissions (weighted): 2.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 6.2: SAAP closed support periods: length of support by client group, Australia, 2004–05 (per cent)

Length of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	13.2	22.5	14.1	26.4	29.8	19.3	26.8	18.4	19.6	20.2	30,800
1 day	10.4	14.2	10.1	11.9	6.6	4.1	4.5	8.7	7.0	10.8	16,500
2 days	5.0	4.8	5.3	5.6	3.7	2.2	1.8	4.6	4.0	4.8	7,300
3 days	4.1	4.2	3.8	4.0	2.6	2.1	1.6	3.5	2.1	3.8	5,700
4 days	2.7	2.9	2.6	2.9	1.8	1.0	1.9	2.5	2.4	2.6	4,000
5 days	2.4	2.3	1.8	2.2	0.8	1.2	0.8	1.9	1.6	2.0	3,100
6 days	2.4	2.5	2.0	1.8	1.7	1.0	0.9	1.7	0.9	2.0	3,100
7 days	2.5	2.7	1.8	1.9	2.1	1.7	1.9	1.8	2.1	2.2	3,300
>1–2 weeks	9.7	10.0	8.0	7.4	6.8	6.1	5.3	6.7	5.1	8.2	12,500
>2–4 weeks	11.0	8.9	10.0	7.7	7.3	8.7	7.8	8.8	7.2	9.0	13,700
>4–13 weeks	20.5	15.0	22.2	16.7	22.4	26.7	24.1	21.9	25.0	19.3	29,500
>13–26 weeks	7.9	5.6	8.9	6.0	8.4	12.4	11.0	9.7	10.2	7.8	11,900
>26–52 weeks	4.9	3.0	5.7	3.8	4.2	8.4	8.2	6.3	7.0	4.8	7,400
>52 weeks	3.3	1.3	3.6	1.8	1.8	4.9	3.4	3.5	6.0	2.6	4,000
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (%)	11.2	27.3	12.3	16.0	2.8	3.8	1.5	24.0	1.1	100.0	..
Total (number)	17,000	41,700	18,800	24,500	4,300	5,800	2,300	36,600	1,700	..	152,700
Mean length (days)	61	36	65	42	48	83	68	66	101	..	54
Median length (days)	13	5	15	4	8	31	23	15	24	..	9

Notes

1. Number excluded due to errors and omissions (weighted): 2,512.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.3: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Australia, 2004–05 (per cent)

Length of accommodation	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	15.2	17.5	16.7	22.4	13.4	4.6	7.8	15.2	13.2	16.8	11,000
2 days	7.0	8.3	7.8	10.8	7.8	2.6	3.3	8.2	7.9	8.2	5,400
3 days	6.4	6.8	6.5	7.3	5.9	3.0	2.4	6.1	5.7	6.5	4,300
4 days	4.1	4.5	4.7	5.2	3.3	1.0	3.7	4.3	5.0	4.4	2,900
5 days	3.6	3.8	3.1	4.1	1.7	1.3	1.2	3.2	1.4	3.4	2,300
6 days	3.9	4.2	3.1	3.1	3.4	1.3	1.1	2.9	1.2	3.5	2,300
7 days	3.7	4.2	2.9	3.2	5.6	2.8	3.2	2.9	2.4	3.5	2,300
>1–2 weeks	14.2	15.6	12.2	12.3	13.8	7.9	11.3	10.0	8.3	13.0	8,600
>2–4 weeks	13.3	12.0	12.1	10.0	9.6	9.4	8.1	11.0	9.6	11.5	7,600
>4–13 weeks	17.5	15.4	17.6	14.1	16.9	25.2	21.8	18.5	20.8	16.8	11,000
>13–26 weeks	5.4	4.7	6.0	4.0	8.3	18.7	17.8	8.3	10.5	6.2	4,100
>26–52 weeks	3.7	1.9	4.4	2.3	7.7	15.0	12.2	6.4	7.8	4.0	2,600
>52 weeks	2.0	1.1	2.8	1.3	2.5	7.1	6.2	3.2	6.2	2.2	1,400
<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>100.0</i>	<i>..</i>
Total (%)	13.7	32.7	12.9	14.1	1.4	2.5	0.7	21.0	0.9	100.0	..
Total (number)	9,000	21,500	8,500	9,300	900	1,700	500	13,800	600	..	65,800
Mean length (days)	44	32	49	34	60	118	101	60	86	..	46
Median length (days)	10	8	10	6	13	69	48	13	21	..	9
Accommodation starting and ending on the same date (number)	400	3,400	400	700	200	200	100	800	<50	..	6,100
Total accommodation	9,400	25,000	8,900	10,000	1,100	1,800	500	14,600	600	..	71,800

Notes

1. Number excluded due to errors and omissions (weighted): 4,198.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.4: SAAP support periods: services provided to clients, by client group, Australia, 2004–05 (per cent)

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	72.0	72.4	66.2	54.6	57.7	61.1	54.2	59.7	61.1	64.4
SAAP/CAP accommodation	57.7	63.1	49.4	42.9	28.6	38.1	28.8	43.5	41.0	50.1
Assistance to obtain/maintain short-term accommodation	18.9	14.2	16.7	12.6	24.1	21.2	21.3	14.1	18.7	15.5
Assistance to obtain/maintain independent housing	22.3	15.8	25.1	16.5	30.7	36.0	31.7	28.1	30.0	22.4
Financial/employment	38.6	32.0	37.6	36.4	45.3	46.1	44.5	42.8	41.6	38.0
Assistance to obtain/maintain government payment	11.9	6.2	13.1	7.6	6.6	7.3	6.4	12.3	10.3	9.5
Employment/training assistance	10.6	2.8	8.8	1.6	3.6	3.5	2.5	2.5	7.1	4.3
Financial assistance/material aid	28.5	27.3	27.8	31.0	38.8	40.1	40.1	35.7	34.4	31.2
Financial counselling	9.6	6.7	8.7	5.5	8.4	12.0	10.0	9.0	11.0	8.0
Counselling	42.9	37.2	56.2	60.3	33.0	45.2	43.1	68.6	50.1	51.9
Incest/sexual assault	1.0	0.3	3.0	2.8	0.8	1.2	0.6	2.5	1.2	1.7
Domestic violence	2.0	1.2	10.2	28.2	3.1	5.1	3.6	38.3	11.0	16.0
Family/relationship	12.0	4.7	18.3	12.1	8.3	14.4	14.1	22.4	16.7	13.5
Emotional/other	40.1	36.4	51.4	54.7	30.8	41.4	39.2	61.4	44.1	47.8
Assistance with problem gambling	0.3	1.0	0.1	0.3	0.2	0.3	—	0.2	0.2	0.4
General support/advocacy	77.0	70.5	76.5	72.1	72.1	77.8	74.8	79.6	70.0	74.8
Living skills/personal development	31.0	10.7	29.7	8.9	8.8	9.4	8.0	10.2	15.4	14.9
Assistance with legal issues/court support	7.3	3.9	8.2	14.5	4.3	6.2	9.3	18.9	8.5	10.4
Advice/information	64.8	56.7	66.2	61.6	65.0	70.3	65.8	69.8	59.7	63.7
Retrieval/storage/removal of belongings	21.1	31.9	17.2	12.4	8.5	9.0	6.8	10.8	10.9	18.5
Advocacy/liaison on behalf of client	33.5	23.4	38.6	36.9	38.7	48.1	43.1	49.1	38.1	36.7
Brokerage services	7.0	4.4	7.5	4.4	9.0	7.9	8.7	6.9	6.1	6.1
Specialist services	22.7	28.5	23.8	23.3	15.9	18.0	11.5	24.4	22.9	24.4
Psychological services	1.6	2.1	1.7	1.4	0.9	0.3	0.8	1.2	2.0	1.5
Psychiatric services	1.9	3.5	1.3	1.9	0.5	0.3	0.8	0.8	1.7	1.9
Pregnancy support	0.1	—	3.6	0.7	2.3	2.8	0.3	2.6	2.6	1.4
Family planning support	0.4	0.1	2.0	0.5	1.0	1.3	0.7	1.7	1.6	0.9
Drug/alcohol support or intervention	10.4	16.7	6.1	6.0	4.4	2.7	3.0	2.8	3.5	8.4
Physical disability services	0.1	0.3	0.1	0.2	0.3	0.3	0.1	0.2	0.8	0.2
Intellectual disability services	0.4	0.3	0.3	0.2	0.2	0.2	0.2	0.2	0.9	0.3
Culturally appropriate support	5.0	2.9	6.7	9.0	4.9	8.9	3.7	12.6	11.6	7.3
Interpreter services	0.4	0.9	0.6	2.1	0.8	1.4	0.4	2.6	2.4	1.4
Assistance with immigration issues	0.3	0.2	0.8	1.5	0.2	0.7	0.2	1.3	1.4	0.8
Health/medical services	11.6	15.1	12.2	10.3	7.0	6.4	5.1	9.9	8.0	11.5
Basic support and other services n.e.s.	63.9	67.9	57.6	51.6	37.7	35.3	34.4	49.8	45.0	56.3
Meals	49.7	57.0	40.4	34.1	16.7	9.3	10.3	25.5	19.3	38.7
Laundry/shower facilities	45.4	53.2	36.6	33.2	12.6	7.3	7.6	25.0	18.0	36.2
Recreation	32.5	23.2	27.8	16.8	5.9	5.9	5.4	16.6	13.6	20.7
Transport	33.6	12.8	39.1	26.0	17.0	18.7	15.5	32.7	27.3	25.9
Other	17.9	15.7	15.6	15.6	15.1	14.7	17.5	17.2	17.0	16.3
No services provided directly	2.1	1.7	2.2	1.7	3.2	1.9	2.9	1.4	2.8	1.8
Total (number)	18,700	44,500	21,100	25,900	4,600	6,600	2,500	40,500	2,000	166,400

Notes

1. Number excluded due to errors and omissions (weighted): 6,704 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.5: SAAP accompanying child support periods: services provided to accompanying children, by client group, Australia, 2004–05 (per cent)

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Accommodation	63.4	56.9	67.0	78.3	66.5	30,300
SAAP/CAP accommodation	63.4	56.9	67.0	78.3	66.5	30,300
School liaison/child care	16.1	17.6	29.9	33.5	28.4	13,000
School liaison	10.5	12.5	13.3	17.5	13.1	6,000
Child care	7.3	7.1	21.9	24.5	20.3	9,300
Counselling	16.1	15.6	23.1	28.3	22.4	10,200
Help with behavioural problems	6.6	6.6	9.0	19.6	8.8	4,000
Sexual/physical abuse counselling/support	1.5	1.7	2.6	6.8	2.5	1,200
Skills education	3.5	3.0	3.6	13.2	3.6	1,600
General counselling/support	11.7	11.3	17.0	18.3	16.4	7,500
General support/advocacy	36.8	46.8	39.0	37.3	39.0	17,800
Access arrangements	1.2	5.4	3.2	10.7	3.1	1,400
Advice/information	22.6	28.2	26.3	26.5	26.0	11,900
Brokerage services	6.0	6.8	4.1	2.9	4.4	2,000
Advocacy	23.2	30.3	23.3	24.8	23.5	10,700
Specialist services	12.7	7.9	17.3	23.9	16.7	7,600
Culturally sensitive services	8.6	5.4	10.9	10.0	10.6	4,800
Health/medical services	5.4	3.4	8.8	17.1	8.4	3,800
Basic support and other services n.e.s.	41.9	49.6	65.0	68.6	62.7	28,600
Meals	16.5	21.3	44.4	24.1	41.3	18,900
Showers/hygiene	8.9	13.2	39.3	44.5	36.1	16,500
Recreation	12.6	12.0	33.6	40.0	31.3	14,300
Transport	20.0	21.9	43.4	48.5	41.0	18,700
Other	17.1	20.0	16.1	33.1	16.4	7,500
No services provided directly by agency	3.3	4.6	3.8	0.4	3.8	1,700
Total accompanying child support periods (%)	8.2	2.8	88.4	0.7	100.0	..
Total accompanying child support periods (number)	3,700	1,300	40,300	300	3,700	45,600

Notes

1. Number excluded due to errors and omissions (weighted): 32,927 accompanying child support periods (including cases with no information on service requirements or provision).
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

7 Meeting the needs of clients and accompanying children

One way that SAAP's performance can be assessed is by measuring the ability of agencies to meet the needs of their clients. This can be measured only after a client has finished receiving support. Therefore, it is necessary to look at closed support periods when examining the provision of requested services. Note that the number of times a service was requested, provided or referred is not collected, only that the service was requested, provided or referred sometime during the client's support. This chapter focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away – that is, who did not receive any services – are not included since this topic is covered in a separate publication to be released in the near future.

A client might request many services in a single support period. In some cases, SAAP agencies might not be able to meet all of a client's requests directly. In these instances referrals to appropriate organisations might be arranged. However, for some requested services it might not be possible either to provide the service or to refer the client on.

Note that there has been some shift in the level and types of services requested compared with the previous year's data (see AIHW 2005). This can be attributed to several factors: a change in the volume of contributions being made to the national data collection; the client groups and the way in which agencies deliver services to clients vary between the jurisdictions; the increased use of electronic reporting (e.g. SMART); and the provision of data collection training to SAAP agencies around Australia, which has improved data quality in question responses about service provision. For example, the number of closed support periods in which clients requested services and the number of services that could neither be provided nor referred on (unmet needs) reported for those clients have both decreased.

Expressed requests for services by SAAP clients

Agencies provided information on the action they took to meet the needs of SAAP clients for 150,900 of the 153,900 support periods that finished during 2004–05 (Table 7.1). In 99% of these support periods, or 149,300, agencies recorded at least one service type as being requested by the client. In many cases several types of services were sought within a closed support period, so that overall 855,800 different service types were requested (Table 7.3, Part b).

