

## 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 187,200 support periods were provided in Australia during 2003–04 (Table 3.1). Approximately 168,300 of these were closed support periods – that is, they finished before 30 June 2004 (Table 6.1; figure includes 75 closed support periods with missing data in the table [see note 1]). In this chapter, the length of support and accommodation 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 for accompanying child support periods are not presented here.

Note that the number of accompanying child support periods presented in Table 6.5 (68,800, including 26,600 excluded due to errors and omissions) excludes high-volume records because information on the types of support provided to accompanying children were not collected on the high-volume form.

### Length of support

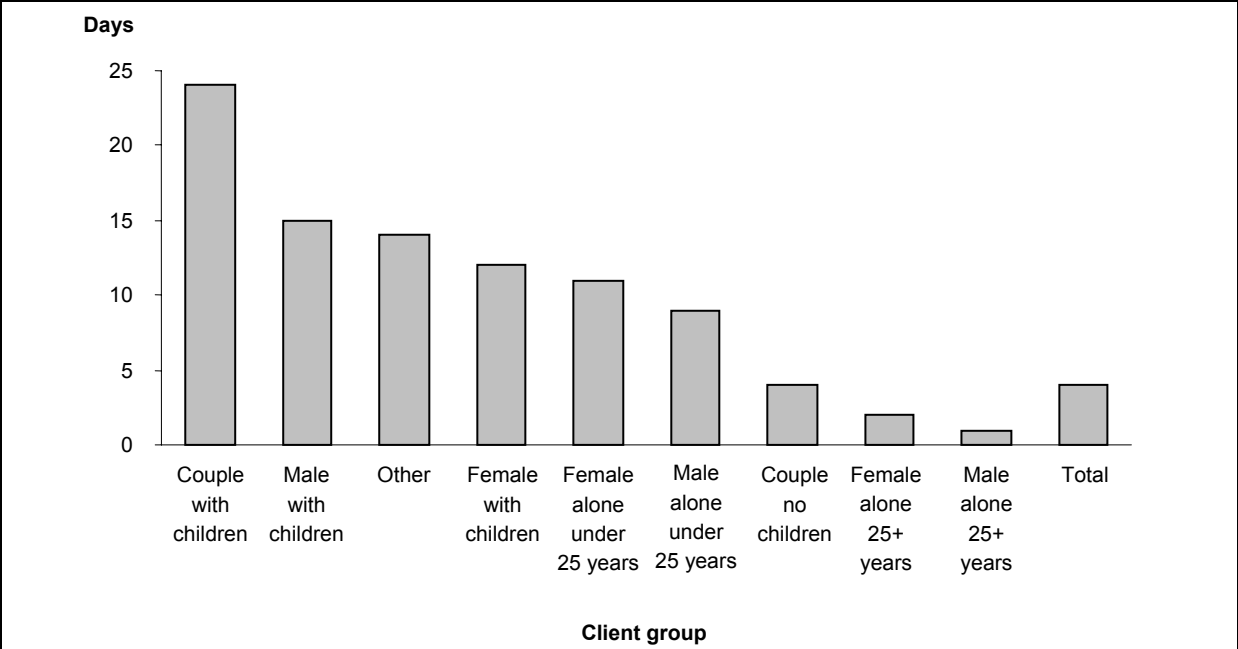
Nationally, 40% of all closed support periods lasted for 1 day or less, a further 16% lasted from 2 to 7 days, and 16% lasted for between 1 week and 1 month (Table 6.1). At the longer end of the spectrum, 16% of closed support periods lasted for 1–3 months and 12% lasted more than 3 months.

Support period lengths were not consistent across the states and territories. In particular, in Victoria 52% of closed support periods lasted for 1 day or less (with 47% of these lasting less than 1 day). This compares with between 10% and 44% for the other states and territories for this duration of support. Further, Victoria reported lower proportions of support periods than the other states and territories for clients supported for 2–7 days (8% compared with between 13% and 35%) and between 1 week and 1 month (12% compared with between 16% and 24%). 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 (36% compared with between 12% and 21% 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 (25%).

These differences across the states and territories are reflected in the mean and median lengths of support. The national median length of support was 4 days – Tasmania had the longest median, at 31 days, and Victoria the shortest, at 1 day. 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 31 days in Western Australia to 79 days in the Australian Capital Territory. Overall, the average length of support was 44 days.

Patterns of support length also varied between client groups. As illustrated in Figure 6.1, clients 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, 48% of closed support periods for couples with children were for more than 1 month, resulting in a median length of support of 24 days (Table 6.2). In comparison, couples without children had shorter durations of support, with 54% of closed support periods for this group lasting for 1 week or less, resulting in a median length of support of 4 days.

Unaccompanied females tended to have slightly longer support periods than their male counterparts. Unaccompanied males aged under 25 years had a median length of support of 9 days compared with unaccompanied females aged under 25 years who had a median length of support of 11 days. Unaccompanied males aged 25 years and over had a median length of support of 1 day, with 53% of their support periods lasting for 1 day or less, compared with a median length of support of 2 days for unaccompanied females aged 25 years and over.



Source: Table 6.2.

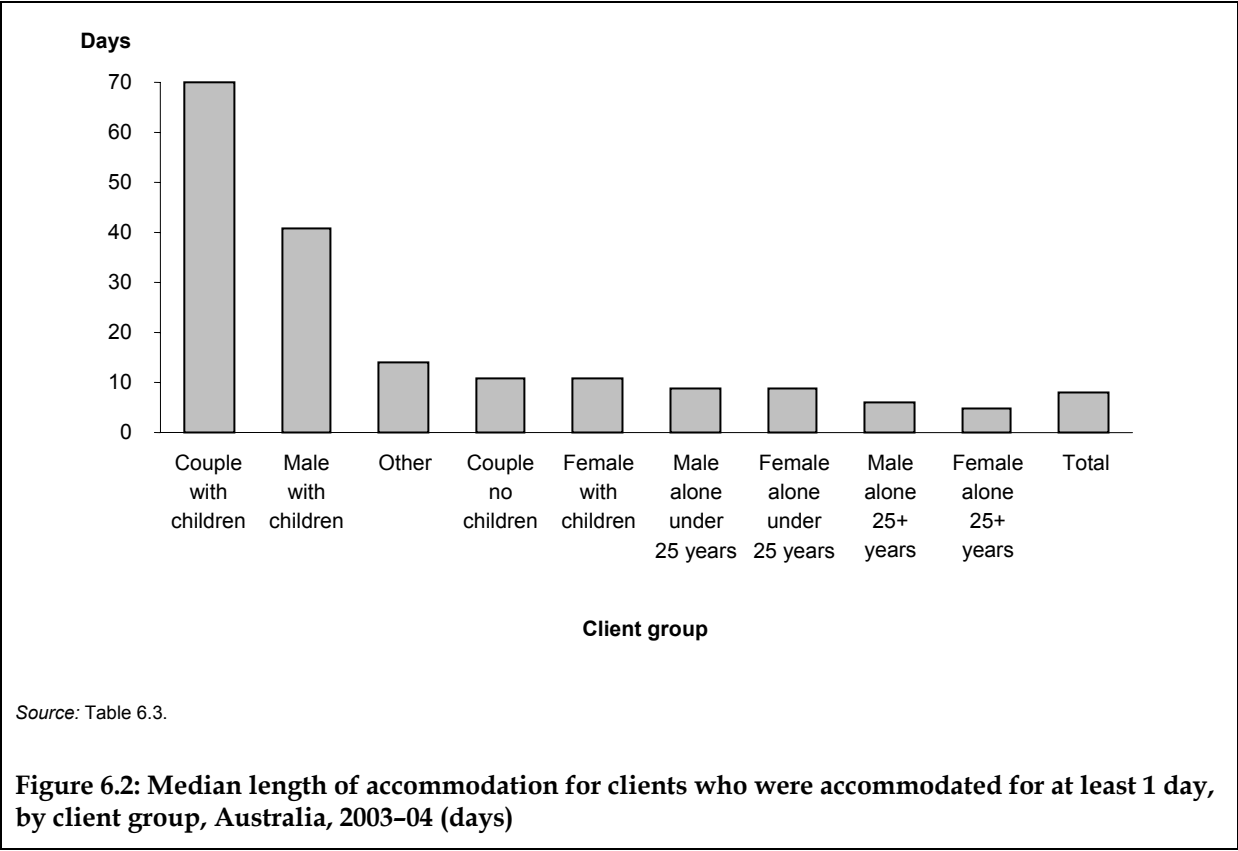
Figure 6.1: Median length of support, by client group, Australia, 2003-04 (days)

**Length of accommodation**

Of the 168,300 closed support periods, there were at least 76,200 during which the client was accommodated. There was a further 8,137 support periods where accommodation details should have been recorded but were not (Table 6.3). There were 5,900 closed support periods that had accommodation that started and ended on the same date, and 70,300 involved accommodation of 1 day or longer. In 19% of these latter closed support periods the accommodation was for 1 day only, in 30% it was for 2-7 days, and in 24% clients were accommodated for 1-4 weeks. Just under 16% of closed support periods during which accommodation lasted for 1 day or more were 1-3 months in duration and 11% lasted for

longer than 3 months. Overall, in 50% of all closed support periods during which accommodation lasted at least 1 day, the accommodation lasted for 1–7 days, resulting in a median length of accommodation of 8 days.

The patterns for the duration of accommodation for the various client groups were somewhat similar to those for the duration of support. Clients 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 70 and 41 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 (5 and 6 days, respectively). They also had the two highest proportions of accommodation lasting only 1 day (24% and 22% of closed support periods where accommodation lasted 1 day or longer, respectively) (Table 6.3).



**Type of support**

There are six broad types of services provided to SAAP clients. The three most often provided during 2003–04 were general support or advocacy (in 74% of support periods), housing or accommodation services (65%), and basic support services (60%) (Table 6.4). The main form of general support or advocacy provided was advice or information (in 60% of support periods). The main form of housing service provided was SAAP or CAP accommodation (51%), but assistance was also provided to help clients obtain or maintain other types of short-term accommodation or independent housing (15% and 20%, respectively). The most commonly provided basic support services were meals (42%) and laundry or shower facilities (40%).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 27% of support periods. Drug and alcohol support or intervention services and health or medical services were the most commonly provided specialist services – provided in 13% and 11% 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.

In 2003–04 the pattern of service use differed between client groups. At the broad level, unaccompanied males aged under 25 years were proportionately more often provided with accommodation services than other clients (in 73% of their support periods), whereas unaccompanied females aged 25 years and over received these services relatively less frequently (53%). 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 (59%). In contrast, couples with no children and males with children received SAAP or CAP accommodation in only 29% of their support periods.