As expected, the pattern observed for service provision in all support periods active in 2004–05 was largely repeated for services requested throughout completed support periods (Tables 6.4 and 7.1). At the broad level, general support and advocacy services were requested in 73% of closed support periods, and services relating to housing and accommodation were requested in 71% and those relating to basic support services in 56% of closed support periods (Table 7.1). Counselling services and financial and employment services were required less frequently, being requested in 52% and 40% of closed support periods respectively. Specialist services were requested least, with 29% of closed support periods involving such requests.

Looking at individual service types, advice or information was requested more often than any other type of service (in 62% of closed support periods). SAAP or CAP accommodation was requested in 56% of closed support periods, followed by emotional support or other counselling (47%). Ten service types were requested in 3% of cases or less; all but two of these related to specialist services.

State and territory

The pattern of expressed requests varied considerably across the states and territories. At the broad service level, the Australian Capital Territory recorded the highest level of requests in four of the six broad groups presented, the exception being basic support services, such as meals, and general support and advocacy services.

The expressed need for services also varied by state and territory at the individual service level. For example, in over a quarter (27%) of closed support periods in the Australian Capital Territory and in one-fifth (20%) in New South Wales, drug or alcohol support or intervention was requested by clients. This compares with between 3% and 10% for the other states and territory. The Australian Capital Territory also reported higher proportions for most of the other specialist service types, with the exception of culturally appropriate support, family planning support, and interpreter services. On the other hand, the Northern Territory and Western Australia reported higher proportions of closed support periods than the other states or territory in which a need was expressed for culturally appropriate services (20% and 17%, respectively, compared with between 1% and 9%). South Australia and the Northern Territory reported far higher proportions of closed support periods in which domestic violence counselling or support was requested (29% and 25%, respectively, compared with between 10% and 18%) while Tasmania recorded a higher percentage of closed support periods where incest or sexual assault support was requested by clients (10% compared with between 1% and 3%).

Some of the differences between the jurisdictions may be explained by different approaches to service provision in the various states and territories, and by different types of agencies dominating service provision. For example, SAAP or CAP accommodation was requested in at least 44% of closed support periods in all jurisdictions except Victoria (33%). However, in Victoria a large proportion of properties in the complementary Transitional Housing Management program accommodate tenants provided with SAAP support. Consequently, these clients may not identify SAAP or CAP accommodation as being needed. Instead, these clients may seek assistance to obtain or maintain accommodation or housing. Victoria had relatively high needs identified for this type of assistance.

Expressed requests for services for accompanying children

During 2004–05, agencies reported at least 67,500 closed accompanying child support periods (Table 7.2; figure includes 28,100 cases with missing information [see note 1]). Of these, around 39,400 included information about service requirements and provision for accompanying children and 38,000 reported that assistance was requested for accompanying children.

At the broad level, housing and accommodation services were requested in 70% of the closed accompanying child support periods where information about service requirements and provision was recorded. Services relating to basic support, such as meals, were required in 64% and those relating to general support and advocacy services in 39%. The broad type of service requested least often for accompanying children was specialist services (requested in 19%). No services were requested in 4% of closed accompanying child support periods.

Looking at the individual service types, other than SAAP or CAP accommodation (70%), meals were requested more often than any other type of service (requested in 43% of closed accompanying child support periods). This was followed by transport (41%) and showers or hygiene services (38%). The individual service types that were least often requested were skills education, sexual or physical abuse counselling or support, assistance with access arrangements and brokerage services (all in around 4% each). All other individual service types were requested in at least 10% of closed accompanying child support periods.

State and territory

As with clients, the pattern of expressed requests for accompanying children varied considerably across the states and territories. For example, at the broad level, requests for SAAP or CAP accommodation services ranged from 54% in Victoria to 89% in Western Australia. The Northern Territory reported higher levels of requests for basic support services (in 84% of closed accompanying child support periods) than the other states and territory. The Northern Territory also reported that specialist services were requested for accompanying children in 44% of their accompanying child support periods. This compares with between 7% and 34% in the other states and territory. Closed accompanying child support periods where counselling services were requested ranged from 14% in Western Australia to 37% in the Australian Capital Territory. New South Wales reported higher percentages than the other states and territory in which assistance with school liaison and child care was requested (48% compared with between 16% and 38% in the other states and territories).

Requests for individual service types also varied between the states and territories. For example, in the Australian Capital Territory help with behavioural problems was requested in 20% of closed accompanying child support periods and in between 2% and 14% in the other states and territory, skills education was requested in 19% compared with between 1% and 8%, general counselling in 31% compared with between 8% and 23%, and assistance with access arrangements in 15% compared with between 1% and 6%. Child care was requested in 40% of closed accompanying child support periods in New South Wales, compared with between 11% and 26% in the other states and territories.

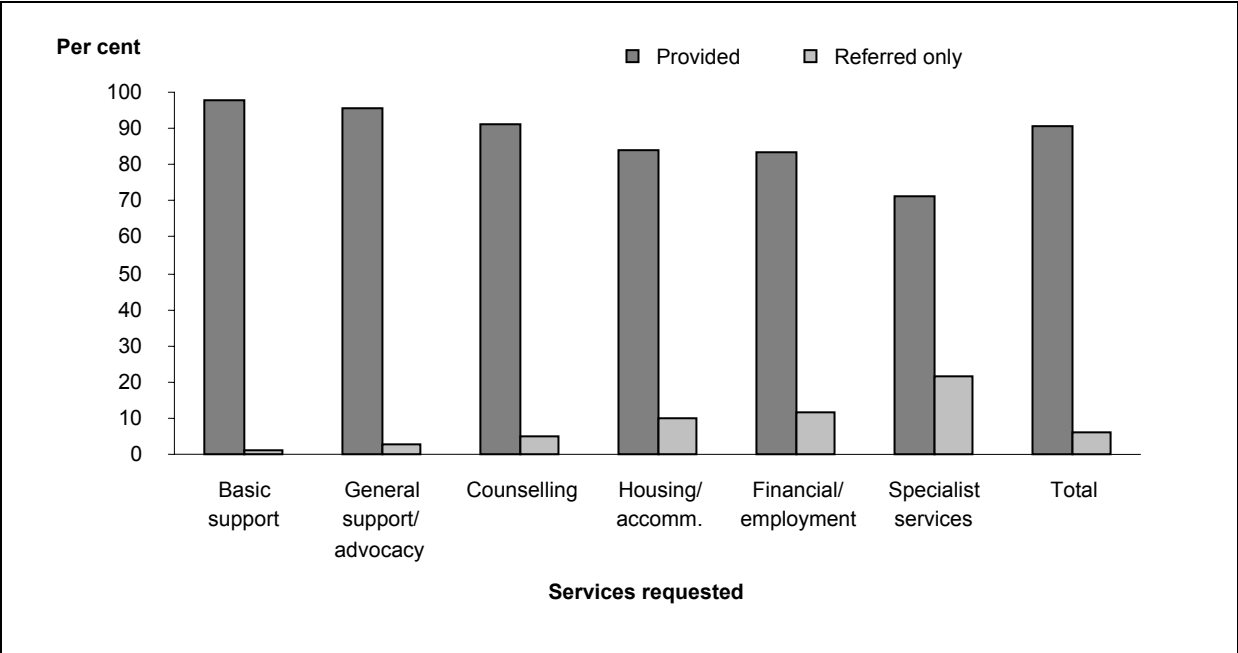
Service provision and referral for SAAP clients

Overall, 855,800 different service types were requested by clients in 149,300 closed support periods, so that on average 6 different types of services were requested in each closed support period (derived from Table 7.3, Part b). SAAP agencies directly provided services for 90% of service types requested (Table 7.3, Part b). In addition to this, agencies were able to refer clients to other organisations for a further 6% of service types requested. Consequently, 826,800 (or 97%) of the 855,800 requests were met at least to some extent.

As illustrated in Figure 7.1, in all service groups the requested services were provided directly in at least 71% of requested service types. Basic support services, such as meals and laundry or shower facilities, and general support and advocacy were provided directly in an overwhelming majority of requests (98% and 96%, respectively, of these service types were provided when requested). In particular, by individual service type, all basic support services were provided in 96% or more of closed support periods where they were requested, with the highest service provision being for meals and laundry or shower facilities (both provided in around 99% of cases where requested) (Table 7.3, Part a).

Specialist services (provided in 71% of requested services) were the least likely group of services to be provided directly. Some particular specialist services (psychological and

psychiatric services) were provided directly by agencies in less than half (42% and 46% respectively) of the cases in which the services were sought.



Source: Table 7.3, Part b.

Figure 7.1: Provision of SAAP services requested by clients, Australia, 2004-05 (per cent services requested in closed support periods)

Housing and accommodation services were requested in 106,900 (or 71%) of the closed support periods during 2004-05 in which information was provided on service requirements (Table 7.1). Some clients had more than one requirement for housing-related services, resulting in a total of 151,400 requests in this area (Table 7.3, Part b). In 84% of these instances, some housing or accommodation services were provided within the support period by the time it concluded and a further 6% of housing requests were referred on. More specifically, SAAP or CAP accommodation was provided in 90% of the closed support periods in which it was requested, with requests being referred in an additional 7% of cases (Table 7.3, Part a).

Although services vary considerably in terms of the number of clients who may request them, an inability to provide a particular service can have a significant impact on the client requesting that service. In these circumstances, an agency’s ability to refer clients to other appropriate service providers assumes added importance. Figure 7.1 shows that, generally, as direct provision of requested services falls the use of referrals increases, so that clients received referrals for 22% of requests for specialist services compared with only 1% for requests for basic support services.

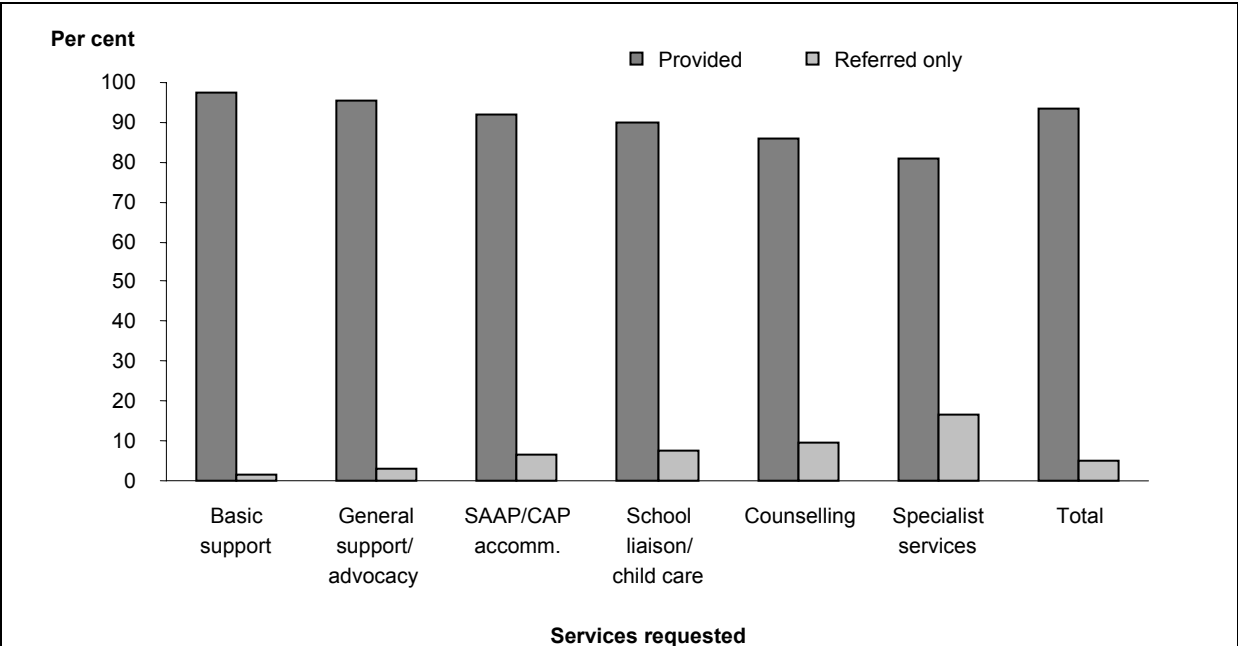
Service provision and referral for accompanying children

Agencies reported that some 153,300 distinct service types were requested by accompanying children in 38,100 closed accompanying child support periods, so that, on average,

accompanying children received 4 different types of services in each closed accompanying child support period where services were requested (derived from Table 7.4, Part b).

Just under 94% of the service types requested for accompanying children were able to be provided directly (Table 7.4, Part b). In addition to this, agencies were able to refer accompanying children for another 5% of the services they requested, resulting in 150,900 (or just over 98%) of requested service types being met to some extent and leaving 2% of requested services that were neither provided nor referred to other organisations.

In broad terms, as for clients, some types of requests made during closed accompanying child support periods were met more often than others. As illustrated in Figure 7.2, basic support services were the group of services most often provided directly by the agency (in 98% of instances where these types of services were requested), followed by general support and advocacy (95%), and accommodation (92%). Specialist services were the least likely to be provided directly by agencies when requested (81%).



Source: Table 7.4, Part b.

Figure 7.2: Provision of SAAP services requested for accompanying children, Australia, 2004-05 (per cent distinct services requested in closed accompanying child support periods)

Not surprisingly, the less likely a service was to be provided, the more likely it was to be referred. Thus, the most likely group of services to be referred were specialist services – such services were referred for 17% of requests for this service type. Similarly, counselling was not provided as often as some other services, being provided in 86% of requests for counselling. However, accompanying children were referred for counselling in 10% of the instances in which it was requested.

When considered individually, the services most likely to be provided to accompanying children were generally the basic support services: meals, showers and hygiene services, recreation, and transport were all provided in 98% or more of the closed accompanying child support periods in which they were requested (Table 7.4, Part a). Apart from SAAP or CAP

accommodation, which was requested in 27,500 closed accompanying child support periods, these were also the types of services that were requested most frequently. These basic support services were requested for accompanying children in between 12,300 closed accompanying child support periods (for recreation) and 16,900 closed accompanying child support periods (for meals).

Other types of services that were also frequently provided to children when requested were advice or information (98%), advocacy (97%), culturally sensitive services (96%), brokerage services (94%), accommodation (92%), general counselling or support (91%), school liaison (91%), and child care (90%).

Sexual and physical abuse counselling or support and health or medical services were the types of services that agencies were least likely to provide when they were requested. However, these services were still provided directly in the majority of closed accompanying child support periods where they were requested (67% and 68%, respectively). These services were also the types of individual services that were most often referred. Accompanying children were referred to health or medical services in 30% of closed accompanying child support periods in which they were requested and to sexual or physical abuse counselling or support services were in 25% of accompanying child support periods in which they were requested.

Unmet needs for SAAP clients

Although 98% of needs expressed by clients were met at least to some extent, around 29,000 requests for services had not been met by the end of support (Table 7.3, Part b). These unmet needs were spread over 14,000 closed support periods (Table 7.5; figure includes approximately 200 closed support periods with missing data in the table [see Note 2]). Overall, the most common forms of support that were neither provided nor referred were housing or accommodation services (accounting for 31% of all unmet needs), followed by specialist services (17%), and financial and employment services (15%).

Client group

There were varying levels of unmet need reported according to client group. Females with children had the highest number of unmet needs, at 6,300 outstanding requests in 3,200 closed support periods. Younger female clients had the next highest number, with this group accounting for 6,200 unmet needs in 2,500 closed support periods. In contrast, there were only 600 unmet needs for males with children in 300 closed support periods. These figures mainly reflect the total number of support periods provided to each group. However, by comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that both female and male clients aged under 25 years had a relatively high level of unmet needs, accounting for 22% and 16% of unmet needs, respectively, and 12% and 11% of closed support periods, respectively. This shows that the proportion of unmet needs reported for these client groups was actually higher than their proportion of closed support periods. In contrast, older male clients had relatively few unmet needs, with 16% of unmet needs relating to this group. Older men were supported in 27% of closed support periods.

The types of services that remained unmet at the conclusion of support also varied by client group. Housing and accommodation services were the most likely services to remain unmet across most of the client groups, with the exception of unaccompanied males aged under 25 years and the 'other' client group. In particular, couples both with and without children and male clients with children, although only fairly small groups, all reported relatively high

levels of unmet need in the area of housing and accommodation (in 44%, 38%, and 44%, respectively). In contrast, the 'other' client group and unaccompanied males aged 25 years and over had the lowest level of unmet needs in this area – 24% and 25% of their unmet needs, respectively, related to housing services.

Male and female clients aged 25 years and over had a significantly higher level of unmet need for specialist services. Just over 30% of the unmet needs reported for older male clients and 20% reported for older females were for specialist services, compared with between 9% and 15% of unmet needs for the other client groups.

Unmet needs for accompanying children

Overall, during 2004–05, children who accompanied SAAP clients had some needs remaining unmet after support in 1,400 closed accompanying child support periods – with around 2,400 unmet needs distributed across all service types (Table 7.6). The most common unmet need involved counselling (25% of unmet needs), with basic support services contributing 22% to the total unmet needs. General support or advocacy and accommodation contributed 16% each to children's unmet needs. Specialist services made up the lowest proportion of unmet needs for accompanying children (8% of unmet needs).

Client group

The number of unmet needs for children in each client group is roughly consistent with the number of accompanying child support periods for each client group. For example, children accompanying their mother (or a female guardian) accounted for 90% of closed accompanying child support periods and for 90% of unmet needs. Children accompanying couples accounted for 7% of closed accompanying child support periods and 7% of all unmet needs, and children accompanying males accounted for 3% of all closed accompanying child support periods and for 2% of unmet needs.

For children accompanying unaccompanied males and females, the highest proportions of unmet needs were for counselling (in 29% and 26% of unmet needs in each group respectively). This accounts for the overall finding that counselling was one of the services least likely to be provided as children accompanying females constituted the vast majority of accompanying child support periods. For children accompanying couples, however, the highest proportion of unmet need was for housing or accommodation services (21%). High proportions of unmet needs for accommodation were also reported for children accompanying males (27%). In comparison, accommodation accounted for only 15% of the unmet needs reported for females with children.

7.1 Tables

Table 7.1: SAAP closed support periods: services requested by clients, by state and territory, Australia, 2004–05 (per cent closed support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Housing/accommodation	78.9	55.3	80.4	82.4	76.3	70.8	93.0	88.7	70.8	106,900
SAAP/CAP accommodation	68.3	33.0	72.9	75.8	60.7	44.4	72.0	78.8	55.7	84,000
Assistance to obtain/maintain short-term accommodation	13.7	23.9	16.7	9.7	22.7	18.6	35.7	18.4	18.9	28,500
Assistance to obtain/maintain independent housing	22.0	30.8	21.6	14.4	23.3	35.7	59.2	29.2	25.8	38,900
Financial/employment	30.7	49.3	37.9	37.1	31.9	31.1	61.1	51.1	40.2	60,700
Assistance to obtain/maintain govt payment	9.4	9.2	12.4	11.6	10.9	7.2	24.3	9.8	10.2	15,400
Employment/training assistance	5.8	5.7	5.0	4.4	4.3	2.9	20.0	4.3	5.4	8,200
Financial assistance/material aid	22.7	42.7	29.5	29.9	24.5	23.9	51.0	41.7	32.7	49,400
Financial counselling	7.1	9.4	7.3	4.9	9.4	6.8	23.0	15.8	8.4	12,700
Counselling	52.1	47.4	45.7	51.7	73.5	53.4	69.7	63.8	51.8	78,200
Incest/sexual assault	2.6	2.0	2.6	1.5	2.8	10.2	5.4	0.8	2.5	3,800
Domestic violence	15.3	17.7	14.7	15.6	28.9	9.9	15.7	25.1	17.4	26,200
Family/relationship	15.6	13.0	13.7	10.4	19.6	12.2	31.0	11.6	14.2	21,500
Emotional/other	47.4	42.3	40.5	47.6	65.9	45.2	66.5	60.3	46.6	70,400
Assistance with problem gambling	0.8	0.5	1.2	0.1	0.5	0.5	1.3	0.2	0.6	1,000
General support/advocacy	76.0	74.1	67.0	57.2	88.5	71.4	75.2	71.4	73.1	110,300
Living skills/personal development	17.4	10.0	19.6	10.8	10.3	8.9	39.5	22.1	14.0	21,100
Assistance with legal issues/court support	11.2	11.5	10.1	9.5	10.7	7.1	21.2	30.1	11.4	17,300
Advice/information	59.0	66.8	52.8	46.9	81.2	62.9	62.5	51.3	61.8	93,200
Retrieval/storage/removal of belongings	27.0	8.9	27.7	9.1	27.5	7.7	33.0	30.7	18.5	28,000
Advocacy/liaison on behalf of client	31.2	41.2	22.4	27.6	46.1	32.1	53.8	40.2	35.0	52,800
Brokerage services	10.2	5.1	2.8	0.6	4.7	22.4	15.5	1.8	6.2	9,300
Specialist services	38.0	21.3	33.6	33.1	23.3	12.2	56.2	41.8	28.9	43,700
Psychological services	3.5	3.3	2.0	1.2	2.5	0.9	11.9	1.0	2.9	4,300
Psychiatric services	3.6	3.5	3.4	2.0	3.6	1.6	13.8	0.9	3.4	5,100
Pregnancy support	1.7	1.5	1.7	1.2	1.7	0.9	6.5	1.4	1.6	2,400
Family planning support	1.2	0.7	1.1	0.7	1.0	0.5	4.1	5.6	1.1	1,600
Drug/alcohol support or intervention	19.9	7.4	9.5	8.6	6.6	3.8	26.9	3.4	10.7	16,100
Physical disability services	0.4	0.4	0.4	0.1	0.3	0.2	1.6	0.4	0.4	600
Intellectual disability services	0.4	0.5	0.5	0.2	0.4	0.3	2.0	0.2	0.4	600
Culturally appropriate support	6.4	4.5	8.5	16.8	6.2	1.2	8.0	19.7	7.1	10,800
Interpreter services	1.3	1.7	0.8	1.5	0.6	0.3	1.5	0.7	1.3	1,900
Assistance with immigration issues	1.0	0.9	0.7	0.9	0.4	0.3	1.4	0.3	0.8	1,200
Health/medical services	16.7	11.6	22.6	11.3	13.8	6.2	37.8	26.6	15.2	23,000
Basic support and other services n.e.s.	70.6	39.4	64.9	72.4	51.9	44.9	73.4	78.6	56.2	84,900
Meals	59.4	15.9	55.4	51.6	37.9	27.8	58.5	69.1	39.6	59,700
Laundry/shower facilities	54.5	11.7	51.7	56.6	38.1	25.5	57.4	65.7	36.6	55,200
Recreation	23.5	8.8	34.2	25.1	12.1	9.3	53.9	52.1	19.6	29,600
Transport	26.7	17.5	30.4	36.1	20.1	22.3	53.7	46.6	24.9	37,600
Other	14.5	18.3	9.4	24.3	10.9	13.8	17.0	34.6	16.2	24,400
No needs recorded	0.8	0.9	1.3	2.2	0.7	3.6	0.1	0.1	1.1	1,600
Total (%)	23.1	36.3	15.6	8.6	8.8	3.6	1.2	2.8	100.0	..
Total (number)	34,900	54,800	23,600	12,900	13,200	5,500	1,900	4,200	..	150,900

Notes

1. Number excluded due to errors and omissions (weighted): 2,998 closed support periods (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.2: SAAP closed accompanying child support periods: services requested for accompanying children, by state and territory, Australia, 2004–05 (per cent closed accompanying child support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Accommodation	66.8	53.8	87.2	89.2	56.3	66.0	66.5	87.4	69.7	27,500
SAAP/CAP accommodation	66.8	53.8	87.2	89.2	56.3	66.0	66.5	87.4	69.7	27,500
School liaison/child care	47.5	22.5	34.7	28.0	14.1	25.6	32.6	16.1	29.4	11,600
School liaison	19.3	15.3	15.6	8.4	5.0	6.3	11.7	11.7	13.2	5,200
Child care	39.5	11.6	25.4	23.0	11.0	22.1	25.7	11.8	22.0	8,700
Counselling	32.0	26.1	32.5	13.5	13.8	17.7	36.9	18.5	24.2	9,500
Help with behavioural problems	13.3	11.4	13.5	5.2	5.4	7.8	20.3	2.2	9.9	3,900
Sexual/physical abuse counselling/support	4.6	4.1	3.6	2.0	2.3	5.9	3.0	1.0	3.5	1,400
Skills education	8.0	2.2	2.1	1.8	2.4	1.3	19.0	0.7	3.5	1,400
General counselling/support	23.1	18.8	21.5	8.4	10.5	10.8	30.7	15.4	17.1	6,700
General support/advocacy	44.2	47.6	23.2	12.9	67.6	29.4	62.4	22.2	39.0	15,400
Access arrangements	6.0	5.3	2.7	1.7	2.4	1.1	15.3	0.9	3.9	1,500
Advice/information	27.4	28.7	13.6	7.5	55.2	12.8	38.0	16.9	25.7	10,100
Brokerage services	6.6	7.3	0.3	0.1	3.2	14.0	17.7	0.1	4.4	1,700
Advocacy	29.6	28.1	14.1	6.5	36.9	11.0	44.3	18.1	23.4	9,200
Specialist services	24.0	14.6	18.4	21.8	9.7	6.6	34.1	44.4	19.0	7,500
Culturally sensitive services	14.7	5.1	8.6	17.1	5.8	3.2	13.0	21.2	10.4	4,100
Health/medical services	13.4	11.0	12.1	6.7	4.8	3.5	27.6	34.2	11.2	4,400
Basic support and other services n.e.s.	73.9	57.1	70.3	77.6	36.0	55.3	63.9	83.7	64.2	25,300
Meals	53.7	28.0	52.9	58.8	17.7	32.4	29.4	72.6	42.9	16,900
Showers/hygiene	48.2	17.4	44.4	62.3	16.9	24.0	27.6	63.1	37.5	14,800
Recreation	44.9	18.7	42.7	34.9	12.2	9.8	33.5	54.7	31.2	12,300
Transport	52.4	30.7	54.0	47.4	16.5	32.2	36.7	62.4	41.1	16,200
Other	13.3	25.2	18.7	11.4	14.1	12.9	28.0	41.9	18.3	7,200
No needs recorded	5.3	2.8	3.8	2.5	1.9	11.8	0.9	0.8	3.5	1,400
Total (%)	21.8	24.1	15.3	15.6	14.2	3.2	1.3	4.5	100.0	..
Total (number)	8,600	9,500	6,000	6,100	5,600	1,300	500	1,800	..	39,400

Notes

1. Number excluded due to errors and omissions (weighted): 28,145 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. An accompanying child may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.3: SAAP services requested by clients in closed support periods, by provision, Australia, 2004–05

Part a: Individual types of services requested in closed support periods, by provision (per cent closed support periods)