Unaccompanied male clients aged 25 years and over were also the most frequent recipients of meals and laundry or shower facilities (both in 58% of their support periods), retrieval, storage or removal of belongings (37%), and drug or alcohol support (27%). The proportion of older 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% to 11%. Conversely, older unaccompanied males were less likely than other clients to receive advocacy and liaison on their behalf by the agency (18%), transport (12%), assistance to obtain or maintain independent housing (11%), assistance to obtain or maintain a government payment (5%), living skills and personal development assistance (7%), financial counselling (4%), and most types of other counselling.

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 32% 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 27% 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 (20% and 15% of support periods, respectively).

Couples with children were provided with basic support services in far fewer support periods compared with all other client groups with the exception of transport. They were provided with meals in 10% of support periods, laundry and shower facilities in 8% and recreation in 6%. However, they were more likely than other client groups to be provided with assistance to obtain or maintain independent housing (in 36% of support periods), financial assistance or material aid (41%), financial counselling (13%), and advice or information (69%).

Unaccompanied male clients aged 25 years and over were slightly less likely to have no services provided (2%) than the other client groups. In comparison, males with children had no services provided in 4% of support periods.

## **Support provided to accompanying children**

Of the 68,800 accompanying child support periods reported on the general client form during 2003–04, around 42,200 were for children where some information was provided on service requirements or provision (Table 6.5). Eighty-nine per cent of these child support periods occurred when children accompanied their mother or a female guardian to a SAAP agency. A further 8% of accompanying child support periods 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 3% (or 1,500) of accompanying child support periods in which information was provided on service requirements or provision. In the remaining 40,700, accompanying children received direct support.

At the broad level, SAAP or CAP accommodation was the most commonly provided type of service, being provided in 72% of accompanying child support periods, followed by basic support in 69% of support periods. Specialist services were the least often provided broad group of services (only in 18% of accompanying child support periods).

At the individual service type level, after SAAP or CAP accommodation, meals were the next most commonly provided type of service (in 48% of cases), followed by transport (46%). The types of services provided least often were sexual or physical abuse counselling, skills education, assistance with access arrangements, and brokerage services – all provided in 4% or less of accompanying child support periods.

The types of support provided 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 with the exception of accommodation. At the finer level, they reported higher levels of provision in 14 of the 18 individual service types recorded for accompanying children, including help with behavioural problems (in 17% of support periods), skills education (18%), access arrangements (11%), advice or information (36%), advocacy (31%), culturally sensitive services (17%), health and medical services (18%), recreation (45%) and transport (57%).

As mentioned, 89% 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 frequently received more types of services than those accompanying male clients or couples. For example, accommodation was provided in 73% of child support periods for children accompanying female clients. This compares with 62% for children accompanying a male client, and 64% for children accompanying a couple. Children accompanying females also received meals, shower and hygiene services, recreation and transport in at least 36% of their accompanying child support periods. In contrast, children accompanying males or couples were provided with these services in a maximum of 26% 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 equal proportions to children with female clients. However, children with male clients were more likely than children with female clients or couples to receive help with access arrangements (6%), advice or information (26%), brokerage services (8%) and advocacy on their behalf by the agency (23%).

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 – 54% of females with children used such agencies (derived from Table 5.2). In contrast, males with children and the 'other' client group most commonly visited cross-target, multiple-target or general agencies – in around 63% and 36% 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, 2003–04 (per cent)**