Type of service	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total		
Housing/accommodation								
SAAP/CAP accommodation	3.8	6.7	10.5	83.7	5.8	89.5	100.0	84,000
Assistance to obtain/maintain short-term accommodation	8.1	14.3	22.4	61.3	16.3	77.6	100.0	28,500
Assistance to obtain/maintain independent housing	9.1	13.8	22.9	57.5	19.6	77.1	100.0	38,900
Financial/employment								
Assistance to obtain/maintain government payment	4.5	15.5	20.0	53.8	26.1	79.9	100.0	15,400
Employment/training assistance	13.5	24.2	37.7	42.9	19.5	62.4	100.0	8,200
Financial assistance/material aid	3.0	8.2	11.2	76.5	12.3	88.8	100.0	49,400
Financial counselling	7.4	13.3	20.7	65.1	14.2	79.3	100.0	12,700
Counselling								
Incest/sexual assault	9.7	21.2	30.9	49.1	20.0	69.1	100.0	3,800
Domestic violence	4.0	8.5	12.5	74.4	13.1	87.5	100.0	26,200
Family/relationship	7.7	9.6	17.3	68.3	14.5	82.8	100.0	21,500
Emotional/other	1.6	1.3	2.9	90.1	6.9	97.0	100.0	70,400
Assistance with problem gambling	15.4	28.7	44.1	40.3	15.6	55.9	100.0	1,000
General support/advocacy								
Living skills/personal development	6.3	2.6	8.9	84.9	6.2	91.1	100.0	21,100
Assistance with legal issues/court support	4.8	16.7	21.5	52.5	26.0	78.5	100.0	17,300
Advice/information	0.6	0.3	0.9	91.0	8.1	99.1	100.0	93,200
Retrieval/storage/removal of belongings	2.1	2.3	4.4	92.2	3.5	95.7	100.0	28,000
Advocacy/liaison on behalf of client	1.2	1.1	2.3	88.0	9.8	97.8	100.0	52,800
Brokerage services	2.5	6.9	9.4	81.5	9.0	90.5	100.0	9,300
Specialist services								
Psychological services	16.1	41.8	57.9	23.2	18.9	42.1	100.0	4,300
Psychiatric services	13.2	40.8	54.0	23.3	22.7	46.0	100.0	5,100
Pregnancy support	8.2	18.9	27.1	48.1	24.7	72.8	100.0	2,400
Family planning support	11.8	18.4	30.2	52.5	17.4	69.9	100.0	1,600
Drug/alcohol support or intervention	11.1	15.8	26.9	54.0	19.1	73.1	100.0	16,100
Physical disability services	12.4	36.8	49.2	27.2	23.5	50.7	100.0	600
Intellectual disability services	17.4	32.0	49.4	29.9	20.7	50.6	100.0	600
Culturally appropriate support	2.0	4.9	6.9	84.4	8.8	93.2	100.0	10,800
Interpreter services	2.2	11.1	13.3	72.7	14.0	86.7	100.0	1,900
Assistance with immigration issues	4.1	14.7	18.8	54.1	27.1	81.2	100.0	1,200
Health/medical services	4.0	26.5	30.5	48.3	21.3	69.6	100.0	23,000
Basic support and other services n.e.s.								
Meals	0.6	0.7	1.3	97.0	1.6	98.6	100.0	59,700
Laundry/shower facilities	0.6	0.2	0.8	98.4	0.8	99.2	100.0	55,200
Recreation	1.3	1.0	2.3	95.3	2.3	97.6	100.0	29,600
Transport	2.7	1.7	4.4	93.0	2.7	95.7	100.0	37,600
Other	0.8	1.9	2.7	91.2	6.2	97.4	100.0	24,400

(continued)

Table 7.3 (continued): SAAP services requested by clients in closed support periods, by provision, Australia, 2004–05

Part b: Broad types of SAAP services requested in closed support periods, by provision

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal			
	% distinct services requested							Number	Number
Housing/ accommodation	6.0	9.9	15.9	72.7	11.3	84.0	100.0	151,400	106,900
Financial/ employment	4.9	11.8	16.7	67.5	15.7	83.2	100.0	85,700	60,700
Counselling	3.5	5.1	8.6	81.3	10.0	91.3	100.0	122,900	78,200
General support/ advocacy	1.9	2.5	4.4	86.5	9.2	95.7	100.0	221,600	110,300
Specialist services	7.3	21.6	28.9	52.4	18.7	71.1	100.0	67,600	43,700
Basic support and other services n.e.s.	1.1	1.0	2.1	95.7	2.2	97.9	100.0	206,600	84,900
Total (%)	3.4	6.3	9.6	80.9	9.4	90.4	100.0
Total (number)	29,000	53,600	82,600	692,700	80,500	773,200	..	855,800	149,300

Notes

1. Number excluded due to errors and omissions (weighted): 2,998 closed support periods (including cases with no information on service requirements or provision).
2. There were approximately 1,600 closed support periods where information on service provision or referral was provided but no need was expressed by the client for those services (Table 7.1).
3. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.4: SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2004–05

Part a: Individual types of SAAP services requested for accompanying children in closed support periods, by provision (per cent closed accompanying child support periods)

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal		
Accommodation								
SAAP/CAP accommodation	1.4	6.7	8.1	87.9	4.1	92.0	100.0	27,500
School liaison/child care								
School liaison	3.1	6.3	9.4	76.4	14.2	90.6	100.0	5,200
Child care	1.9	8.1	10.0	82.4	7.7	90.1	100.0	8,700
Counselling								
Help with behavioural problems	5.9	12.1	18.0	62.3	19.7	82.0	100.0	3,900
Sexual/physical abuse counselling/support	8.7	24.8	33.5	40.9	25.6	66.5	100.0	1,400
Skills education	5.7	5.8	11.5	75.1	13.4	88.5	100.0	1,400
General counselling/support	2.8	5.9	8.7	82.0	9.4	91.4	100.0	6,700
General support/advocacy								
Access arrangements	6.1	20.0	26.1	48.5	25.4	73.9	100.0	1,500
Advice/information	1.4	1.1	2.5	91.0	6.6	97.6	100.0	10,100
Brokerage services	1.4	4.9	6.3	81.2	12.5	93.7	100.0	1,700
Advocacy	1.5	1.7	3.2	87.2	9.6	96.8	100.0	9,200
Specialist services								
Culturally sensitive services	1.5	2.9	4.4	89.4	6.2	95.6	100.0	4,100
Health/medical services	2.6	29.8	32.4	44.6	23.1	67.7	100.0	4,400
Basic support and other services n.e.s.								
Meals	0.6	0.6	1.2	96.6	2.2	98.8	100.0	16,900
Showers/hygiene	0.7	0.4	1.1	98.0	0.9	98.9	100.0	14,800
Recreation	1.0	0.9	1.9	95.5	2.6	98.1	100.0	12,300
Transport	0.9	1.6	2.5	95.5	2.0	97.5	100.0	16,200
Other	0.7	8.8	9.5	76.5	14.0	90.5	100.0	7,200

(continued)

Table 7.4 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2004–05

Part b: Broad types of SAAP services requested for accompanying children in closed support periods, by provision

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed accompanying child support periods
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total			
	% distinct services requested							Number	Number
Accommodation	1.4	6.7	8.1	87.9	4.1	92.0	100.0	27,500	27,500
School liaison/ child care	2.3	7.4	9.7	80.1	10.1	90.2	100.0	13,900	11,600
Counselling	4.6	9.6	14.2	71.3	14.5	85.8	100.0	13,400	9,500
General support/ advocacy	1.7	2.9	4.6	85.8	9.5	95.3	100.0	22,600	15,400
Specialist services	2.1	16.8	18.9	66.2	14.9	81.1	100.0	8,500	7,500
Basic support and other services n.e.s.	0.8	1.7	2.5	94.3	3.2	97.5	100.0	67,400	25,300
Total (%)	1.6	4.8	6.4	87.1	6.6	93.6	100.0
Total (number)	2,400	7,400	9,800	133,500	10,000	143,500	..	153,300	38,100

Notes

1. Number excluded due to errors and omissions (weighted): 28,145 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. There were approximately 1,400 closed accompanying child support periods where information was recorded on the provision and referral of services for children but no need was expressed for those services by either the client or the accompanying child (Table 7.2).
3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.5: SAAP services requested by clients in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2004–05

Broad type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
	% unmet needs										
Housing/ accommodation	31.1	24.8	31.6	28.2	37.9	44.2	43.5	33.6	23.7	31.3	8,800
Financial/ employment	17.6	15.8	15.7	15.0	18.8	12.6	14.4	12.8	17.7	15.2	4,300
Counselling	14.4	8.0	18.5	13.7	7.8	12.5	13.4	16.7	24.2	14.5	4,100
General support/ advocacy	13.9	13.1	13.5	17.5	13.4	9.7	13.5	15.8	13.5	14.4	4,000
Specialist services	15.2	30.3	12.5	19.6	13.7	9.2	9.5	13.3	15.1	16.8	4,700
Basic support and services n.e.s.	7.7	8.0	8.2	6.1	8.3	11.7	5.6	7.9	5.9	7.8	2,200
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	28,200
Summary totals											
Total unmet needs (%)	16.2	16.4	22.1	12.8	3.0	4.3	2.0	22.2	1.0	100.0	..
Total unmet needs (number)	4,600	4,600	6,200	3,600	900	1,200	600	6,300	300	..	28,200
Total closed support periods with unmet needs (%)	15.0	20.2	18.2	12.3	2.9	5.1	2.0	23.4	0.9	100.0	..
Total closed support periods with unmet needs (number)	2,100	2,800	2,500	1,700	400	700	300	3,200	100	..	13,800
Total closed support periods (%)	11.1	27.3	12.3	16.1	2.8	3.8	1.5	24.0	1.1	100.0	..
Total closed support periods (number)	16,700	41,000	18,400	24,100	4,200	5,700	2,300	36,100	1,700	..	150,200

Notes

1. Number excluded due to errors and omissions (weighted): 379 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 182 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 5,047 closed support periods (including cases with no information on service requirements or provision).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 7.6: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2004–05

	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Broad type of service	% unmet needs					
Accommodation	20.9	27.0	15.0	—	15.6	400
School liaison/child care	11.6	9.0	13.7	18.8	13.5	300
Counselling	15.6	28.8	26.0	43.7	25.4	600
General support/advocacy	18.8	24.2	16.0	12.5	16.3	400
Specialist services	8.2	4.5	7.3	25.0	7.5	200
Basic support and services n.e.s.	24.9	6.5	22.0	—	21.7	500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>2,400</i>
Summary totals						
Total unmet needs (%)	7.1	2.1	90.2	0.7	100.0	..
Total unmet needs (number)	200	<50	2,100	<50	..	2,400
Total closed accompanying child support periods with unmet needs (%)	7.2	2.2	90.0	0.6	100.0	..
Total closed accompanying child support periods with unmet needs (number)	100	<50	1,200	<50	..	1,400
Total closed accompanying child support periods (%)	7.3	2.6	89.5	0.6	100.0	..
Total closed accompanying child support periods (number)	2,900	1,000	35,200	200	..	39,300
Total closed support periods with accompanying children with unmet needs (%)	6.5	3.0	90.0	0.5	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	100	<50	800	<50	..	800
Total closed support periods with accompanying children requiring assistance (%)	7.0	3.1	89.3	0.6	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	1,400	600	17,800	100	..	20,000

Notes

1. Number excluded due to errors and omissions (weighted): 29 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 11 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 28,238 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 6 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 47 closed support periods with accompanying children requiring assistance.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

8 Circumstances of clients before and after support

The *Supported Accommodation Assistance Act 1994* describes SAAP's overall aim as being 'to provide transitional supported accommodation and related support services, in order to help people who are homeless to achieve the maximum possible degree of self-reliance and independence'. The Act further states:

Within this aim the goals are:

- a) to resolve crisis; and
- b) to re-establish family links where appropriate; and
- c) to re-establish a capacity to live independently of SAAP.

To enable some assessment of the program's ability to achieve these goals, this chapter details changes in clients' circumstances following the provision of SAAP services. It is important, however, to remember that the achievement of such goals does not depend on the intervention of SAAP agencies alone – a complex interplay of policies and programs relating to income security, housing and community services, as well as individuals' personal circumstances, will influence outcomes for SAAP clients. Thus, the data in this section have limitations for assessing SAAP's success on the basis of client circumstances before and after support. In addition, there is a significant amount of missing data relating to client circumstances (especially after assistance has ended) and this should be taken into account.

Data are not collected on the circumstances of accompanying children before and after support. However, an analysis of the pathways clients with accompanying children take into SAAP, and the outcomes for these people and their children following SAAP support can be found in *Children Accompanying Homeless Clients 2002–03* (AIHW 2004).