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Less than 1 day	17.0	47.4	18.5	8.7	13.4	4.3	2.0	2.9	26.4	44,300
1 day	26.5	4.3	14.1	22.8	10.1	7.8	7.7	17.8	13.8	23,200
2 days	4.9	1.8	6.0	11.7	5.1	3.3	4.8	12.1	4.6	7,800
3 days	3.6	1.4	4.6	7.2	4.6	2.4	4.0	7.9	3.4	5,700
4 days	2.6	1.1	3.3	4.4	3.2	1.7	3.4	4.9	2.4	4,000
5 days	2.1	0.9	2.7	2.9	2.7	1.7	3.0	3.9	1.9	3,200
6 days	1.9	1.0	2.7	2.6	2.6	1.9	2.7	3.5	1.8	3,100
7 days	2.0	1.5	3.2	2.2	2.7	1.9	2.6	2.8	2.1	3,600
>1–2 weeks	7.7	5.1	10.6	9.3	10.1	8.7	11.9	10.9	7.7	12,900
>2–4 weeks	7.8	6.5	9.9	8.4	9.7	11.0	12.7	10.1	8.1	13,600
>4–13 weeks	13.0	16.2	14.9	11.8	18.5	36.1	20.7	15.4	15.7	26,500
>13–26 weeks	5.1	6.8	5.3	3.9	8.4	11.6	10.9	4.5	6.2	10,400
>26–52 weeks	3.1	3.9	2.8	2.6	5.1	5.1	9.2	2.1	3.6	6,000
>52 weeks	2.6	2.1	1.5	1.4	3.8	2.6	4.5	1.2	2.2	3,800
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>25.6</b>	<b>36.4</b>	<b>15.5</b>	<b>7.4</b>	<b>7.5</b>	<b>3.4</b>	<b>1.5</b>	<b>2.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>43,100</b>	<b>61,200</b>	<b>26,000</b>	<b>12,400</b>	<b>12,600</b>	<b>5,700</b>	<b>2,600</b>	<b>4,600</b>	<b>..</b>	<b>168,200</b>
<b>Mean length (days)</b>	<b>43</b>	<b>43</b>	<b>36</b>	<b>31</b>	<b>64</b>	<b>66</b>	<b>79</b>	<b>32</b>	<b>..</b>	<b>44</b>
<b>Median length (days)</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>11</b>	<b>31</b>	<b>21</b>	<b>6</b>	<b>..</b>	<b>4</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 75.
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, 2003–04 (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	17.2	31.7	18.4	32.9	37.5	27.4	33.0	20.5	24.3	26.3	43,700
1 day	11.3	21.2	9.9	11.8	6.4	4.1	3.6	9.6	8.7	13.5	22,500
2 days	5.2	4.7	4.7	5.5	2.7	1.6	2.2	4.6	2.2	4.7	7,700
3 days	3.8	3.7	3.7	3.6	2.1	1.1	1.5	3.3	2.3	3.4	5,700
4 days	2.8	2.3	2.3	2.7	1.4	1.3	1.2	2.3	2.2	2.3	3,900
5 days	2.5	2.0	1.7	2.0	0.9	0.9	0.9	1.8	1.5	1.9	3,200
6 days	2.2	2.0	2.0	1.8	0.9	1.1	0.8	1.7	1.9	1.9	3,100
7 days	2.4	2.1	2.6	2.0	2.1	1.6	1.4	2.0	1.3	2.1	3,500
>1–2 weeks	9.4	8.1	8.9	6.6	6.2	5.8	5.1	6.9	6.0	7.6	12,700
>2–4 weeks	10.5	6.7	10.6	7.2	7.3	7.5	6.7	8.4	8.4	8.1	13,400
>4–13 weeks	19.4	9.7	19.0	14.5	19.1	22.5	22.9	20.3	21.7	15.9	26,400
>13–26 weeks	6.5	3.2	7.6	5.1	7.2	12.1	11.8	9.3	8.3	6.3	10,400
>26–52 weeks	3.9	1.5	4.7	2.6	4.3	8.2	6.0	6.0	6.6	3.7	6,100
>52 weeks	2.8	0.9	3.8	1.6	1.8	4.8	3.0	3.3	4.4	2.3	3,800
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>10.8</b>	<b>32.1</b>	<b>11.7</b>	<b>15.4</b>	<b>2.6</b>	<b>3.3</b>	<b>1.5</b>	<b>21.5</b>	<b>1.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>18,000</b>	<b>53,400</b>	<b>19,400</b>	<b>25,700</b>	<b>4,400</b>	<b>5,400</b>	<b>2,500</b>	<b>35,700</b>	<b>1,700</b>	<b>..</b>	<b>166,200</b>
<b>Mean length (days)</b>	<b>52</b>	<b>23</b>	<b>62</b>	<b>34</b>	<b>45</b>	<b>83</b>	<b>63</b>	<b>61</b>	<b>74</b>	<b>..</b>	<b>44</b>
<b>Median length (days)</b>	<b>9</b>	<b>1</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>24</b>	<b>15</b>	<b>12</b>	<b>14</b>	<b>..</b>	<b>4</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,958.
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, 2003–04 (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	16.8	21.8	18.2	23.8	14.6	6.2	5.7	16.7	15.7	19.3	13,500
2 days	8.5	9.2	8.4	11.7	9.1	3.0	6.0	8.7	5.0	9.0	6,300
3 days	6.0	6.9	6.0	7.4	6.1	2.1	3.7	6.1	5.7	6.4	4,500
4 days	4.3	4.6	4.2	5.5	4.1	2.0	2.4	4.0	4.1	4.4	3,100
5 days	3.7	4.0	3.0	3.8	2.5	1.2	1.9	3.2	3.0	3.5	2,500
6 days	3.4	3.8	3.2	3.4	3.1	1.6	1.7	2.9	3.6	3.4	2,400
7 days	3.5	3.9	3.4	3.4	4.4	3.1	3.1	2.9	2.6	3.5	2,400
>1–2 weeks	13.4	15.1	11.6	11.3	13.1	6.5	12.1	10.5	11.0	12.7	8,900
>2–4 weeks	13.3	11.3	12.8	9.6	9.9	7.3	8.4	11.0	8.9	11.3	8,000
>4–13 weeks	17.3	13.0	16.8	13.2	19.4	25.8	23.4	17.3	18.5	15.5	10,900
>13–26 weeks	4.9	3.8	5.8	3.4	7.0	20.4	17.0	8.5	8.4	5.7	4,000
>26–52 weeks	3.1	1.6	4.1	2.0	4.6	14.2	10.0	5.4	7.7	3.4	2,400
>52 weeks	1.7	0.9	2.7	1.4	1.9	6.6	4.7	2.7	5.8	1.9	1,300
<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>
<b>Total (%)</b>	<b>13.7</b>	<b>34.8</b>	<b>12.1</b>	<b>13.6</b>	<b>1.4</b>	<b>2.3</b>	<b>0.8</b>	<b>20.5</b>	<b>0.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>9,600</b>	<b>24,500</b>	<b>8,500</b>	<b>9,500</b>	<b>1,000</b>	<b>1,600</b>	<b>600</b>	<b>14,400</b>	<b>600</b>	<b>..</b>	<b>70,300</b>
<b>Mean length (days)</b>	<b>39</b>	<b>28</b>	<b>48</b>	<b>30</b>	<b>49</b>	<b>123</b>	<b>87</b>	<b>54</b>	<b>89</b>	<b>..</b>	<b>41</b>
<b>Median length (days)</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>11</b>	<b>70</b>	<b>41</b>	<b>11</b>	<b>14</b>	<b>..</b>	<b>8</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>400</b>	<b>3,800</b>	<b>400</b>	<b>600</b>	<b>100</b>	<b>100</b>	<b>&lt; 50</b>	<b>600</b>	<b>&lt; 50</b>	<b>..</b>	<b>5,900</b>
<b>Total accommodation</b>	<b>10,000</b>	<b>28,200</b>	<b>8,800</b>	<b>10,200</b>	<b>1,100</b>	<b>1,700</b>	<b>600</b>	<b>15,100</b>	<b>600</b>	<b>..</b>	<b>76,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 8,137.
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, 2003–04 (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
<b>Housing/accommodation</b>	<b>73.3</b>	<b>70.2</b>	<b>65.2</b>	<b>52.8</b>	<b>58.5</b>	<b>62.1</b>	<b>55.6</b>	<b>61.7</b>	<b>58.6</b>	<b>64.5</b>
SAAP/CAP accommodation	59.3	62.8	49.0	41.7	29.1	38.2	29.3	45.7	38.9	51.3
Assistance to obtain/maintain short-term accommodation	20.2	13.4	17.8	12.0	24.1	19.9	19.2	14.7	15.4	15.4
Assistance to obtain/maintain independent housing	20.3	10.6	23.7	15.7	28.9	36.4	33.7	27.5	27.0	19.6
<b>Financial/employment</b>	<b>36.6</b>	<b>28.0</b>	<b>36.9</b>	<b>35.7</b>	<b>42.9</b>	<b>47.3</b>	<b>43.3</b>	<b>42.0</b>	<b>37.2</b>	<b>35.7</b>
Assistance to obtain/maintain government payment	11.8	4.5	13.5	7.7	6.2	8.0	6.3	13.0	10.6	9.0
Employment/training assistance	9.3	1.6	8.5	1.5	3.1	5.2	3.2	2.4	5.5	3.7
Financial assistance/material aid	26.9	24.2	26.5	30.6	36.5	40.6	38.2	34.6	30.3	29.2
Financial counselling	8.7	4.3	8.6	5.1	6.8	13.1	9.8	8.9	8.0	6.9
<b>Counselling</b>	<b>42.7</b>	<b>33.0</b>	<b>58.4</b>	<b>57.4</b>	<b>28.8</b>	<b>40.1</b>	<b>39.7</b>	<b>67.9</b>	<b>45.6</b>	<b>48.8</b>
Incest/sexual assault	0.9	0.3	3.3	2.7	0.8	1.1	0.5	3.0	1.1	1.7
Domestic violence	1.9	0.8	10.0	27.2	2.5	4.3	3.5	38.2	10.3	14.5
Family/relationship	11.7	3.5	18.2	11.7	7.0	15.1	14.9	22.4	17.6	12.4
Emotional/other	40.0	32.0	53.4	50.6	26.3	36.6	35.4	59.8	40.8	44.5
Assistance with problem gambling	0.3	0.6	0.2	0.4	0.1	0.4	0.3	0.3	0.1	0.4
<b>General support/advocacy</b>	<b>75.7</b>	<b>69.6</b>	<b>76.3</b>	<b>70.5</b>	<b>70.4</b>	<b>77.8</b>	<b>72.1</b>	<b>78.5</b>	<b>69.7</b>	<b>73.5</b>
Living skills/personal development	29.4	7.3	31.3	10.1	8.2	8.6	7.5	10.9	14.4	14.0
Assistance with legal issues/court support	7.0	2.5	8.0	15.2	3.6	7.4	8.2	19.5	7.7	9.7
Advice/information	63.0	50.9	65.9	57.9	63.1	68.9	62.6	68.0	59.6	60.1
Retrieval/storage/removal of belongings	21.8	36.5	16.7	12.7	8.1	8.8	7.9	11.3	11.1	20.9
Advocacy/liaison on behalf of client	32.7	18.4	36.7	33.5	38.0	45.8	43.5	46.8	35.7	32.7
Brokerage services	6.2	2.6	7.6	4.5	7.4	9.4	9.4	7.1	6.0	5.4
<b>Specialist services</b>	<b>22.9</b>	<b>35.8</b>	<b>24.1</b>	<b>25.3</b>	<b>13.8</b>	<b>16.6</b>	<b>12.2</b>	<b>25.3</b>	<b>20.5</b>	<b>27.3</b>
Psychological services	1.4	0.9	2.2	1.5	0.7	0.5	0.8	1.2	0.8	1.3
Psychiatric services	1.7	2.1	1.3	1.8	0.8	0.6	1.0	0.7	0.8	1.5
Pregnancy support	0.1	—	3.6	0.8	2.5	3.3	0.3	2.7	3.7	1.4
Family planning support	0.5	0.1	2.3	0.3	1.0	1.4	0.9	1.4	1.3	0.8
Drug/alcohol support or intervention	11.4	26.5	7.0	7.3	4.2	3.1	4.9	3.4	3.2	12.5
Physical disability services	0.1	0.2	0.1	0.4	0.2	0.4	0.2	0.2	0.4	0.2
Intellectual disability services	0.3	0.2	0.3	0.3	0.2	0.3	0.3	0.2	1.0	0.3
Culturally appropriate support	4.6	2.3	5.9	10.3	3.0	6.0	3.4	12.5	9.2	6.7
Interpreter services	0.3	0.2	0.5	1.8	0.6	1.6	0.4	2.3	1.9	1.0
Assistance with immigration issues	0.3	0.1	0.5	1.5	0.4	0.8	0.1	1.2	1.6	0.7
Health/medical services	10.6	12.4	12.1	10.3	6.5	6.6	4.7	10.4	7.4	10.9
<b>Basic support and other services n.e.s.</b>	<b>66.4</b>	<b>72.8</b>	<b>60.1</b>	<b>52.8</b>	<b>38.4</b>	<b>34.9</b>	<b>36.7</b>	<b>50.3</b>	<b>44.3</b>	<b>59.5</b>
Meals	52.0	58.2	42.5	36.5	16.9	10.3	12.9	29.0	21.2	42.1
Laundry/shower facilities	47.8	57.6	36.1	34.1	13.8	7.5	9.8	27.4	18.8	39.7
Recreation	34.7	23.6	29.8	17.5	6.6	5.9	7.0	17.9	13.7	22.0
Transport	34.5	11.5	39.4	26.7	19.2	19.8	17.4	35.3	25.9	25.6
Other	17.3	11.8	14.7	13.0	12.2	13.1	14.8	13.2	13.9	13.4
<b>No services provided directly</b>	<b>2.6</b>	<b>2.1</b>	<b>2.4</b>	<b>2.3</b>	<b>3.6</b>	<b>3.0</b>	<b>4.3</b>	<b>2.2</b>	<b>3.3</b>	<b>2.4</b>
<b>Total (number)</b>	<b>19,600</b>	<b>55,700</b>	<b>21,500</b>	<b>26,900</b>	<b>4,700</b>	<b>6,300</b>	<b>2,700</b>	<b>39,300</b>	<b>2,000</b>	<b>178,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 8,518 (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, 2003–04 (per cent)**

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
<b>Accommodation</b>	<b>63.5</b>	<b>61.7</b>	<b>72.5</b>	<b>70.4</b>	<b>71.5</b>	<b>30,200</b>
SAAP/CAP accommodation	63.5	61.7	72.5	70.4	71.5	30,200
<b>School liaison/child care</b>	<b>18.6</b>	<b>22.1</b>	<b>32.9</b>	<b>45.7</b>	<b>31.6</b>	<b>13,400</b>
School liaison	12.0	17.1	14.5	18.8	14.5	6,100
Child care	8.7	6.7	24.2	34.4	22.6	9,500
<b>Counselling</b>	<b>14.2</b>	<b>19.5</b>	<b>26.0</b>	<b>35.8</b>	<b>25.0</b>	<b>10,600</b>
Help with behavioural problems	6.1	7.0	10.2	17.3	9.9	4,200
Sexual/physical abuse counselling/support	1.5	1.9	3.0	2.0	2.8	1,200
Skills education	2.9	2.6	2.9	18.1	3.0	1,300
General counselling/support	10.7	15.8	18.7	19.7	18.0	7,600
<b>General support/advocacy</b>	<b>31.1</b>	<b>40.8</b>	<b>33.4</b>	<b>46.1</b>	<b>33.5</b>	<b>14,200</b>
Access arrangements	1.6	5.8	3.2	10.8	3.2	1,400
Advice/information	16.8	25.8	21.8	35.8	21.6	9,100
Brokerage services	6.1	8.0	3.9	6.4	4.2	1,800
Advocacy	17.9	22.6	19.0	31.3	19.1	8,100
<b>Specialist services</b>	<b>11.1</b>	<b>8.7</b>	<b>18.6</b>	<b>31.9</b>	<b>17.9</b>	<b>7,600</b>
Culturally sensitive services	5.2	3.3	11.5	17.4	10.8	4,600
Health/medical services	6.7	5.5	9.2	18.1	9.0	3,800
<b>Basic support and other services n.e.s.</b>	<b>43.3</b>	<b>51.4</b>	<b>71.8</b>	<b>79.0</b>	<b>69.1</b>	<b>29,200</b>
Meals	16.4	25.6	51.1	26.8	47.6	20,100
Showers/hygiene	8.4	16.7	45.4	49.9	41.9	17,700
Recreation	12.0	17.2	35.8	44.8	33.5	14,200
Transport	21.0	26.0	48.3	57.4	45.6	19,300
Other	16.8	17.7	14.5	29.5	14.9	6,300
<b>No services provided directly by agency</b>	<b>4.4</b>	<b>4.1</b>	<b>3.4</b>	<b>1.6</b>	<b>3.4</b>	<b>1,500</b>
<b>Total accompanying child support periods (%)</b>	<b>7.6</b>	<b>2.7</b>	<b>89.0</b>	<b>0.7</b>	<b>100.0</b>	<b>..</b>
<b>Total accompanying child support periods (number)</b>	<b>3,200</b>	<b>1,100</b>	<b>37,600</b>	<b>300</b>	<b>..</b>	<b>42,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 26,602 accompanying child support periods (including cases with no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Accompanying children were able to receive multiple services, so percentages do not total 100.
4. 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. 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 (the 2002–03 data was published in October 2004).

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 required services it might not be possible either to provide the service or to refer the client on.

Note that there has been a significant shift in the level and types of services requested compared with the previous year's data (see AIHW 2003). This can be attributed to several factors: a change in the volume of contributions being made to the national data collection mainly by two large agencies; 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.

## Expressed requests for services

Agencies provided information on the action they took to meet the needs of clients for 163,900 of the 168,300 support periods that finished during 2003–04 (Table 7.1). In 99% of these support periods, or 162,200, 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 914,700 different service types were requested (Table 7.3, Part b).

As expected, the pattern observed for service provision in all support periods active in 2003–04 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 72% of closed support periods, and services relating to housing and accommodation were required in 70% and those relating to basic support services in 59% (Table 7.1). Counselling services and financial and employment services were required less frequently, being requested in 48% and 40% of closed support periods respectively. Specialist services were requested least, with 32% of closed support periods involving such requests.

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 five of the six broad groups presented, the exception being basic support services such as meals. Moreover, the level of identified need was at least 31 percentage points higher in the Australian Capital Territory than in the jurisdiction with the lowest recorded percentage of needs in each of the six broad groups.

Looking at individual service types, advice and information was requested more often than any other type of service, having been required in 58% of closed support periods. SAAP or CAP accommodation was identified as being needed in 56% of closed support periods, followed by emotional support or other counselling and meals (both in 43% of closed support periods). Nine service types were requested in 3% of cases or less; all but one of these related to specialist services.

The expressed need for services also varied by state and territory at the individual service level. For example, in around one-third of all closed support periods in New South Wales and the Australian Capital Territory, drug or alcohol support or intervention was requested by clients. This compares with between 4% and 11% for the other states and territory. The Australian Capital Territory also reported significantly higher levels of requirements than the other states or territory for the other specialist service types. On the other hand, the Northern Territory reported higher proportions of closed support periods than the other states or territory in which a need was expressed for culturally appropriate services (28% compared with between 1% and 14%). Interestingly, Tasmania recorded a higher percentage of closed support periods where brokerage services were requested by clients (20% compared with between 1% and 14%).

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 required in at least 45% of closed support periods in all jurisdictions except Victoria (30%). However, in Victoria a large proportion of around 3,500 properties in the parallel 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 accommodation or housing. Victoria had relatively high needs identified for this type of assistance.

### **Expressed requests for services for accompanying children**

During 2003–04, agencies reported 59,800 closed accompanying child support periods on the general Client form (Table 7.2; figure includes 22,586 cases with missing information [see note 1]). Of these, around 37,200 included information about service requirements and provision for accompanying children and 35,700 reported that assistance was requested for accompanying children.

At the broad level, housing and accommodation services were requested in 72% of closed accompanying child support periods, and services relating to basic support, such as meals, were required in 70% and those relating to school liaison or child care services in 33%. General support and advocacy services were also requested in 33% of accompanying child support periods. Counselling services were required less frequently (28%). The broad type of service requested least often for accompanying children was specialist services (requested in 21%). No services were requested in 4% of closed accompanying child support periods.

As with clients, the pattern of expressed requests for accompanying children varied considerably across the states and territories. For example, at the broad level, Tasmania reported a significantly lower proportion of closed accompanying child support periods in which specialists services were requested for accompanying children. These services were requested in only 5% of closed accompanying child support periods, compared with between 16% and 43% for the other states and territories. Requests for SAAP or CAP accommodation services ranged from 52% in Victoria to 91% in the Northern Territory. The Northern Territory also reported higher levels of requests for basic support services (in 89%

of closed accompanying child support periods) than the other states and territory. The Australian Capital Territory reported higher proportions of expressed need for counselling services (in 54%), general support or advocacy (in 58%), and specialist services (in 43%) than the other states and territory, and New South Wales reported high percentages of closed accompanying child support periods in which assistance with school liaison and child care were requested (46%).

Looking at individual service types, other than SAAP or CAP accommodation (72%), meals were requested more often than any other type of service, having been reported as needed in 49% of closed accompanying child support periods. This was followed by transport (in 46%) and showers or hygiene services (in 43%). The individual service types that were least often requested were skills education (in 3%), assistance with access arrangements and sexual or physical abuse counselling or support (both in 4%), and brokerage services (in 5%). All other individual service types were requested in at least 11% of closed accompanying child support periods.

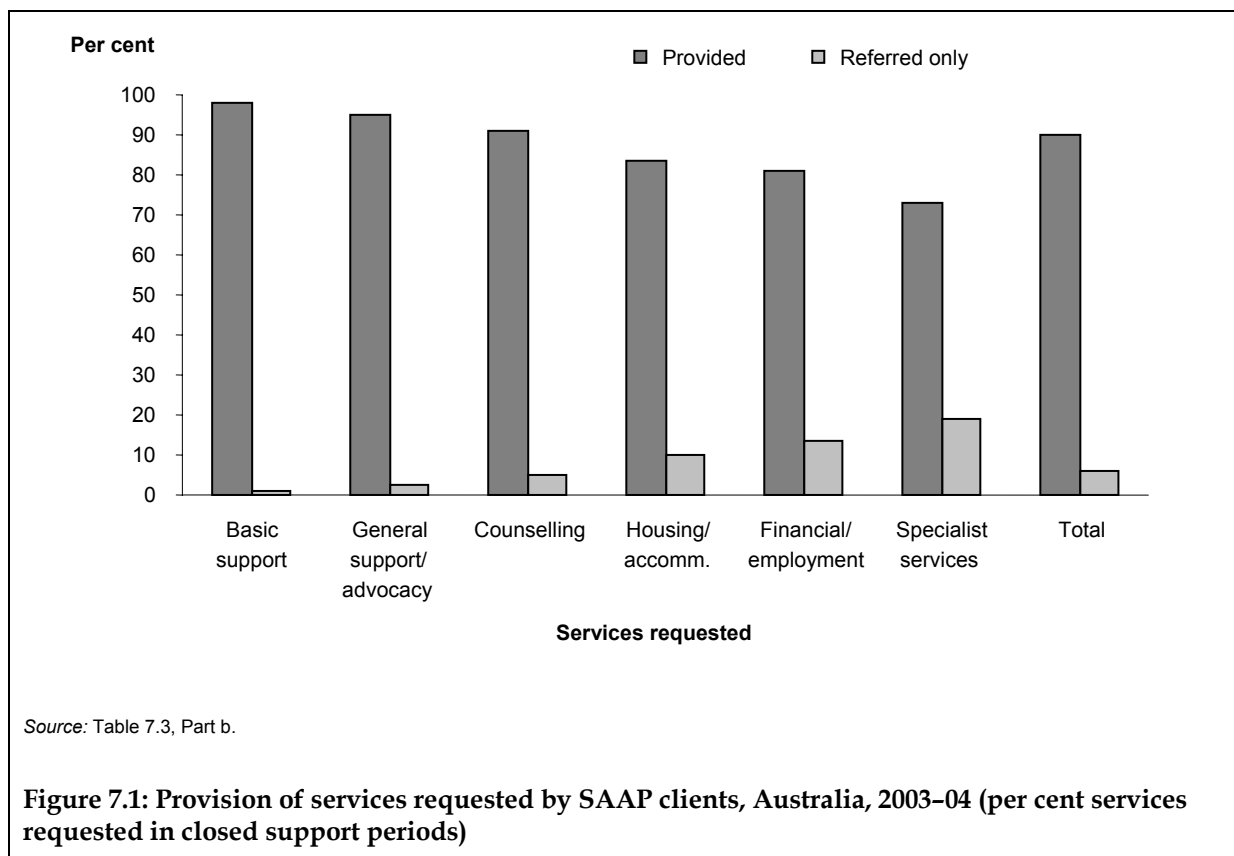
Again, the expressed needs for individual service types varied between the states and territories. For example, in the Australian Capital Territory help with behavioural problems was reported as required in 29% of closed accompanying child support periods and in between 2% and 19% in the other states and territory, skills education was requested in 19% compared with between 1% and 6%, general counselling in 45% compared with between 8% and 22%, and access arrangements in 14% compared with between 1% and 6%. Child care was needed in 37% of closed accompanying child support periods in New South Wales, compared with between 13% and 26% in the other states and territories. As for clients, brokerage services were requested in higher proportions in Tasmania, being requested in 21% of closed accompanying child support periods compared with between 1% and 13% in the other states and territories.

## **Service provision and referral**

Overall, as mentioned, 914,700 different service types were requested by clients in 162,300 closed support periods, so that on average six different types of services were requested in each closed support period (derived from Table 7.3, Part b). Services were provided directly by SAAP agencies for 90% of these requests (Table 7.3, Part b). In addition to this, agencies were able to refer clients to other organisations for a further 6% of requests. Consequently, 879,300 (or 96%) of the 914,700 expressed needs 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 73% of requests. 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 95%, respectively, of these requested services 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).

Specialist services (provided in around 73% of requested services) were the least likely group of services to be provided directly. Some particular specialist services (psychological, psychiatric, and intellectual disability services) were provided directly by agencies in less than half of the cases in which the services were sought (Table 7.3, Part a).



Housing and accommodation services were identified as needed in 115,400 (or 70%) of closed support periods during 2003-04 (Table 7.1). Some clients had more than one requirement for housing-related services, resulting in a total of 163,500 requests in this area (Table 7.3, Part b). In 83% of these instances, some housing or accommodation services were provided within the support period and a further 10% of housing needs were met through referral. More specifically, SAAP or CAP accommodation was provided in 91% of the closed support periods in which it was requested, with requests being referred in an additional 6% of cases.

Although services vary considerably in terms of the number of clients who may require them, an inability to provide a particular service can have a significant impact on the client requiring 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 19% of requests for specialist services compared with only 1% for requests for basic support services.

In the case of individual support services, psychological, psychiatric, and intellectual disability services could not be provided directly in at least 52% of the closed support periods in which they were required (Table 7.3, Part a). However, in well over half of the cases in which these services could not be provided directly, agencies were able to refer the clients to other services. On the other hand, clients were referred to appropriate services in less than a quarter (600) of the 2,800 cases when living skills or personal development was required but could not be provided by an agency (which occurred in 13% of cases).