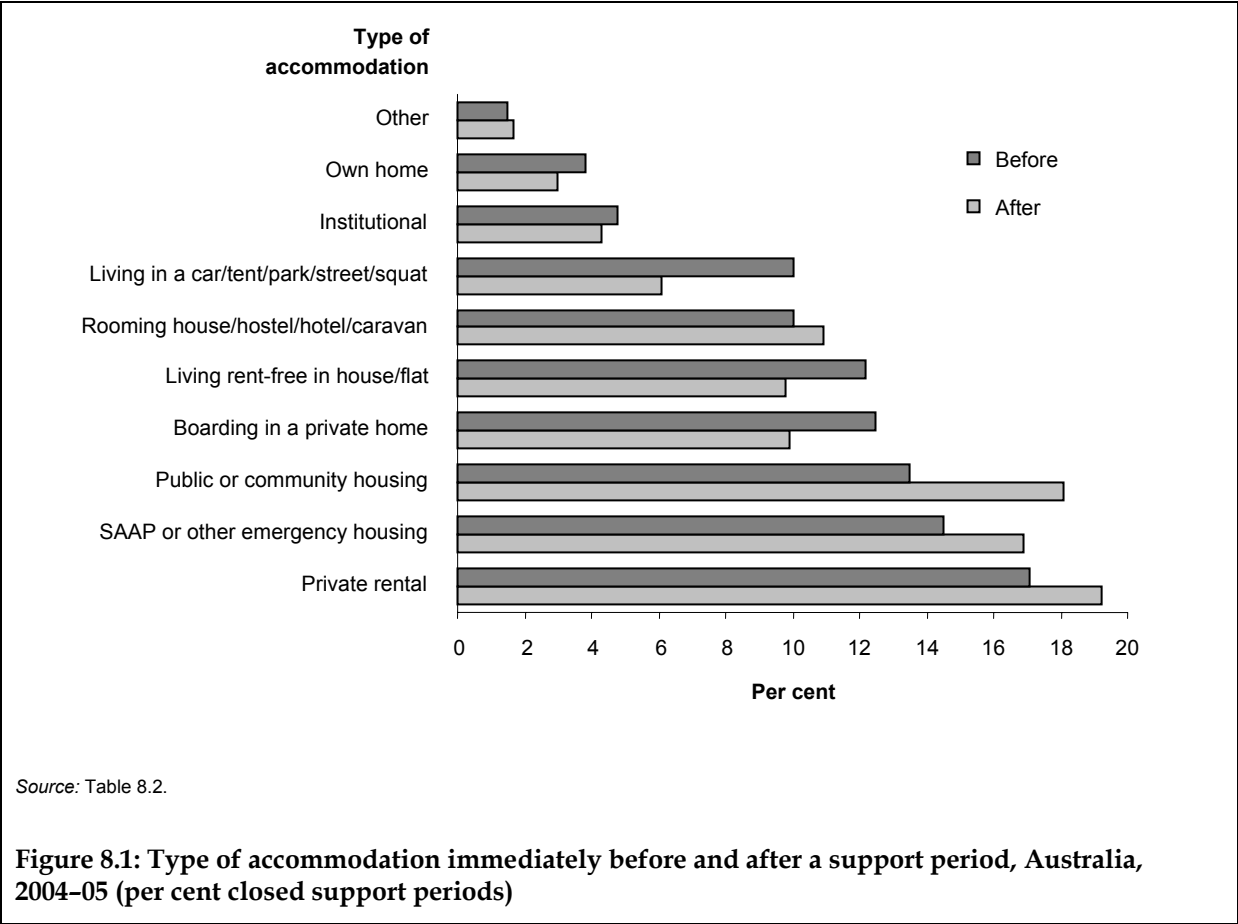
Income source

In 85% of all closed support periods, SAAP clients were recipients of a government pension or benefit before support (Table 8.1). In a further 7% of closed support periods, clients were reported as having no source of income and not awaiting a government payment; in another 7% as having 'other' sources of income; and in a final 1% as having no income but awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After receiving support, clients were on a government pension or benefit in 87% of cases or had no income and were not awaiting a pension or benefit in 5% of cases. The other two categories remained relatively unchanged in percentage terms.

For those clients who specifically requested assistance with obtaining or maintaining a government pension or benefit, there were more noticeable changes. After support, these clients were receiving a government pension or benefit in 85% of closed support periods, a marked increase on the figure of 73% before support. Consequently, the proportion of closed support periods in which these clients had no income and were not awaiting a government payment had dropped from 16% before support to 6% after support.

Accommodation

Nationally, as Figure 8.1 shows, the most common form of client accommodation immediately before support was private rental (in 17% of closed support periods), followed by SAAP or other emergency housing (15%), and public or community housing (14%).



Generally, positive housing outcomes were reported for clients following support. For example, the most common types of accommodation after support were private rental (19%), followed by public or community housing (18%) and SAAP or other emergency accommodation (17%). Each of these types of accommodation reported small increases from the proportions recorded before support. There was also a shift away from living in a car or tent or other such forms of inadequate housing, with the proportions living in a car, tent, park, street or squat dropping from 10% of closed support periods before support to 6% after support.

For clients who specifically requested assistance to obtain or maintain independent housing, the changes in accommodation type before and after support followed a similar pattern to that for all closed support periods, but were more marked for several accommodation types. In particular, accommodation in public or community housing more than doubled, rising from 9% before support to 20% after (Table 8.2). In addition, accommodation in privately rented dwellings increased from 19% before support to 27% after. Conversely, the proportion of closed support periods in which clients were living in a car, tent, park, street or squat decreased from 7% before support to 2% after. Living rent-free in a house or flat also decreased – from 13% of closed support periods before to 8% after. These shifts in

accommodation type suggest a certain level of success for clients specifically seeking assistance from SAAP agencies to obtain or maintain independent housing.

Length of accommodation

How long a client was accommodated in SAAP or CAP accommodation while they were receiving support had an effect on the type of accommodation clients moved into following support. For example, clients who were provided with SAAP or other emergency accommodation for more than 1 day to 13 weeks most commonly stayed in SAAP or other emergency housing after finishing their support, most likely moving into accommodation provided by another SAAP agency (Table 8.3).

Clients who were accommodated for longer periods at a SAAP agency were more likely to move into independent forms of housing. Following 13 weeks of accommodation, clients more often exited into public or community housing after support than into other types of accommodation, with the proportion of closed support periods with clients exiting to this type of accommodation rising from 24% where the client was accommodated for between 13 and 26 weeks to 42% for clients who were accommodated for more than 1 year. The proportion of accommodated clients who were in the private rental market following support steadily increased as the length of accommodation at a SAAP agency increased, rising from 9% of closed support periods with accommodation for clients accommodated for 1 day to 26% for clients accommodated for more than 1 year.

Conversely, the proportions living in a car, park, tent, street or squat after support generally decreased as the length of SAAP or CAP accommodation provided to the client increased, falling from 7% of closed support periods with accommodation for clients accommodated for 1 day to less than 1% for those accommodated for longer than 1 year.

Living situation

The most common living situation for clients before receiving SAAP support was living alone (in 24% of closed support periods), followed by living with their spouse or partner either with or without children (22%) and living with relatives or friends in the short term (16%) (Table 8.4). By the time support had finished, the living arrangements for clients had changed considerably. There was a marked decrease to 15% in the proportion of clients living with a spouse or partner either with or without children after support. There was also a drop to 11% in the proportion of clients living short term with relatives or friends after support. On the other hand, there were increases in the proportion of clients living alone with children (up from 12% of closed support periods before support to 20% after) and living alone (up from 24% of closed support periods before support to 28% after), making these two living situations the most common living situations for clients after support.

Employment status

The employment profile of clients (that is, employed full time, part time, casual, unemployed, or not in the labour force) generally differed very little before and after support for all closed support periods. There was, however, a small reduction in the proportion of closed support periods where SAAP clients indicated they were unemployed, from 27% before support to 25% after, and there were also small increases in the proportions of closed support periods where clients stated they were employed (from 9% before to 11% after support) (derived from Table 8.5).

Among those clients who asked for assistance in the area of employment and training during their period of support, there was a more marked increase in the proportion who were in paid work following support. These clients were employed in some capacity following 20% of closed support periods where they requested assistance with employment and training; this was more than double the figure of 9% before support. Correspondingly, the proportions where these clients were unemployed or were not in the labour force dropped from 48% and 43% respectively before support to 41% and 40% after support.

8.1 Tables

Table 8.1: SAAP closed support periods: source of income immediately before and after a support period, Australia, 2004–05 (per cent)

Source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	16.2	6.1	7.2	5.2
No income, awaiting pension/benefit	3.2	2.4	0.9	0.8
Government pension/benefit	73.3	84.8	85.3	87.1
Other	7.3	6.7	6.6	7.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>15,600</i>	<i>14,000</i>	<i>143,300</i>	<i>129,100</i>
Number with missing data	400	2,000	12,000	26,100
Total (number)	16,000	16,000	155,200	155,200

Notes

1. Figures have been weighted to adjust for agency non-participation and client non-consent.
2. See example 2 in Appendix 1, Section A1.3 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Australia, 2004–05 (per cent)

Type of accommodation	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	18.0	15.8	14.5	16.9
Living rent-free in house/flat	12.8	7.6	12.2	9.8
Private rental	18.5	27.4	17.1	19.2
Public or community housing	8.8	20.2	13.5	18.1
Rooming house/hostel/hotel/caravan	8.2	8.7	10.0	10.9
Boarding in a private home	18.4	12.4	12.5	9.9
Own home	2.6	1.4	3.8	3.0
Living in a car/tent/park/street/squat	6.9	1.8	10.0	6.1
Institutional	4.3	3.1	4.8	4.3
Other	1.4	1.7	1.5	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>38,100</i>	<i>31,100</i>	<i>139,900</i>	<i>110,300</i>
Number with missing data	1,900	8,900	15,300	44,900
Total (number)	40,000	40,000	155,200	155,200

Notes

1. Figures have been weighted to adjust for agency non-participation and client non-consent.
2. See example 2 in Appendix 1, Section A1.3 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.3: SAAP closed support periods in which clients were accommodated: length of accommodation by type of accommodation after support, Australia, 2004–05 (per cent)

Type of accommodation	1 day	>1–3 days	>3–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	> 52 weeks	Total	
										%	Number
SAAP or other emergency housing	20.7	21.3	21.0	21.5	25.0	26.2	21.0	13.1	11.9	21.9	9,400
Living rent-free in house/flat	13.3	13.3	13.2	12.4	10.8	9.1	8.3	5.3	3.7	11.0	4,700
Private rental	8.6	9.5	11.2	13.0	15.4	18.2	20.2	23.4	25.7	14.4	6,200
Public or community housing	21.7	17.8	12.8	10.8	11.5	15.6	23.8	37.0	41.5	17.9	7,600
Rooming house/hostel/hotel/caravan	6.9	7.7	10.7	11.2	9.6	7.6	4.9	2.9	1.8	8.0	3,400
Boarding in a private home	10.9	12.2	13.0	13.4	13.3	11.8	12.8	11.6	9.3	12.2	5,200
Own home	2.3	2.5	2.1	1.4	1.6	1.3	1.2	1.0	0.8	1.7	700
Living in a car/tent/park/street/squat	6.7	5.4	5.4	4.9	3.7	2.1	1.2	0.9	0.7	4.0	1,700
Institutional	7.6	9.0	9.3	9.5	7.2	5.7	4.7	3.3	3.6	7.3	3,100
Other	1.2	1.3	1.4	1.9	1.8	2.3	1.8	1.3	0.8	1.6	700
<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>100.0</i>	<i>..</i>
Total (%)	15.3	12.7	13.1	12.1	12.0	19.2	7.5	5.2	3.0	100.0	..
Total (number)	6,600	5,400	5,600	5,200	5,100	8,200	3,200	2,200	1,300	..	42,800

Notes

1. Number excluded due to errors and omissions (weighted): 27,133 closed support periods (type of accommodation and length of accommodation).
2. Table excludes closed support periods in which clients started and ended their accommodation on the same date.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 8.4: SAAP closed support periods: living situation immediately before and after a support period, Australia, 2004–05 (per cent)

Living situation	Before	After
With parent(s)	8.9	6.8
With foster family	0.4	0.3
With relatives/friends short term	16.1	11.3
With relatives/friends long term	3.6	5.2
With spouse/partner with/without children	21.7	14.8
Alone with children	11.9	19.5
Alone	23.7	28.0
With other unrelated persons	12.9	12.9
Other	0.8	1.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>133,000</i>	<i>107,200</i>
Number with missing data	22,200	48,000
Total (number)	155,200	155,200

Notes

1. Figures have been weighted to adjust for agency non-participation and client non-consent.
2. See example 2 in Appendix 1, Section A1.3 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.5: SAAP closed support periods: employment status immediately before and after a support period, Australia, 2004–05 (per cent)

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full time	1.8	5.9	2.7	3.5
Employed part time/casual	7.5	13.6	6.1	7.1
Unemployed (looking for work)	47.7	40.6	26.8	24.7
Not in labour force	43.0	39.9	64.4	64.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (with valid data)</i>	<i>8,400</i>	<i>7,500</i>	<i>132,800</i>	<i>118,400</i>
Number with missing data	100	1,100	22,400	36,900
Total (number)	8,600	8,600	155,200	155,200

Notes

1. Figures have been weighted to adjust for agency non-participation and client non-consent.
2. See example 2 in Appendix 1, Section A1.3 for information about interpreting this type of table.

Source: SAAP Client Collection.

9 Support from 1996–97 to 2004–05

Funding

Recurrent funding for SAAP in Australia has risen by 51% over the 9 years of the collection, from \$219.8m in 1996–97 to \$331.8m in 2004–05 (Table 9.1). When these figures are adjusted for inflation, in real terms funding increased by 19%. Looking at year-by-year changes, funding levels in real terms remained similar between 1996–97 and 1999–2000, except for a 5% increase in 1998–99. Funding increased by 8% in real terms in 2000–01, 2% in 2001–02 and 6% in 2002–03, before falling by 1% in 2003–04 and falling again by 1% in 2004–05.

Recurrent funding to SAAP agencies followed a slightly different pattern. From 1996–97 to 2004–05 actual recurrent funding to agencies increased by 59%, from \$200.5m in 1996–97 to \$319.8m in 2004–05 (Table 9.1). In real terms, this represented an increase of 26% over the 9 years, with relatively large annual increases in 1998–99 (6%), 2000–01 (7%) and 2002–03 (7%). However, funding to agencies in real terms decreased by 1% in 2003–04 and decreased slightly again in 2004–05. Interestingly, the number of agencies ‘in scope’ to participate in the Client Collection decreased from 1,225 in 2003–04 to 1,212 in 2004–05 (Table 9.9).