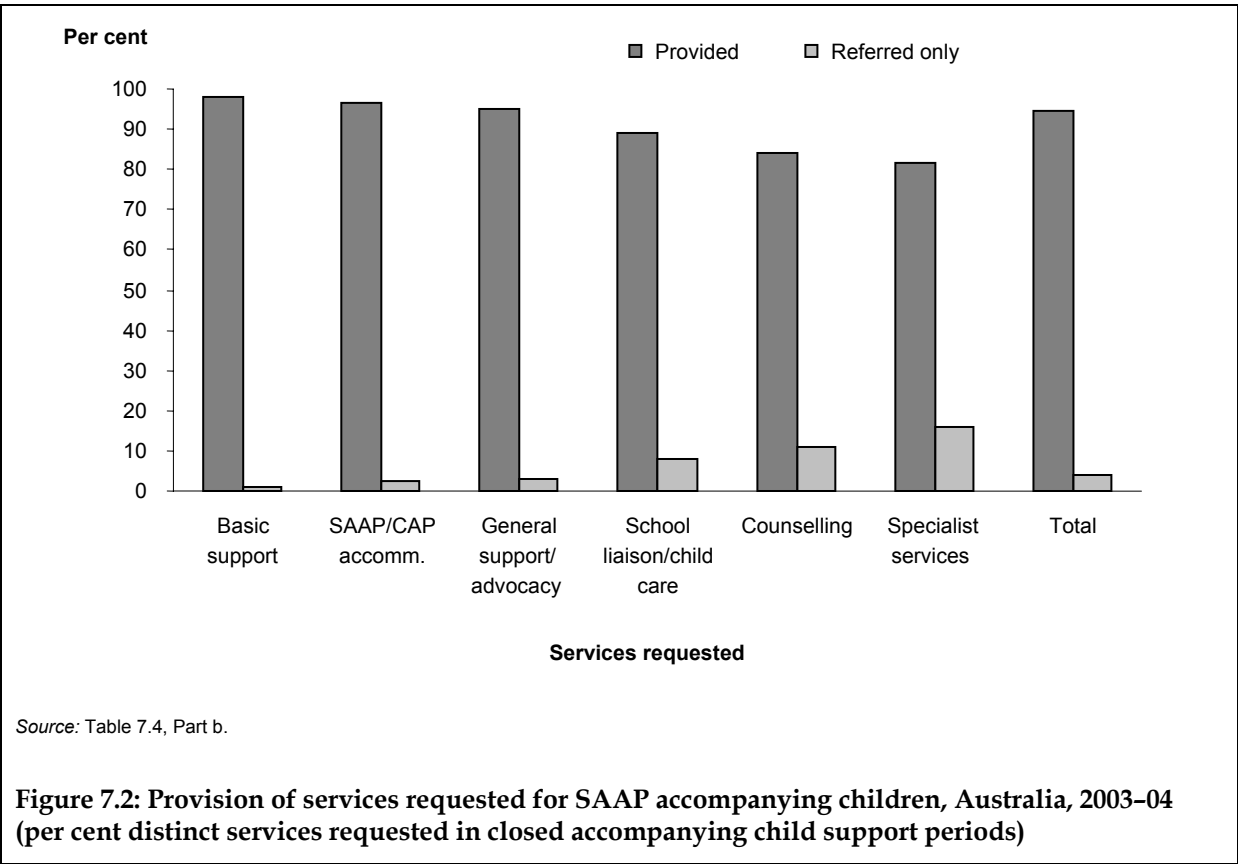
**Service provision and referral for accompanying children**

Agencies reported that accompanying children required some 151,300 distinct service types in 35,700 closed accompanying child support periods, so that, on average, accompanying children received four different types of services in each closed accompanying child support period where services were requested (derived from Table 7.4, Part b).

Just over 94% of the services 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 4% of the services they required, resulting in 98% of requested services being met to some extent and leaving just under 2% of required 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 accommodation (96%), and general support and advocacy (95%). Specialist services were the least likely to be provided directly by agencies, being provided in 81% of instances where specialist services were requested.

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 16% of requests for this service type. Similarly, counselling was not provided as often as some other services, being provided in 84% of requests for counselling. However, accompanying children were referred for counselling in a further 11% of the instances in which it was required.



When considered individually as a proportion of closed accompanying child support periods, those 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 required (Table 7.4, Part a). Apart from SAAP or CAP accommodation, which was required in 26,800 closed accompanying child support periods, these were also the types of services that were required most frequently. Children needed these basic support services in between 12,400 closed accompanying child support periods (for recreation) and 18,200 closed accompanying child support periods (for meals).

Advice or information, advocacy, accommodation, culturally sensitive services, and brokerage services were all provided for between 93% and 98% of the closed accompanying child support periods in which they were required. Other types of services that were also frequently provided to children when required were child care (provided in 91% of closed accompanying child support periods in which it was required), general counselling or support (90%), school liaison (86%), and skills education (84%).

Assistance with access arrangements, health or medical services, and sexual and physical abuse counselling were the types of services that agencies were least likely to provide when they were needed. However, these services were still provided directly in the majority of closed support periods where they were requested (73%, 69% and 64%, respectively). These services were also the types of individual services that were most often referred. Assistance with access arrangements was referred to other organisations in a further 21% of the closed accompanying child support periods in which it was needed and health or medical services and sexual or physical abuse counselling or support were each referred in 27% of the closed accompanying child support periods where they were required.

## **Unmet needs**

Although 96% of needs expressed by clients were met at least to some extent, around 35,400 requests for services had not been met by the end of support (Table 7.3, Part b). These unmet needs were spread over 16,800 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 (18%), and general support and advocacy (17%).

Housing and accommodation services were also the most likely services to remain unmet across all client groups. In particular, couples both with and without children, male clients with children, and clients in the 'other' client group, although only fairly small groups, all reported relatively high levels of unmet need in the area of housing and accommodation (in 55%, 46%, and 44%, respectively). In contrast, females under the age of 25 years had the lowest level of unmet needs in this area – around 25% of their unmet needs related to housing services.

The types of broad services that remained unmet varied by client group. Couples without children and male clients aged under 25 years reported relatively higher levels of unmet need relating to financial and employment assistance than the other client groups. Around 18% of unmet needs for each group were for such services, compared with between 8% and 16% for the other client groups. Females aged under 25 years and clients in the 'other' client group reported a relatively higher proportion of unmet needs for counselling services (in 17% of unmet needs each) than the rest of the client groups, and female clients aged 25 years and over reported higher levels of unmet needs for general support and advocacy (19%).

Male clients aged 25 years and over had a significantly higher level of unmet need for specialist services. Just over 28% of the unmet needs reported for older male clients were for specialist services, compared with between 11% and 19% of unmet needs for the other client groups.

Among the various client groups, females with children had the highest number of unmet needs, at 7,600 outstanding requests in 3,600 closed support periods. Older male clients had the next highest number, with this group accounting for 7,300 unmet needs in 4,000 closed support periods. In contrast, there were only 300 unmet needs for males with children in 700 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 19% 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 21% of unmet needs relating to this group. Older men were supported in 32% of closed support periods.

### **Unmet needs for accompanying children**

Overall, during 2003–04, children who accompanied SAAP clients had some needs remaining unmet after support in 1,500 closed accompanying child support periods – with around 2,600 unmet needs distributed across all service types (Tables 7.4 and 7.6). The most common unmet need involved counselling (27% of unmet needs), with basic support services and school liaison or child care contributing 21% and 18%, respectively, to the total unmet needs (Table 7.6). General support or advocacy and accommodation contributed 14% and 11%, respectively, to children’s unmet needs. Specialist services made up the lowest proportion of unmet needs for accompanying children (9% of unmet needs).

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 88% of unmet needs. Children accompanying couples accounted for 7% of closed accompanying child support periods and 8% of all unmet needs, and children accompanying males accounted for 3% of all closed accompanying child support periods and for 3% of unmet needs.

For children accompanying females and couples, the highest proportions of unmet needs were for counselling (in around 27% and 24% of unmet needs for 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 males, however, the highest proportion of unmet need was for housing or accommodation services (25%). This was significantly higher than the proportion reported for housing or accommodation services for children who accompanied a female client (10%).

## 7.1 Tables

Table 7.1: SAAP closed support periods: services requested by clients, by state and territory, Australia, 2003–04 (per cent closed support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Housing/accommodation</b>	<b>82.6</b>	<b>51.6</b>	<b>76.0</b>	<b>88.5</b>	<b>78.2</b>	<b>67.3</b>	<b>94.5</b>	<b>93.6</b>	<b>70.4</b>	<b>115,400</b>
SAAP/CAP accommodation	74.3	29.5	69.7	84.2	59.6	44.8	81.1	84.7	56.4	92,400
Assistance to obtain/maintain short-term accommodation	14.3	22.7	15.9	10.5	43.0	14.4	35.3	15.9	19.8	32,500
Assistance to obtain/maintain independent housing	17.9	27.7	18.8	12.7	30.5	32.5	63.9	24.6	23.5	38,600
<b>Financial/employment</b>	<b>27.5</b>	<b>50.5</b>	<b>38.0</b>	<b>33.9</b>	<b>32.2</b>	<b>31.0</b>	<b>66.4</b>	<b>46.0</b>	<b>39.5</b>	<b>64,800</b>
Assistance to obtain/maintain govt payment	8.8	8.6	13.1	11.4	11.8	8.6	29.3	9.5	10.2	16,700
Employment/training assistance	5.1	5.1	4.5	4.0	5.0	3.2	22.5	5.2	5.1	8,400
Financial assistance/material aid	20.3	44.2	27.7	27.4	23.6	21.1	56.0	40.2	32.0	52,500
Financial counselling	6.0	8.0	6.3	5.0	10.1	8.1	27.2	10.6	7.5	12,400
<b>Counselling</b>	<b>48.7</b>	<b>41.9</b>	<b>45.1</b>	<b>50.8</b>	<b>65.8</b>	<b>52.1</b>	<b>79.1</b>	<b>62.8</b>	<b>48.1</b>	<b>78,800</b>
Incest/sexual assault	2.2	1.8	2.6	1.8	2.6	10.2	6.9	0.7	2.4	4,000
Domestic violence	12.6	15.3	14.5	15.9	29.3	11.0	20.8	17.6	15.6	25,500
Family/relationship	12.2	12.1	13.0	10.5	21.3	12.4	34.1	10.7	13.1	21,500
Emotional/other	44.9	36.7	39.0	46.4	57.4	44.6	74.7	59.1	42.9	70,300
Assistance with problem gambling	0.9	0.5	0.4	0.1	0.7	0.5	1.9	0.6	0.6	1,000
<b>General support/advocacy</b>	<b>79.7</b>	<b>69.2</b>	<b>65.8</b>	<b>57.8</b>	<b>84.0</b>	<b>66.3</b>	<b>89.0</b>	<b>70.1</b>	<b>71.9</b>	<b>117,800</b>
Living skills/personal development	15.6	8.4	21.6	10.9	10.4	7.1	47.2	23.4	13.6	22,300
Assistance with legal issues/court support	9.3	10.5	11.3	8.3	13.0	7.4	24.9	17.2	10.7	17,500
Advice/information	56.5	61.2	51.8	45.9	75.8	56.2	73.1	53.7	58.3	95,600
Retrieval/storage/removal of belongings	39.2	7.8	26.2	10.8	22.2	8.0	42.9	30.5	21.1	34,700
Advocacy/liaison on behalf of client	26.5	37.2	19.2	22.8	43.5	30.8	66.6	27.2	31.0	50,900
Brokerage services	8.7	4.1	1.5	0.8	4.7	20.2	14.0	0.5	5.3	8,700
<b>Specialist services</b>	<b>50.3</b>	<b>20.9</b>	<b>32.6</b>	<b>32.8</b>	<b>21.3</b>	<b>11.7</b>	<b>62.2</b>	<b>44.6</b>	<b>32.1</b>	<b>52,600</b>
Psychological services	2.8	3.0	1.8	1.4	2.4	1.1	15.3	2.1	2.7	4,400
Psychiatric services	3.4	3.2	2.0	2.4	3.3	1.9	19.4	1.9	3.2	5,200
Pregnancy support	1.4	1.3	1.6	1.2	1.9	0.8	7.3	1.0	1.5	2,500
Family planning support	1.0	0.8	1.3	0.9	1.0	0.6	4.2	0.9	1.0	1,600
Drug/alcohol support or intervention	36.2	6.8	9.5	10.6	7.2	4.1	32.9	7.6	15.4	25,200
Physical disability services	0.3	0.4	0.2	0.2	0.3	0.2	1.8	0.1	0.3	600
Intellectual disability services	0.5	0.5	0.4	0.3	0.5	0.2	1.5	0.3	0.5	800
Culturally appropriate support	5.2	3.9	10.4	13.8	5.0	1.0	9.6	27.8	6.7	11,000
Interpreter services	1.0	1.4	0.7	1.3	0.7	0.2	1.5	0.7	1.1	1,700
Assistance with immigration issues	0.7	0.9	0.7	0.6	0.4	0.2	1.7	0.3	0.7	1,200
Health/medical services	14.4	11.5	21.9	12.3	11.1	5.5	40.9	18.2	14.4	23,500
<b>Basic support and other services n.e.s.</b>	<b>79.4</b>	<b>40.4</b>	<b>62.9</b>	<b>76.3</b>	<b>48.3</b>	<b>48.1</b>	<b>84.2</b>	<b>86.1</b>	<b>59.3</b>	<b>97,200</b>
Meals	66.5	16.7	54.2	62.6	34.1	29.3	59.7	79.1	42.8	70,100
Laundry/shower facilities	68.3	10.7	49.0	65.1	33.5	25.2	68.1	75.8	40.3	66,000
Recreation	21.5	9.1	33.0	25.5	25.9	10.9	55.4	63.3	20.7	34,000
Transport	25.4	16.2	29.3	33.9	21.5	24.0	72.4	46.0	24.3	39,800
Other	8.4	17.7	8.6	16.0	7.0	13.7	22.9	31.1	13.3	21,800
<b>No needs recorded</b>	<b>0.7</b>	<b>0.9</b>	<b>1.3</b>	<b>0.4</b>	<b>1.1</b>	<b>6.0</b>	<b>—</b>	<b>0.3</b>	<b>1.0</b>	<b>1,700</b>
<b>Total (%)</b>	<b>25.5</b>	<b>36.3</b>	<b>15.7</b>	<b>7.4</b>	<b>7.5</b>	<b>3.4</b>	<b>1.6</b>	<b>2.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>41,800</b>	<b>59,500</b>	<b>25,700</b>	<b>12,100</b>	<b>12,300</b>	<b>5,500</b>	<b>2,600</b>	<b>4,500</b>	<b>..</b>	<b>163,900</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 4,344 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, 2003–04 (per cent closed accompanying child support periods)**

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Accommodation</b>	<b>69.3</b>	<b>52.2</b>	<b>85.4</b>	<b>88.9</b>	<b>67.3</b>	<b>60.6</b>	<b>70.8</b>	<b>91.1</b>	<b>72.2</b>	<b>26,800</b>
SAAP/CAP accommodation	69.3	52.2	85.4	88.9	67.3	60.6	70.8	91.1	72.2	26,800
<b>School liaison/child care</b>	<b>46.1</b>	<b>27.5</b>	<b>32.7</b>	<b>28.8</b>	<b>31.4</b>	<b>28.5</b>	<b>37.0</b>	<b>20.3</b>	<b>33.0</b>	<b>12,300</b>
School liaison	18.3	19.2	14.7	8.5	11.7	8.4	18.2	18.1	15.3	5,700
Child care	36.5	12.6	26.0	24.4	24.0	23.7	24.7	15.2	24.1	8,900
<b>Counselling</b>	<b>29.9</b>	<b>29.9</b>	<b>37.0</b>	<b>13.0</b>	<b>27.6</b>	<b>26.3</b>	<b>54.2</b>	<b>11.9</b>	<b>27.5</b>	<b>10,200</b>
Help with behavioural problems	11.8	12.3	18.6	4.8	11.2	8.1	29.2	2.2	11.6	4,300
Sexual/physical abuse counselling/support	4.7	5.3	4.0	2.4	3.9	6.6	6.1	1.5	4.2	1,600
Skills education	6.2	2.2	1.3	1.9	3.1	1.7	19.2	1.9	3.2	1,200
General counselling/support	22.3	21.0	22.3	8.4	20.1	19.8	45.2	8.0	19.0	7,100
<b>General support/advocacy</b>	<b>40.6</b>	<b>48.4</b>	<b>22.3</b>	<b>12.4</b>	<b>39.6</b>	<b>36.1</b>	<b>57.5</b>	<b>6.9</b>	<b>32.7</b>	<b>12,100</b>
Access arrangements	5.9	5.5	3.0	1.1	4.5	1.0	14.1	0.6	4.1	1,500
Advice/information	23.2	31.6	14.3	7.8	30.9	15.3	41.7	3.5	20.6	7,700
Brokerage services	7.6	5.9	0.6	0.5	2.9	20.6	13.3	1.1	4.5	1,700
Advocacy	24.2	30.8	10.9	5.4	17.4	11.2	38.4	2.4	18.4	6,800
<b>Specialist services</b>	<b>24.6</b>	<b>15.5</b>	<b>16.4</b>	<b>22.4</b>	<b>17.6</b>	<b>4.6</b>	<b>42.5</b>	<b>42.4</b>	<b>20.6</b>	<b>7,700</b>
Culturally sensitive services	13.9	5.3	7.9	15.9	9.4	2.1	16.8	22.7	10.9	4,000
Health/medical services	15.3	12.0	10.4	8.4	9.2	2.7	33.1	21.4	12.2	4,500
<b>Basic support and other services n.e.s.</b>	<b>74.0</b>	<b>56.9</b>	<b>71.0</b>	<b>80.6</b>	<b>56.3</b>	<b>59.3</b>	<b>83.2</b>	<b>88.5</b>	<b>69.6</b>	<b>25,900</b>
Meals	54.9	28.2	53.9	64.3	34.1	36.0	49.5	80.6	49.0	18,200
Showers/hygiene	52.7	17.2	45.5	65.9	28.2	22.6	47.6	69.3	43.0	16,000
Recreation	42.3	21.0	41.9	32.0	19.8	9.7	45.6	58.6	33.5	12,400
Transport	51.1	32.7	55.3	49.6	30.2	29.8	52.8	63.5	45.6	16,900
Other	10.1	18.5	16.6	12.1	18.5	14.3	29.3	32.4	15.9	5,900
<b>No needs recorded</b>	<b>5.0</b>	<b>2.6</b>	<b>5.1</b>	<b>2.3</b>	<b>4.5</b>	<b>12.6</b>	<b>0.2</b>	<b>0.3</b>	<b>3.8</b>	<b>1,400</b>
<b>Total (%)</b>	<b>22.8</b>	<b>24.3</b>	<b>18.0</b>	<b>17.3</b>	<b>7.5</b>	<b>3.1</b>	<b>1.8</b>	<b>5.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>8,500</b>	<b>9,000</b>	<b>6,700</b>	<b>6,400</b>	<b>2,800</b>	<b>1,200</b>	<b>700</b>	<b>1,900</b>	<b>..</b>	<b>37,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 22,586 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, 2003–04**

**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		
<b>Housing/accommodation</b>								
SAAP/CAP accommodation	3.2	5.8	9.0	86.2	4.8	91.0	100.0	92,400
Assistance to obtain/maintain short-term accommodation	10.5	15.6	26.1	58.0	16.0	74.0	100.0	32,500
Assistance to obtain/maintain independent housing	12.5	14.9	27.4	54.9	17.7	72.6	100.0	38,600
<b>Financial/employment</b>								
Assistance to obtain/maintain government payment	5.6	17.8	23.4	54.0	22.6	76.6	100.0	16,700
Employment/training assistance	15.4	25.8	41.2	40.8	18.0	58.8	100.0	8,400
Financial assistance/material aid	3.1	10.3	13.4	75.7	11.0	86.7	100.0	52,500
Financial counselling	9.7	13.5	23.2	63.3	13.5	76.8	100.0	12,400
<b>Counselling</b>								
Incest/sexual assault	10.0	22.3	32.3	48.5	19.2	67.7	100.0	4,000
Domestic violence	4.1	7.8	11.9	74.1	14.0	88.1	100.0	25,500
Family/relationship	8.4	9.8	18.2	67.8	14.0	81.8	100.0	21,500
Emotional/other	1.8	1.4	3.2	90.7	6.1	96.8	100.0	70,300
Assistance with problem gambling	18.7	23.5	42.2	40.1	17.7	57.8	100.0	1,000
<b>General support/advocacy</b>								
Living skills/personal development	9.7	2.9	12.6	81.6	5.8	87.4	100.0	22,300
Assistance with legal issues/court support	6.2	14.3	20.5	54.6	24.9	79.5	100.0	17,500
Advice/information	0.8	0.4	1.2	90.2	8.6	98.8	100.0	95,600
Retrieval/storage/removal of belongings	1.9	1.6	3.5	94.0	2.6	96.6	100.0	34,700
Advocacy/liason on behalf of client	1.7	1.3	3.0	86.1	10.9	97.0	100.0	50,900
Brokerage services	4.3	6.8	11.1	78.9	9.9	88.8	100.0	8,700
<b>Specialist services</b>								
Psychological services	19.5	42.2	61.7	20.7	17.6	38.3	100.0	4,400
Psychiatric services	14.8	41.5	56.3	22.0	21.7	43.7	100.0	5,200
Pregnancy support	7.7	16.8	24.5	50.7	24.7	75.4	100.0	2,500
Family planning support	14.7	20.9	35.6	45.5	18.9	64.4	100.0	1,600
Drug/alcohol support or intervention	9.2	10.1	19.3	69.0	11.7	80.7	100.0	25,200
Physical disability services	16.5	32.4	48.9	30.5	20.6	51.1	100.0	600
Intellectual disability services	22.0	30.3	52.3	28.7	19.1	47.8	100.0	800
Culturally appropriate support	2.6	5.5	8.1	83.8	8.1	91.9	100.0	11,000
Interpreter services	4.2	13.8	18.0	69.7	12.3	82.0	100.0	1,700
Assistance with immigration issues	5.5	18.8	24.3	48.4	27.2	75.6	100.0	1,200
Health/medical services	5.2	24.7	29.9	49.1	21.0	70.1	100.0	23,500
<b>Basic support and other services n.e.s.</b>								
Meals	0.6	0.8	1.4	96.8	1.7	98.5	100.0	70,100
Laundry/shower facilities	0.6	0.2	0.8	98.7	0.6	99.3	100.0	66,000
Recreation	1.5	1.1	2.6	95.9	1.5	97.4	100.0	34,000
Transport	2.0	1.7	3.7	94.1	2.2	96.3	100.0	39,800
Other	1.2	3.1	4.3	87.6	8.1	95.7	100.0	21,800