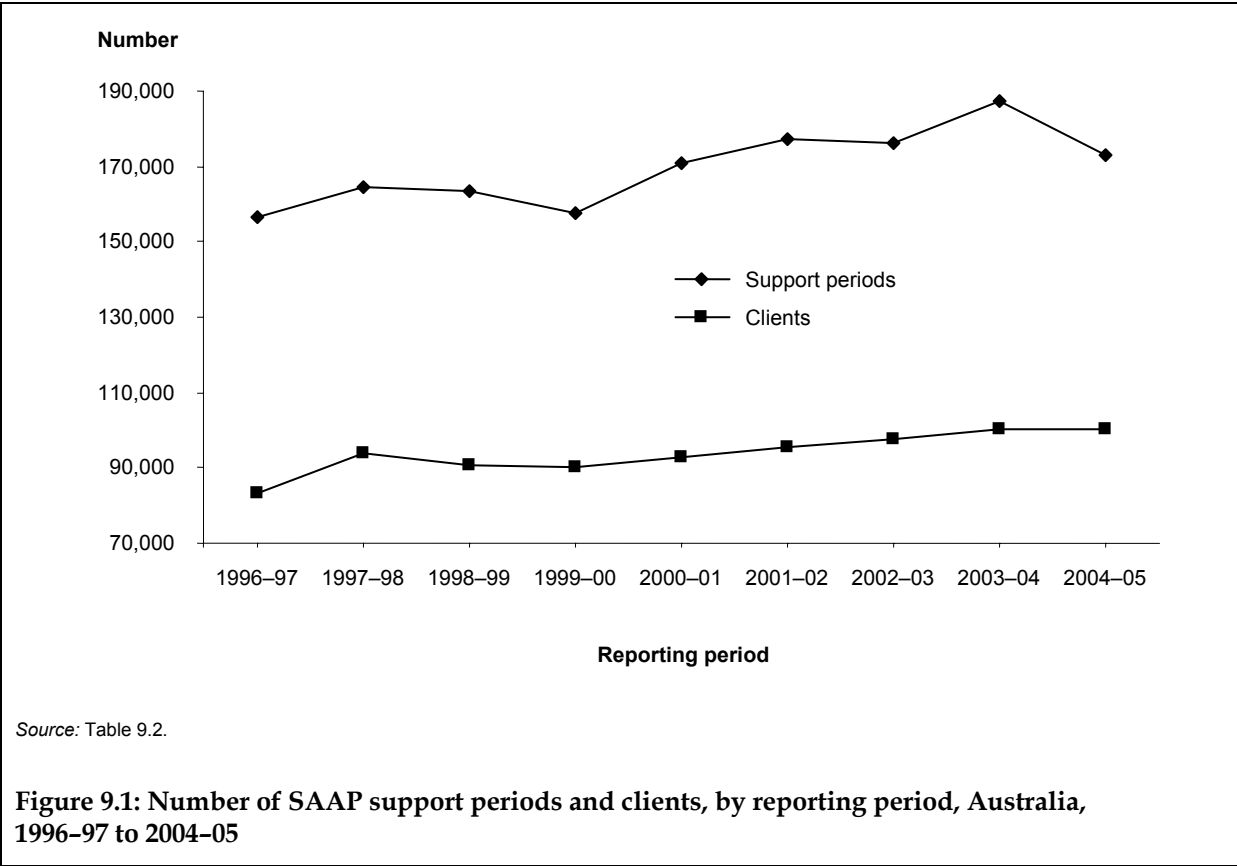
Numbers of support periods and clients

There seems to be an obvious relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, as Table 9.1 shows, an increase in funding to agencies does not automatically translate either into more resources being spent on each support period or client or into more clients being supported on more occasions. The actual funding outcome per client or support period depends on a number of factors, among them the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, the length of time a client is supported and the costs agencies incur in providing services.

Overall, it is estimated that there were 156,500 support periods in 1996–97 (Table 9.2). This increased to 164,300 in 1997–98 but dropped back over the next 2 years, returning almost to 1996–97 levels in 1999–00 (Figure 9.1). In 2000–01 there was a sharp rise to 170,700 support periods. The main cause of this increase was the participation of one agency that had not previously participated in the Client Collection – this agency returned a very large number of forms. Although the weighting system adjusts for non-participation (see Appendix 1, Section A1.2), it does not allow for non-participating agencies, such as this one, that are different from other agencies. The number of support periods increased further in 2001–02 to 177,000. However, a change in reporting practice part way through the 2002–03 financial year by the same high-volume agency decreased the number of support periods reported to 176,300. If this agency had reported consistently throughout the year, the total number of support periods in 2002–03 was estimated to be approximately 178,700. This agency reported a full year under its new guidelines in 2003–04, resulting in a substantial decrease from the previous year in the number of support periods reported by this agency.

However, in 2003–04, there was still a sharp increase to 187,200 support periods. This was due to the participation of another large agency in 2003–04 that had not participated in the Client Collection since 1997–98. The decrease in 2004–05 to 173,100 support periods was mainly due to an adjustment to the definition of an ongoing support relationship in

2004–05 in preparation for the introduction of the core data set in July 2005. This change mainly affected agencies that were previously classified as high-volume. These agencies mainly used the high-volume collection form which was discontinued in 2004–05. With the move of all high-volume agencies to the general collection form, agencies with large turnover of clients were instructed to apply an adjusted rule to the definition of an ongoing support relationship. This rule stated that if an ongoing support relationship was established with the client and there was not a gap of more than a month between contacts with that client, then a single support period should be recorded. Note that some manipulation of the data submitted in 2004–05 by two large agencies was carried out to make them more consistent with the change in the ongoing support relationship definition. These variations highlight the effect on the Client Collection of inconsistencies in the application of the definition of a support period. It is hoped that the introduction of the core data set and refined definitions in July 2005 and continued training will minimise these inconsistencies.



Trends in the number of clients provided with SAAP services showed a pattern similar to that for support periods over the 9 years, although the changes were less pronounced in the last 5 years (Figure 9.1). In 1996–97 an estimated 83,200 clients were provided with support; the figure rose to 94,100 in 1997–98 and then fell to 90,000 in 1999–00. In 2000–01 the number of clients increased again to 93,000 and has continued to increase each year since then. The highest number of clients of any of the 9 years was recorded in 2004–05, with 100,400 clients provided with SAAP services.

State and territory

The pattern of support over the 9 years varied across jurisdictions and did not necessarily replicate the national pattern for either support periods or clients (Table 9.2). For example, although it accounted for the greatest number of support periods for the first 2 years of the collection, New South Wales showed a decrease in the number of support periods provided between 1996–97 and 1997–98. Note, however, that the relatively high number of support periods recorded in New South Wales for 1996–97 was largely the result of the collection’s reporting practices for people placed by police for 8 hours with SAAP agencies because of intoxication. Between 1998–99 and 2001–02, New South Wales showed continuing decreases in the number of support periods, which stayed the same in 2001–02 and 2002–03 (47,900). The number then increased to 48,600 in 2003–04 and decreased to 41,300 in 2004–05.

Victoria has shown continued increases in the number of support periods provided each year since 1999–00. In 2002–03, the number of support periods in Victoria exceeded the number in New South Wales for the first time. In 2003–04, Victoria reported a substantial increase in the number of support periods, from 48,800 in 2002–03 to 67,200. This jump was due mainly to the previously mentioned participation of an agency with a very high turnover of clients that had not participated in the collection since 1997–98. This agency submitted around 16,000 forms, all of same-day duration, and had a relatively high level of repeat usage by clients. In 2004–05, two large agencies submitted in excess of 26,100 forms, again all of same-day duration. These forms were combined to be more consistent with the definition of an ongoing support relationship applied to agencies with a high turn-over of clients in 2004–05. That is, separate support periods for the same client that occurred less than one month apart were combined to form a single support period. This reduced the total number of forms for these two agencies to around 12,000.

Queensland showed increases over the period 1998–99 to 2001–02, with a very large increase in 2000–01 – from 26,100 support periods in 1999–00 to 38,700 the next year. This jump was due mainly to the participation of a very high-volume agency for the first time in that year. However, the number of support periods decreased from 41,400 in 2001–02 to 36,900 in 2002–03, then to 28,400 in 2003–04 and then further to 26,300 in 2004–05. This decrease is partly attributable to the same agency which, as already mentioned, changed its reporting practices during 2002–03 and submitted a full year of data with these amended reporting practices for the first time in 2003–04. The decrease in 2004–05 is likely again due to the change in reporting practices for previously high-volume agencies.

The number of support periods reported in Western Australia increased from 12,400 in 1998–99 to 15,200 in 2000–01, falling to 14,700 in 2001–02, before rising slightly to 14,900 in 2002–03. However, the number of support periods then dropped to 13,800 in 2003–04. The reasons for this decrease are unclear. A possible contributing factor is that although the number of Western Australian agencies that submitted data increased in 2003–04, the participation rate in this state decreased by around four percentage points from the previous year (see Table 9.8 in the Western Australian supplementary report). The number of support periods in Western Australia rose in 2004–05 to 14,500.

In general terms, the number of clients receiving support over time reflected the pattern observed for support periods within each jurisdiction. However, there were some variations. For example, although agencies in New South Wales and the Australian Capital Territory reported an increase in the number of support periods from 2002–03 to 2003–04, there was a decrease in the number of clients. The number of clients in New South Wales decreased from 25,400 in 2002–03 to 25,000 in 2003–04. Likewise, the number of clients in the Australian Capital Territory decreased from 1,800 in 2002–03 to 1,700 in 2003–04. Similarly, although

South Australia reported an increase in the number of support periods from 14,700 in 2003–04 to 15,600 in 2004–05, this state reported a slight decrease in the number of clients from 9,700 to 9,600. Conversely, although the number of support periods in Tasmania remained constant at 6,600 in 2002–03 and 2003–04 and then decreased in 2004–05 to 6,400, the number of clients increased from 4,300 in 2002–03 to 4,500 in 2003–04 and again to 4,600 in 2004–05.

Furthermore, support periods in Queensland increased by 48% between 1999–00 and 2000–01, but client numbers increased by only 12%, reflecting that clients of the newly reporting high-volume agency tended to access the service repeatedly during the year. The same can be said for Victoria in 2003–04, where support periods increased from the numbers reported in 2002–03 by 38% and clients by only 14%.

Daily support and nightly accommodation

Table 9.2 also shows the daily average number of support periods and nightly average support periods with accommodation. The average number of support periods active on any day of a reporting year gradually increased from 15,500 in 1997–98 to 21,900 in 2002–03 despite the actual daily number of support periods fluctuating during that period. Likewise, although there was an increase in the number of support periods in 2003–04, the number of support periods active each day decreased slightly. These variations can be partly explained by variations in the length of support periods between the years – in addition to the total number of support periods active in a reporting year, the length of support periods may also influence the daily average number of support periods. For example, the larger increase in the average daily number of support periods between 2000–01 and 2001–02 may be explained by the significant increase in support periods between the years (6,300) as well as the increase in the mean length of support (from 40 to 44 days) (see Table 9.7). The higher mean length of support in 2001–02 indicates that it is likely there were more long support periods in that year than in 2000–01. Conversely, the decrease in the daily average number of support periods in 2003–04 is likely to be due to the high number of single-day support periods reported in 2003–04, with the mean length of support dropping from 46 days in 2002–03 to 44 days in 2003–04. The average daily number of support periods increased to 23,700 in 2004–05 along with an increase in the average length of support to 53 days.

The nightly average number of support periods with accommodation generally followed the same trend as that shown for the number of support periods (Table 9.2). That is, when the number of support periods increased or decreased between each year, so did the nightly average number of support periods with accommodation. Note that there can be more than one accommodation period within a support period. Therefore, the length of an accommodation period can be the same as, or shorter than, the associated support period. This contributes to the smaller nightly average number of support periods with accommodation compared with the daily average number of support periods, along with the fact that many SAAP clients require non-accommodation support services only or request accommodation but are provided with support only. Since 1999–00, the nightly average number of support periods with accommodation has increased from 7,000 to 8,700 in 2004–05.

Numbers of accompanying child support periods and accompanying children

Before 2000–01 only limited data were collected on accompanying children. In 2001–02, the Client Collection was changed so that more information could be reported. Until that time, reliable estimates of the number of children accompanying clients to SAAP agencies were

not available. However, an updated version of the computer-based collection tool, SMART, was not released until December 2000, resulting in agencies who used this tool not being able to report information until January 2001. For this reason, the first full year of collection reported in this section is 2001–02.

In 2000–01, 2001–02, 2002–03 and 2003–04, the data items that enabled the number of accompanying children associated with accompanying child support periods to be estimated were not collected on the high-volume form (see the relevant report for an example of this form e.g. AIHW 2005). For this reason, estimates of accompanying children are reported only for the children accompanying a parent(s) or guardian(s) to a SAAP agency that reported using the general client form. The high-volume form was phased out in 2004–05 and this is the first report for which complete data are available for accompanying children.

Nationally, the number of accompanying child support periods increased from 73,300 in 2001–02 to 75,800 in 2002–03 before falling back to 73,200 in 2003–04 and then increasing again to 78,500 in 2004–05 (Table 9.3). Although not directly comparable, because estimates of the number of accompanying children exclude high-volume records for the first 3 reportable years, the number of accompanying children followed a similar pattern, rising from 50,800 in 2001–02 to 53,800 in 2002–03 before falling back to 52,700 in 2003–04. In 2004–05 there were 56,800 accompanying children.

Note that, although responses to the accompanying children section of the client form have generally improved since 2001–02, they are still not completed on all forms where the presenting unit indicated that the client presented with an accompanying child(ren).

State and territory

On a state and territory level, Victoria reported the highest number of accompanying child support periods across all 4 years, increasing from 23,900 in 2001–02 to 29,700 in 2004–05 (Table 9.3). The number of accompanying child support periods reported in 2004–05 increased in New South Wales, Western Australia, South Australia and Tasmania. However, the numbers in Queensland and the Australian Capital Territory decreased in 2004–05 compared with 2003–04, while the number of accompanying child support periods reported in the Northern Territory remained steady. The variations between the states and territories are most likely to reflect differences in the service structures and demographic profile of the various jurisdictions.

As mentioned, 2004–05 was the first year that the number of accompanying children could be estimated for all agencies, not just those that previously completed the general client form. For this reason, increases from the numbers reported in 2003–04 were expected and seen in most jurisdictions. The exceptions to this were Queensland, which remained steady, and the Northern Territory which reported a decrease in the number of accompanying children. The reasons for the decrease in the Northern Territory may be partly explained by a decrease in the participation of agencies in the Northern Territory from 94% in 2003–04 to 91% in 2004–05 (see Table 9.8 in the Northern Territory supplementary report to this publication). Victoria reported the highest number of accompanying children across the 4 years, increasing from 18,300 in 2001–02 to 19,900 in 2002–03 before falling slightly to 19,700 in 2003–04 and then rising again to 20,400 in 2004–05. Tasmania was the only jurisdiction to show an increase across the 4 years (Table 9.3).