(continued)

**Table 7.3 (continued): SAAP services requested by clients in closed support periods, by provision, Australia, 2003–04**

**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	6.8	9.9	16.7	73.2	10.1	83.3	100.0	163,500	115,400
Financial/ employment	5.6	13.6	19.2	66.7	14.1	80.8	100.0	89,900	64,800
Counselling	3.8	5.1	8.9	81.4	9.7	91.1	100.0	122,400	78,800
General support/ advocacy	2.6	2.3	4.9	85.9	9.2	95.1	100.0	229,600	117,800
Specialist services	8.1	18.8	26.9	57.2	16.0	73.2	100.0	77,600	52,600
Basic support and other services n.e.s.	1.0	1.0	2.0	95.9	2.0	97.9	100.0	231,700	97,200
<b>Total (%)</b>	<b>3.9</b>	<b>6.2</b>	<b>10.1</b>	<b>81.2</b>	<b>8.7</b>	<b>89.9</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>35,400</b>	<b>57,000</b>	<b>92,400</b>	<b>743,000</b>	<b>79,300</b>	<b>822,300</b>	..	<b>914,700</b>	<b>162,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,344 closed support periods (including cases with no information on service requirements or provision).
2. There were approximately 1,700 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, 2003–04**

**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		
<b>Accommodation</b>								
SAAP/CAP accommodation	1.0	2.5	3.5	93.0	3.4	96.4	100.0	26,800
<b>School liaison/child care</b>								
School liaison	4.7	9.0	13.7	71.8	14.5	86.3	100.0	5,700
Child care	2.0	7.0	9.0	82.8	8.2	91.0	100.0	8,900
<b>Counselling</b>								
Help with behavioural problems	5.1	13.3	18.4	65.3	16.3	81.6	100.0	4,300
Sexual/physical abuse counselling/support	9.6	26.9	36.5	43.1	20.5	63.6	100.0	1,600
Skills education	7.1	8.5	15.6	67.5	16.8	84.3	100.0	1,200
General counselling/support	3.2	6.3	9.5	80.9	9.5	90.4	100.0	7,100
<b>General support/advocacy</b>								
Access arrangements	6.2	20.5	26.7	53.4	20.0	73.4	100.0	1,500
Advice/information	1.4	1.1	2.5	87.4	10.2	97.6	100.0	7,700
Brokerage services	2.5	4.4	6.9	78.7	14.4	93.1	100.0	1,700
Advocacy	1.8	1.2	3.0	82.0	15.0	97.0	100.0	6,800
<b>Specialist services</b>								
Culturally sensitive services	1.2	3.5	4.7	89.9	5.4	95.3	100.0	4,000
Health/medical services	4.0	26.8	30.8	47.4	21.7	69.1	100.0	4,500
<b>Basic support and other services n.e.s.</b>								
Meals	0.6	0.6	1.2	97.0	1.9	98.9	100.0	18,200
Showers/hygiene	0.7	0.2	0.9	98.8	0.3	99.1	100.0	16,000
Recreation	1.0	1.0	2.0	95.4	2.6	98.0	100.0	12,400
Transport	0.8	0.4	1.2	97.3	1.6	98.9	100.0	16,900
Other	1.0	6.4	7.4	79.1	13.4	92.5	100.0	5,900

(continued)

**Table 7.4 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2003–04**

**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	1.0	2.5	3.5	93.0	3.4	96.4	100.0	26,800	26,800
School liaison/ child care	3.1	7.8	10.9	78.5	10.6	89.1	100.0	14,600	12,300
Counselling	4.8	10.9	15.7	70.8	13.4	84.2	100.0	14,100	10,200
General support/ advocacy	2.1	3.1	5.2	81.6	13.3	94.9	100.0	17,700	12,100
Specialist services	2.7	15.8	18.5	67.4	14.0	81.4	100.0	8,600	7,700
Basic support and other services n.e.s.	0.8	1.0	1.8	95.6	2.6	98.2	100.0	69,500	25,900
<b>Total (%)</b>	<b>1.7</b>	<b>3.9</b>	<b>5.6</b>	<b>88.0</b>	<b>6.4</b>	<b>94.4</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>2,600</b>	<b>6,000</b>	<b>8,600</b>	<b>133,100</b>	<b>9,700</b>	<b>142,800</b>	..	<b>151,300</b>	<b>35,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 22,586 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. Table excludes high-volume records because not all items were included on the high-volume form.
4. 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.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.5: SAAP services requested by the client in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2003–04**

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
	<b>% unmet needs</b>										
Housing/ accommodation	26.3	29.5	25.2	28.5	45.5	54.6	44.2	35.0	44.2	31.3	10,900
Financial/ employment	18.0	13.2	16.1	13.3	18.3	10.7	13.5	13.4	7.9	14.5	5,000
Counselling	13.8	7.7	16.9	13.1	7.3	10.1	10.5	15.8	16.7	13.1	4,500
General support/ advocacy	16.4	16.1	16.6	19.1	12.8	11.6	16.4	17.8	14.2	16.7	5,800
Specialist services	17.9	28.1	15.0	19.1	11.7	10.9	11.1	12.3	11.8	17.8	6,200
Basic support and services n.e.s.	7.5	5.4	10.2	6.9	4.4	2.1	4.2	5.7	5.2	6.7	2,300
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>34,700</b>
<b>Summary totals</b>											
Total unmet needs (%)	15.6	21.0	18.6	12.7	2.4	5.0	2.0	22.0	0.8	100.0	..
Total unmet needs (number)	5,400	7,300	6,400	4,400	800	1,700	700	7,600	300	..	34,700
Total closed support periods with unmet needs (%)	14.5	24.2	15.8	13.0	2.6	4.9	1.9	21.9	1.2	100.0	..
Total closed support periods with unmet needs (number)	2,400	4,000	2,600	2,100	400	800	300	3,600	200	..	16,600
Total closed support periods (%)	10.8	32.2	11.6	15.5	2.6	3.3	1.5	21.5	1.0	100.0	..
Total closed support periods (number)	17,500	52,500	19,000	25,200	4,300	5,300	2,400	35,000	1,700	..	163,000

**Notes**

1. Number excluded due to errors and omissions (weighted): 606 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 233 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 6,206 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, 2003–04**

	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
<b>Broad type of service</b>	<b>% unmet needs</b>					
Accommodation	18.6	25.0	9.7	33.0	11.0	300
School liaison/child care	15.3	13.6	18.0	34.0	17.7	400
Counselling	24.0	20.1	27.2	—	26.6	700
General support/advocacy	18.7	18.7	13.8	—	14.3	400
Specialist services	11.1	4.9	9.1	33.0	9.1	200
Basic support and services n.e.s.	12.3	17.6	22.2	—	21.2	500
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>2,500</b>
<b>Summary totals</b>						
Total unmet needs (%)	8.2	3.4	88.2	0.1	100.0	..
Total unmet needs (number)	200	100	2,200	<50	..	2,500
Total closed accompanying child support periods with unmet needs (%)	8.0	3.2	88.6	0.1	100.0	..
Total closed accompanying child support periods with unmet needs (number)	100	<50	1,300	<50	..	1,500
Total closed accompanying child support periods (%)	6.7	2.6	90.1	0.6	100.0	..
Total closed accompanying child support periods (number)	2,500	1,000	33,300	200	..	37,000
Total closed support periods with accompanying children with unmet needs (%)	6.9	3.2	89.6	0.2	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	100	<50	800	<50	..	900
Total closed support periods with accompanying children requiring assistance (%)	6.3	3.0	90.0	0.7	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	1,200	600	16,600	100	..	18,500

*Notes*

1. Number excluded due to errors and omissions (weighted): 20 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 10 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 22,702 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 8 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 65 closed support periods with accompanying children requiring assistance.
6. Table excludes high-volume records because not all items were included on the high-volume form.
7. 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 is 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 2004a).