Daily support and nightly accommodation

Table 9.3 also presents the daily average number of accompanying child support periods and the nightly average number of accompanying child support periods with accommodation.

The dates of support and accommodation are not recorded for accompanying children. However, it has been assumed that accompanying children will have the same periods of support and accommodation as their parent(s) or guardian(s). The average number of accompanying child support periods active on any day across the reporting years followed the same pattern as the annual numbers of accompanying child support periods, rising from 12,300 in 2001–02 to 13,600 in 2002–03 before falling to 12,600 in 2003–04 and then rising again to 13,900 in 2004–05. However, the nightly average number of accommodation periods rose from 4,800 in 2001–02 to 5,100 in 2002–03 and remained steady in 2003–04 before increasing to 5,700 in 2004–05.

Use of SAAP services

Nationally, the number of support periods that clients received in a reporting period has remained relatively stable over time, ranging between 1.7 and 1.9 support periods per client across the years (Table 9.4). In 2003–04 the number of support periods per client was relatively high, at 1.9, mainly because of the participation of a large agency with large numbers of single-day support periods for the same clients. In 2004–05 the number of support periods per client was relatively low at 1.7. This drop was mainly due to the adjustment of the definition of an ongoing support relationship for agencies with a high turnover of clients.

Between 1997–98 and 2002–03, the proportion of SAAP clients with only 1 support period during the year remained fairly constant at 73% or 74%, after rising from 70% in 1996–97 (Table 9.8). However, in 2003–04 and 2004–05 the proportion of clients with only 1 support period dropped back to 72%. The proportion of clients with 4 support periods remained steady at 3% for all reporting years; the proportion of clients with 3 support periods ranged between 5% and 6%; and the proportion of clients with 6 or more support periods remained constant at around 3% until 2003–04 where it increased slightly to 4% before dropping back to 3%. The proportion of clients with 2 or 5 support periods varied slightly across the 9 reporting years.

Nationally, the rate of SAAP use was highest in 2003–04, when 58 people out of every 10,000 aged 10 years and over became SAAP clients (Table 9.4). The lowest rate during the 5 years presented was in 2000–01 and 2001–02, when 56 people per 10,000 aged 10 years and over used SAAP services at some time during the year. These data do not necessarily indicate that homelessness is increasing, but that SAAP is providing support to a greater proportion of Australians.

State and territory

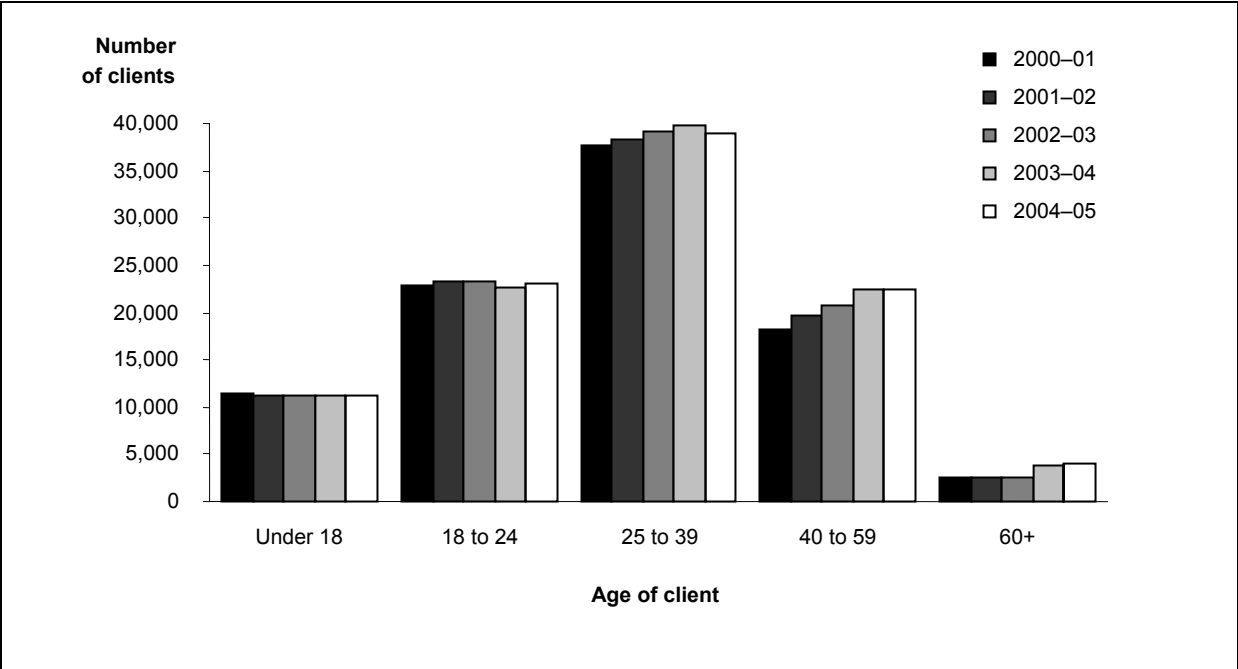
On a state and territory basis there was some fluctuation in the average number of support periods per client. In particular, the number of support periods per client for Queensland agencies decreased from 2.3 in 2001–02 to 2.0 in 2002–03 and again to 1.6 in 2003–04. A further decrease to 1.5 support periods per client was reported in 2004–05. These changes were largely due to the previously mentioned change in reporting practices by a large agency in Queensland. The increase in the number of support periods per client in Victoria from 1.6 in 2002–03 to 1.9 in 2003–04 was influenced by the participation of a large agency that reported multiple short-duration support periods for clients. The decrease to 1.7 in 2004–05 was due to the manipulation of data from two agencies to be consistent with the change in the definition of an ongoing support relationship. The average number of support periods per client in the Australian Capital Territory remained steady at 1.4 for the first 3 years reported. However, there was an increase to 1.8 support periods per client in 2003–04

before a decrease in 2004–05 to 1.5. Clients in New South Wales had relatively high rates of repeat use, with the number of support periods in the range of 1.7 to 1.9 support periods per client over the past 5 years.

The rate of SAAP use also varied between the states and territories. Even allowing for its relatively young age profile, the Northern Territory had the highest rate throughout the 5-year period, ranging between 162 and 172 clients for every 10,000 people aged 10 years and over (age-adjusted). This was around three times the national average in all years. Tasmania, Victoria and South Australia also had above-average rates across the years, ranging between 61 and 116 clients per 10,000 people aged 10 years and over (age-adjusted).

Age profile

Between 2000–01 and 2004–05, nationally there has been little change in either the average or median age of clients (Table 9.5). The mean (average) age of clients was between 31 and 32 years, and the median age ranged from 29 to 31 years. There have also been some minor changes in the number of clients in the various age groups, as illustrated in Figure 9.2.



Source: Derived from Table 9.5.

Figure 9.2: Number of clients by age group, Australia, 2000–01 to 2004–05

Case management

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, among agencies that used the general client collection form (that is, not high-volume agencies) during the first 4-years, there was a decrease in the percentage of closed support periods in which support plans were used. Over the first 4 years of the period in question the decrease was slight, from 62% in 2000–01 to 59% in 2002–03; however, in 2003–04 there was a sharp decrease to 51% (Table 9.6). This corresponded to a large increase in the proportion of closed support periods where a support plan was not in place from 16% in 2002–03 to 29% in 2003–04. Over the period in question,

the proportion of closed support periods in which support plans were not thought to be appropriate increased from 22% in 2000–01 to 24% in 2001–02 and then again to 25% in 2002–03 before dropping to 19% in 2003–04. By 2003–04, support plans were being used in 64% of closed support periods for which they were thought to be appropriate; this compares with 79% in 2000–01.⁴ The variation reported in 2003–04 is due mainly to the participation of a large agency with short periods of support, none of which had a support plan in place. Note that for some clients a support plan is not able to be put in place because, for example, the client did not agree to one or because contact with the client was too short to make a plan practical.

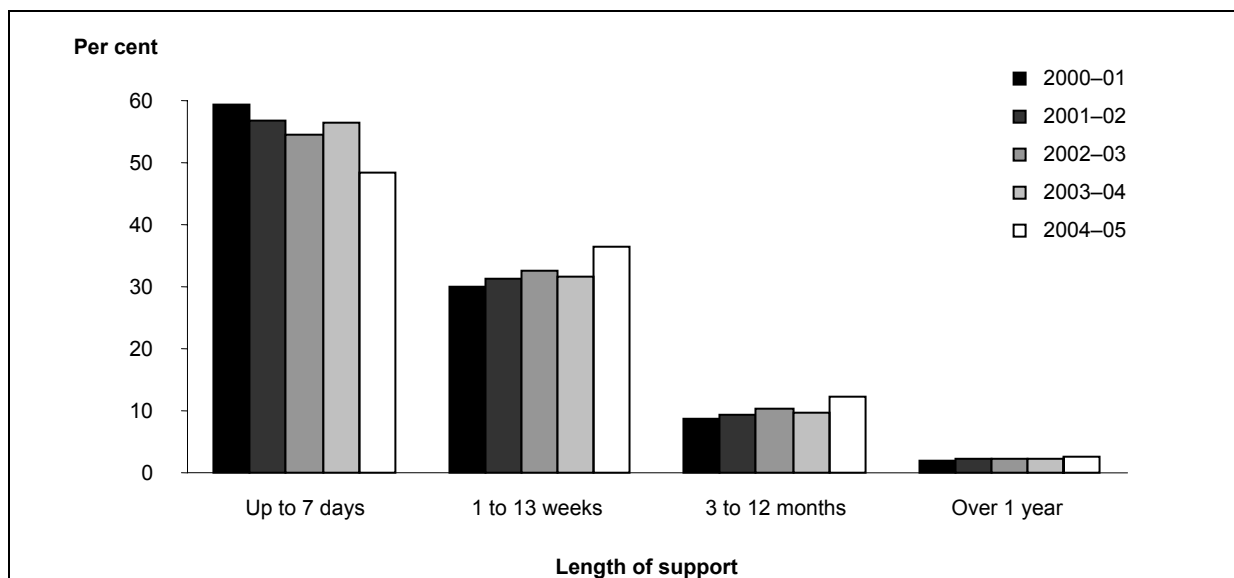
As mentioned, the reporting year 2004–05 was the first year that all agencies collected complete data and there was no high-volume form. In 2004–05, 53% had a support plan in place by the end of support, 26% had no support plan and in 21% a support plan was considered inappropriate. In 2004–05, support plans were being used in 67% of closed support periods for which they were thought to be appropriate. All goals were achieved in 15% of all closed support periods or in around 28% of closed support periods where a support plan was in place, with some or most goals being achieved in a further 29% of all closed support periods or in 55% with a support plan (derived from Table 9.6). No goals were achieved in 3% of all closed support periods or in 6% of cases with a support plan.

The analysis of the data on case management over the years is problematic. Although the decrease over the years in the proportion of closed support periods where a support plan was in place may appear to indicate that there has been a reduction in the case management of clients, this is not necessarily the case. These changes can be partly attributed to changes in the types of agencies that participate in the Client Collection and their service practices, and to changes in the definition of an ongoing support relationship which has resulted in the move of some previously casual clients from the Casual Client Collection into the Client Collection.

Length of support

Figure 9.3 illustrates the changes in the length of support over the last 5 reporting periods. From 2000–01 to 2002–03 there was a small decrease in the proportion of support periods lasting up to 1 week, accompanied by an increase in the proportion of support periods lasting 1 to 13 weeks. However, between 2002–03 and 2003–04 the opposite occurred, with the proportions of support periods that lasted less than 1 week increasing and the proportions that lasted between 1 and 13 weeks decreasing. The increase in support that lasted less than 1 week in 2003–04 was due to an increase in support periods that lasted less than 1 day, from 16% in 2002–03 to 26% in 2003–04. The main reason for this increase was a jump in the proportions of such support periods in Victoria, from 28% in 2002–03 to 47% in 2003–04 (see Table 9.6 in the Victorian supplement to this publication). This change was largely a result of the participation of a large agency in this state in 2003–04. The decrease in the proportions of support periods that lasted up to 1 week in 2004–05 and the corresponding increase in the proportion of support periods lasting 1 to 13 weeks is largely due to the previously mentioned manipulation of data for that same large agency in 2004–05.

⁴ From Table 9.6 we calculate: $51.2 / (100.0 - 19.4) \times 100 = 64\%$.



Source: Derived from Table 9.7.

Figure 9.3: Length of support, Australia, 2000-01 to 2004-05 (per cent closed support periods)

Agency participation rates and consent

The number of agencies required to participate in the Client Collection generally increased between 1996-97 and 2001-02 (Table 9.9). The number of agencies fell to 1,202 in 2002-03 from 1,211 the previous year as a result of agencies being merged in some jurisdictions. The number of agencies rose again in 2003-04 to 1,225 before falling back to 1,212 in 2004-05.

The agency participation rate remained fairly constant over the 9 reporting years, from 93% to 95%. The number of forms returned with valid consent (that is, those with a complete alpha code) has increased significantly since the inception of the National Data Collection, from 64% in 1996-97 to 87% in 2004-05.

9.1 Tables

Table 9.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2004–05 dollars, by reporting period, Australia, 1996–97 to 2004–05

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
Current \$				
1996–97	219,771,000	200,539,000	1,280	2,410
1997–98	223,661,000	212,768,000	1,300	2,260
1998–99	229,889,000	220,328,000	1,350	2,430
1999–00	245,511,000	231,717,000	1,470	2,570
2000–01	268,537,000	251,367,000	1,470	2,700
2001–02	285,039,000	268,960,000	1,520	2,810
2002–03	310,359,000	296,635,000	1,680	3,040
2003–04	321,413,000	308,749,000	1,650	3,080
2004–05	331,802,000	319,778,000	1,850	3,190
Constant 2004–05 \$				
1996–97	278,201,000	253,856,000	1,620	3,050
1997–98	277,151,000	263,652,000	1,600	2,800
1998–99	291,009,000	278,906,000	1,710	3,080
1999–00	291,252,000	274,888,000	1,740	3,050
2000–01	315,382,000	295,216,000	1,730	3,170
2001–02	320,177,000	302,116,000	1,710	3,160
2002–03	338,195,000	323,241,000	1,830	3,310
2003–04	333,727,000	320,577,000	1,710	3,200
2004–05	331,802,000	319,778,000	1,850	3,190

Notes

1. Funding per support period and funding per client are based on recurrent allocations to agencies.
2. 'Total recurrent funding' for 1999–00, 2000–01 and 2001–02 includes relatively small amounts provided through the Partnerships Against Domestic Violence Program (AIHW 2000b: Table 2.1; AIHW 2002a: Table 2.1; AIHW 2002b: Table 2.1).
3. 'Recurrent allocation' for 2003–04 and 2004–05 includes state-only recurrent allocations which are in addition to the SAAP agreement between each of those jurisdictions and the Australian Government (see Table 2.1, AIHW 2005: Table 2.1).
4. Support period figures have been weighted to adjust for agency non-participation.
5. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000a, 2000b, 2002a, 2002b, 2003, 2005a; ABS 2005b; FaCS unpublished data.

Table 9.2: SAAP support periods and clients: state and territory by reporting period, Australia, 1996–97 to 2004–05 (number)

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05
State/territory	Support periods								
NSW	57,900	55,000	55,400	51,200	49,300	47,900	47,900	48,600	41,300
Vic	36,800	41,800	44,200	42,700	43,400	45,200	48,800	67,200	62,000
Qld	25,100	26,800	25,800	26,100	38,700	41,400	36,900	28,400	26,300
WA	12,000	12,500	12,400	13,100	15,200	14,700	14,900	13,800	14,500
SA	11,400	12,900	11,100	10,900	11,000	14,400	14,100	14,700	15,600
Tas	5,200	6,400	5,600	5,800	5,100	5,800	6,600	6,600	6,400
ACT	3,200	3,300	3,000	3,200	2,900	2,700	2,500	3,000	2,300
NT	4,800	5,500	5,600	4,700	5,200	4,800	4,500	4,800	4,600
Australia	156,500	164,300	163,200	157,600	170,700	177,000	176,300	187,200	173,100
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—	—
Nightly average support periods with accommodation	5,200	7,600	7,200	7,000	7,200	8,100	8,200	8,300	8,700
<i>Errors and omissions</i>	3,498	4,053	6,047	4,167	2,361	2,505	2,177	7,579	2,689
Daily average support periods	13,600	15,500	16,500	18,000	18,100	20,400	21,900	21,800	23,700
<i>Errors and omissions</i>	6,302	4,265	319	212	1,437	1,347	254	75	1
State/territory	Clients								
NSW	26,600	29,100	27,300	25,800	25,900	26,400	25,400	25,000	24,100
Vic	23,700	28,000	29,100	28,500	28,200	29,200	30,500	34,900	36,100
Qld	14,900	16,500	15,300	16,100	18,000	18,400	18,900	17,900	17,500
WA	7,700	8,200	7,900	8,500	9,700	9,000	9,300	8,400	8,900
SA	7,000	8,600	7,500	7,600	7,700	8,800	9,400	9,700	9,600
Tas	3,200	3,800	3,500	3,500	3,500	3,700	4,300	4,500	4,600
ACT	2,200	2,300	2,100	2,200	2,100	1,900	1,800	1,700	1,600
NT	2,500	3,100	3,300	3,100	3,100	3,100	3,100	3,200	3,100
Australia	83,200	94,100	90,700	90,000	93,000	95,600	97,600	100,200	100,400
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—	—

Notes

1. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 9.3: SAAP accompanying child support periods and accompanying children: state and territory by reporting period, Australia, 2001–02 to 2004–05 (number)

	2001–02	2002–03	2003–04	2004–05
State/territory	Accompanying child support periods			
NSW	13,500	12,900	12,900	13,500
Vic	23,900	25,700	25,700	29,700
Qld	13,200	13,200	11,100	10,700
WA	7,700	8,000	7,900	8,600
SA	9,200	9,800	9,100	9,300
Tas	2,300	2,900	2,700	3,200
ACT	1,000	1,000	1,100	900
NT	2,500	2,200	2,600	2,600
Australia	73,300	75,800	73,200	78,500
<i>Errors and omissions</i>	—	—	—	—
Nightly average accompanying child support periods with accommodation	4,800	5,100	5,100	5,700
<i>Errors and omissions</i>	1,459	1,371	1,609	1,641
Daily average accompanying child support periods	12,300	13,600	12,600	13,900
<i>Errors and omissions</i>	760	145	48	—
State/territory	Accompanying children			
NSW	10,300	9,900	10,100	10,800
Vic	18,300	19,900	19,700	20,400
Qld	8,200	9,200	8,600	8,600
WA	5,900	6,000	5,900	6,100
SA	4,900	5,400	4,900	7,100
Tas	1,900	2,300	2,400	2,600
ACT	800	800	700	800
NT	1,900	1,900	2,100	2,000
Australia	50,800	53,800	52,700	56,800
<i>Errors and omissions</i>	—	—	—	—

Notes

1. The number of accompanying children within a state or territory relates to children who *ever* accompanied a client to a SAAP agency in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
2. Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of days of support and the number of nights of accommodation, accompanying children are assumed to have the same periods of support and accommodation as their parent(s) or guardian(s).
3. In 2001–02, 2002–03 and 2003–04, data that enabled the number of accompanying children to be estimated was not collected by agencies using the high-volume collection form. The reporting year 2004–05 was the first year that the number of accompanying children could be reported for all participating agencies.
4. Accompanying child support period figures have been weighted to adjust for agency non-participation.
5. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 9.4: SAAP clients: support periods per client and clients per 10,000 population, by state and territory ever visited and reporting period, Australia, 2000-01 to 2004-05

	2000-01	2001-02	2002-03	2003-04	2004-05
State/territory	Support periods per client				
NSW	1.90	1.81	1.88	1.94	1.71
Vic	1.54	1.54	1.60	1.92	1.72
Qld	2.15	2.25	1.96	1.58	1.50
WA	1.57	1.63	1.61	1.63	1.65
SA	1.44	1.63	1.50	1.52	1.62
Tas	1.44	1.57	1.55	1.46	1.41
ACT	1.38	1.37	1.41	1.81	1.47
NT	1.69	1.56	1.44	1.50	1.51
Australia	1.83	1.85	1.81	1.87	1.72
State/territory	Actual number of clients per 10,000 population aged 10+				
NSW	46	46	44	43	41
Vic	68	69	71	81	83
Qld	59	59	59	54	52
WA	60	54	55	49	51
SA	58	67	70	72	71
Tas	87	91	103	109	108
ACT	78	69	63	59	55
NT	190	191	190	195	183
Australia	56	56	57	58	57
State/territory	Age-standardised number of clients per 10,000 population aged 10+				
NSW	46	47	44	43	41
Vic	68	69	71	81	82
Qld	58	58	58	54	51
WA	59	53	54	49	50
SA	61	70	74	75	74
Tas	91	97	110	116	115
ACT	72	63	58	54	51
NT	167	169	165	172	162
Australia	56	56	57	58	57

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Since a client may have support periods in more than one state or territory, national numbers of support periods per client and clients per 10,000 population are not the simple mean of the state and territory figures.
3. 'Clients per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became clients of SAAP. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June just before the reporting period. Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2004 (preliminary estimates) has been used as the reference population for the 2004-05 data.
4. The method used to calculate the number of support periods per client was adjusted in 2002-03. The adjusted method has been applied to all data on support periods per client presented in this table.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2005a.

Table 9.5: SAAP clients: age of client by reporting period, Australia, 2000–01 to 2004–05 (per cent)

Age of client	2000–01	2001–02	2002–03	2003–04	2004–05
Under 15 years	1.9	1.9	1.9	1.9	1.7
15–17 years	10.4	10.0	9.6	9.3	9.5
18–19 years	8.5	8.5	8.3	7.7	7.8
20–24 years	16.2	16.1	15.7	15.0	15.4
25–29 years	14.6	14.0	13.6	13.1	12.8
30–34 years	14.2	14.5	14.6	14.5	13.8
35–39 years	11.8	11.8	12.2	12.3	12.4
40–44 years	8.6	9.2	9.4	9.7	9.6
45–49 years	5.3	5.7	6.0	6.3	6.3
50–54 years	3.6	3.7	3.8	4.0	4.0
55–59 years	2.1	2.1	2.2	2.5	2.6
60–64 years	1.3	1.2	1.3	1.5	1.4
65 years and over	1.5	1.5	1.4	2.3	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	92,600	95,000	97,000	99,700	99,800
Mean age (years)	30.9	31.1	31.4	32.3	32.4
Median age (years)	29	29	30	31	30
<i>Errors and omissions</i>	<i>381</i>	<i>569</i>	<i>598</i>	<i>562</i>	<i>550</i>

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

Source: SAAP Client Collection.

Table 9.6: SAAP closed support periods: existence of a support plan by reporting period, Australia, 2000–01 to 2004–05 (per cent)

Existence of support plan	2000–01	2001–02	2002–03	2003–04	2004–05
<i>Support plan</i>	<i>61.8</i>	<i>59.6</i>	<i>58.9</i>	<i>51.2</i>	<i>53.2</i>
All goals achieved	10.5	13.9	15.1	13.8	14.7
Most or some goals achieved	30.0	35.7	35.2	29.5	29.1
No goals achieved	3.7	3.8	3.7	3.0	3.4
No information given	17.5	6.2	4.9	5.0	6.0
<i>No support plan</i>	<i>16.3</i>	<i>16.9</i>	<i>16.3</i>	<i>29.4</i>	<i>26.0</i>
<i>Not appropriate</i>	<i>21.8</i>	<i>23.5</i>	<i>24.8</i>	<i>19.4</i>	<i>20.8</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	92,300	105,000	106,400	127,300	137,000
<i>Errors and omissions</i>	<i>11,778</i>	<i>17,827</i>	<i>11,470</i>	<i>20,639</i>	<i>16,912</i>

Notes

1. Data on goal achievement were not collected before 2000–01. In addition, the percentage with 'No information given' on goal achievement is high for 2000–01: these data were not collected for the first half of the year by agencies using the electronic reporting tool.
2. In 2000–01, 2001–02, 2002–03 and 2003–04, data on support plans were not collected by agencies using the high-volume collection form. The reporting year 2004–05 was the first year that data on support plans were collected by all participating agencies.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 9.7: SAAP closed support periods: length of support by reporting period, Australia, 2000–01 to 2004–05 (per cent)

Length of support	2000–01	2001–02	2002–03	2003–04	2004–05
Less than 1 day	17.6	16.5	16.2	26.4	20.3
1 day	21.9	21.8	19.9	13.8	11.0
2 days	5.7	5.1	5.2	4.6	4.7
3 days	4.6	4.2	4.1	3.4	3.7
4 days	2.9	2.7	2.8	2.4	2.6
5 days	2.2	2.2	2.2	1.9	2.0
6 days	2.1	2.1	1.9	1.8	2.0
7 days	2.2	2.2	2.2	2.1	2.2
>1–2 weeks	8.1	8.0	8.2	7.7	8.3
>2–4 weeks	7.9	8.2	8.3	8.1	9.1
>4–13 weeks	14.1	15.2	16.1	15.7	19.2
>13–26 weeks	5.5	5.9	6.5	6.2	7.6
>26–52 weeks	3.2	3.4	3.8	3.6	4.6
> 52 weeks	2.0	2.3	2.4	2.2	2.6
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	153,300	158,000	157,100	168,200	153,900
Mean length (days)	40	44	46	44	53
Median length (days)	4	4	5	4	8
<i>Errors and omissions</i>	<i>1,442</i>	<i>1,348</i>	<i>256</i>	<i>75</i>	<i>2</i>

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

Source: SAAP Client Collection.

Table 9.8: SAAP clients: number of support periods per client by reporting period, Australia, 1996–97 to 2004–05 (per cent)

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05
1	69.9	74.4	73.8	74.0	73.3	73.1	74.0	71.6	71.9
2	16.8	13.2	12.8	13.3	13.6	14.1	13.6	14.4	15.6
3	6.3	5.4	6.0	5.5	5.3	5.5	5.3	5.9	5.6
4	2.5	2.8	2.8	2.7	3.0	2.6	2.5	2.8	2.7
5	1.5	1.4	1.7	1.6	1.4	1.4	1.4	1.7	1.5
6+	3.0	2.8	3.0	2.9	3.4	3.2	3.1	3.6	2.7
<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>
Total (number)	83,200	94,100	90,700	90,000	93,000	95,600	97,600	100,200	100,400
Mean number of support periods	1.88	1.75	1.80	1.75	1.83	1.85	1.81	1.87	1.72

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 9.9: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent by reporting period, Australia, 1996–97 to 2004–05

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05
Agencies (number)	1,119	1,159	1,163	1,159	1,178	1,211	1,202	1,225	1,212
Agency participation rate (%)	95.4	94.6	95.0	93.2	94.1	94.5	94.0	92.7	92.6
Forms returned (number)	148,873	156,589	155,005	146,793	158,131	166,535	164,707	174,915	160,002
Forms returned with consent (%)	67.9	75.4	75.0	79.0	81.5	87.0	87.6	89.9	88.8
Forms returned with valid consent (%)	63.7	72.0	71.5	76.5	78.7	85.1	85.9	88.3	86.8

Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that provide only support to other agencies or casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).

Sources: SAAP Administrative Data and Client Collections.