### Income source

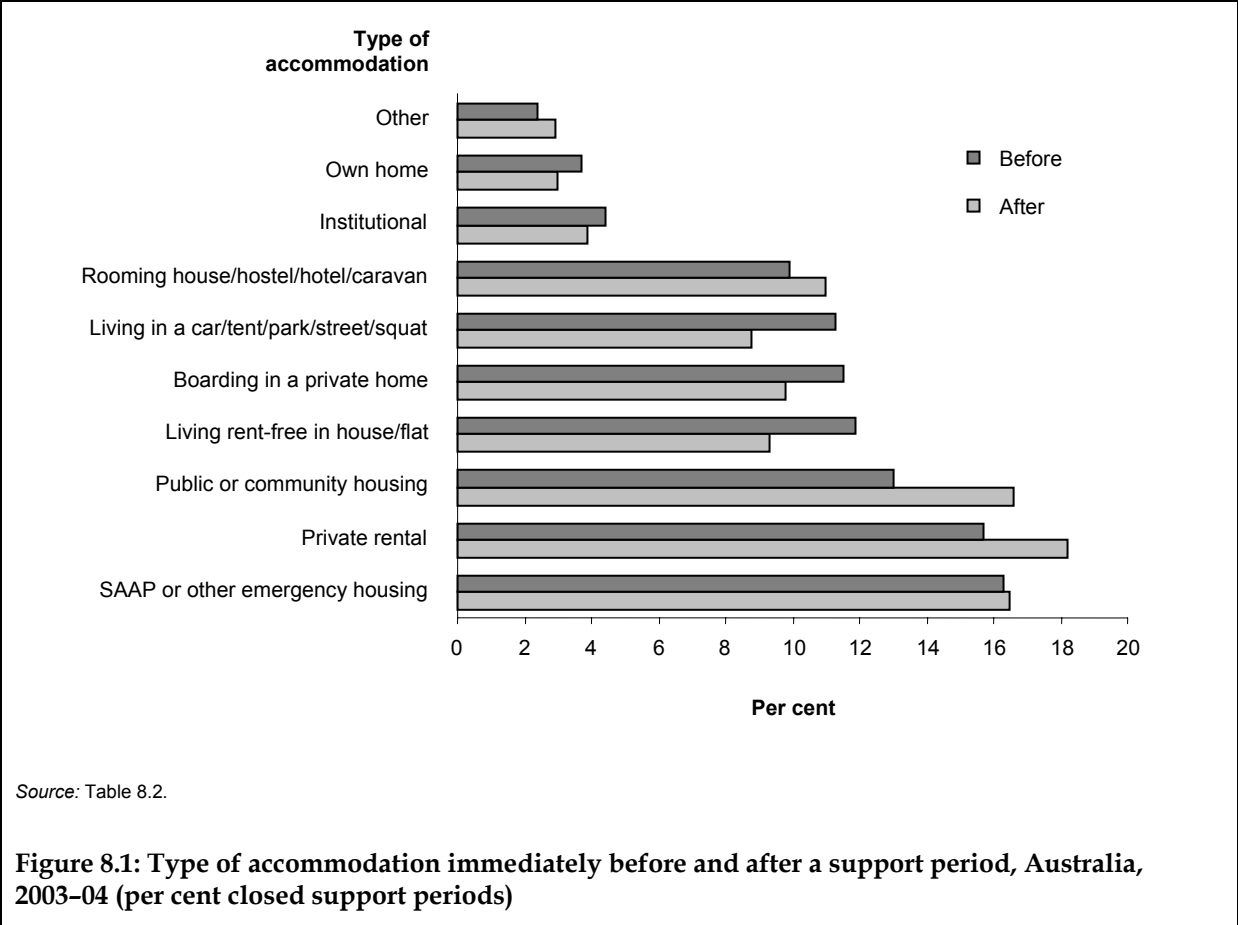
In 86% of all closed support periods, SAAP clients were recipients of a government pension or benefit before support (Table 8.1). In a further 7% of closed support periods, clients were reported as having no source of income and not awaiting a government payment; in another 6% as having 'other' sources 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 having received support, clients were on a government pension or benefit in 88% 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 17% before support to 6% after support.

### Accommodation

Nationally, as Figure 8.1 shows, the most common forms of client accommodation immediately before support were SAAP or other emergency housing and private rental (in around 16% of closed support periods each), followed by public or community housing (13%), and living rent-free in a house or flat and boarding in a private home (in around 12% of closed support periods each).

Generally, positive housing outcomes were reported for clients following support. For example, the most common types of accommodation after support were private rental (18%), followed by public or community housing and SAAP or other emergency accommodation (in around 17% of closed support periods each). 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 11% of closed support periods before support to 9% 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 8% of closed support periods before support to 20% after (Table 8.2). In addition, accommodation in privately rented dwellings increased from 18% 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 6% before support to 2% after. Living rent-free in a house or flat also decreased – from 13% of closed support periods before to 7% 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 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 between 1 day and 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). This occurred in between 20% and 26% of closed support periods in which clients received SAAP or CAP accommodation and reported the type of accommodation they moved into after support.

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 26% where the client was accommodated for between 13 and 26 weeks to 40% 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 8% of closed support periods with accommodation for clients accommodated for 1 day to 25% for clients accommodated for longer 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 situations for clients before receiving SAAP support were living alone or with their spouse or partner either with or without children (in around 23% of closed support periods each), and living short-term with relatives or friends (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 12% 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 11% of closed support periods before support to 19% after) and living alone (up from 23% 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 28%

before support to 26% 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) (Table 8.5). Among those clients who asked for assistance in the area of employment and training during their period of support, there was an increase in the proportion who were in paid work. After support these clients were employed in some capacity in 19% of closed support periods; this was more than double the figure of 9% before support. Further, the proportion of closed support periods 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, 2003–04 (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	16.7	6.0	7.1	4.9
No income, awaiting pension/benefit	3.3	2.2	1.0	0.8
Government pension/benefit	73.0	85.3	85.6	87.6
Other	6.9	6.5	6.2	6.7
<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>16,100</i>	<i>14,400</i>	<i>135,200</i>	<i>123,800</i>
Number with missing data	600	2,300	13,500	25,000
<b>Total (number)</b>	<b>16,700</b>	<b>16,700</b>	<b>148,800</b>	<b>148,800</b>

### Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. 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, 2003–04 (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	19.7	16.0	16.3	16.5
Living rent-free in house/flat	13.3	7.2	11.9	9.3
Private rental	17.7	27.2	15.7	18.2
Public or community housing	8.3	20.3	13.0	16.6
Rooming house/hostel/hotel/caravan	8.1	8.5	9.9	11.0
Boarding in a private home	18.1	12.9	11.5	9.8
Own home	2.7	1.5	3.7	3.0
Living in a car/tent/park/street/squat	6.4	1.7	11.3	8.8
Institutional	4.1	2.6	4.4	3.9
Other	1.6	2.0	2.4	2.9
<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>36,500</i>	<i>29,700</i>	<i>133,100</i>	<i>107,200</i>
Number with missing data	1,500	8,200	15,600	41,500
<b>Total (number)</b>	<b>37,900</b>	<b>37,900</b>	<b>148,800</b>	<b>148,800</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. 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, 2003–04 (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	24.5	20.2	20.6	20.8	25.2	25.6	19.9	13.1	11.5	22.0	9,100
Living rent-free in house/flat	12.4	13.2	11.5	11.9	10.1	8.7	6.7	6.1	4.4	10.4	4,300
Private rental	7.9	9.5	11.8	14.5	15.8	18.3	21.6	24.4	24.9	14.6	6,000
Public or community housing	20.9	19.4	14.6	11.9	11.7	15.9	26.2	35.9	40.1	18.4	7,600
Rooming house/hostel/hotel/caravan	6.2	7.3	11.1	11.1	9.8	7.4	5.5	2.6	3.5	7.9	3,300
Boarding in a private home	11.9	13.3	14.2	13.5	13.8	13.9	11.8	11.0	9.4	13.0	5,400
Own home	2.5	2.7	2.6	2.4	1.9	1.3	1.3	1.2	1.2	2.1	800
Living in a car/tent/park/street/squat	6.9	6.3	5.3	4.8	3.2	2.0	1.3	0.1	0.1	4.0	1,700
Institutional	5.4	6.9	7.0	7.1	7.0	4.5	3.7	3.7	2.4	5.8	2,400
Other	1.2	1.2	1.4	2.0	1.5	2.3	2.0	2.0	2.5	1.7	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>
<b>Total (%)</b>	<b>15.8</b>	<b>13.3</b>	<b>12.9</b>	<b>11.9</b>	<b>12.0</b>	<b>18.9</b>	<b>7.5</b>	<b>4.9</b>	<b>2.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,500</b>	<b>5,500</b>	<b>5,300</b>	<b>4,900</b>	<b>5,000</b>	<b>7,800</b>	<b>3,100</b>	<b>2,000</b>	<b>1,100</b>	<b>..</b>	<b>41,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 27,135 closed support periods (type of accommodation and length of accommodation).
2. Table excludes high-volume records because not all items were included on the high-volume form and 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, 2003–04 (per cent)**

<b>Living situation</b>	<b>Before</b>	<b>After</b>
With parent(s)	9.6	7.3
With foster family	0.5	0.4
With relatives/friends short-term	15.9	11.5
With relatives/friends long-term	3.5	5.3
With spouse/partner with/without children	22.7	14.7
Alone with children	11.0	18.8
Alone	23.3	27.8
With other unrelated persons	12.7	13.1
Other	0.8	1.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>118,000</i>	<i>97,300</i>
Number with missing data	30,800	51,500
<b>Total (number)</b>	<b>148,800</b>	<b>148,800</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. 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, 2003–04 (per cent)**

<b>Employment status</b>	<b>Closed support periods in which clients needed assistance in employment and training</b>		<b>All closed support periods</b>	
	<b>Before</b>	<b>After</b>	<b>Before</b>	<b>After</b>
Employed full-time	1.8	6.1	2.7	3.5
Employed part-time/casual	7.1	13.3	6.2	7.2
Unemployed (looking for work)	48.3	40.5	28.4	26.2
Not in labour force	42.8	40.2	62.7	63.1
<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>8,300</i>	<i>7,400</i>	<i>117,400</i>	<i>106,400</i>
Number with missing data	200	1,000	31,400	42,400
<b>Total (number)</b>	<b>8,500</b>	<b>8,500</b>	<b>148,800</b>	<b>148,800</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. 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 2003–04

## Funding

Recurrent funding for SAAP in Australia has risen by 46% over the 8 years of the collection, from \$219.8m in 1996–97 to \$321.4m in 2003–04 (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, 3% in 2001–02 and 4% in 2002–03, before falling by 2% in 2003–04.

Recurrent funding to SAAP agencies followed a slightly different pattern. From 1996–97 to 2003–04 actual recurrent funding to agencies increased by 54%, from \$200.5m in 1996–97 to \$308.7 m in 2003–04 (Table 9.1). In real terms, this represented an increase of 26% over the 8 years, with relatively large annual increases in 1998–99 (6%), 2000–01 (8%) and 2002–03 (6%). However, funding to agencies in real terms decreased by almost 2% in 2003–04. Interestingly, the number of agencies ‘in scope’ to participate in the Client Collection increased from 1,202 in 2002–03 to 1,225 in 2003–04 (Table 9.9). However, 8 new agencies were funded late in the financial year and did not report any client data.

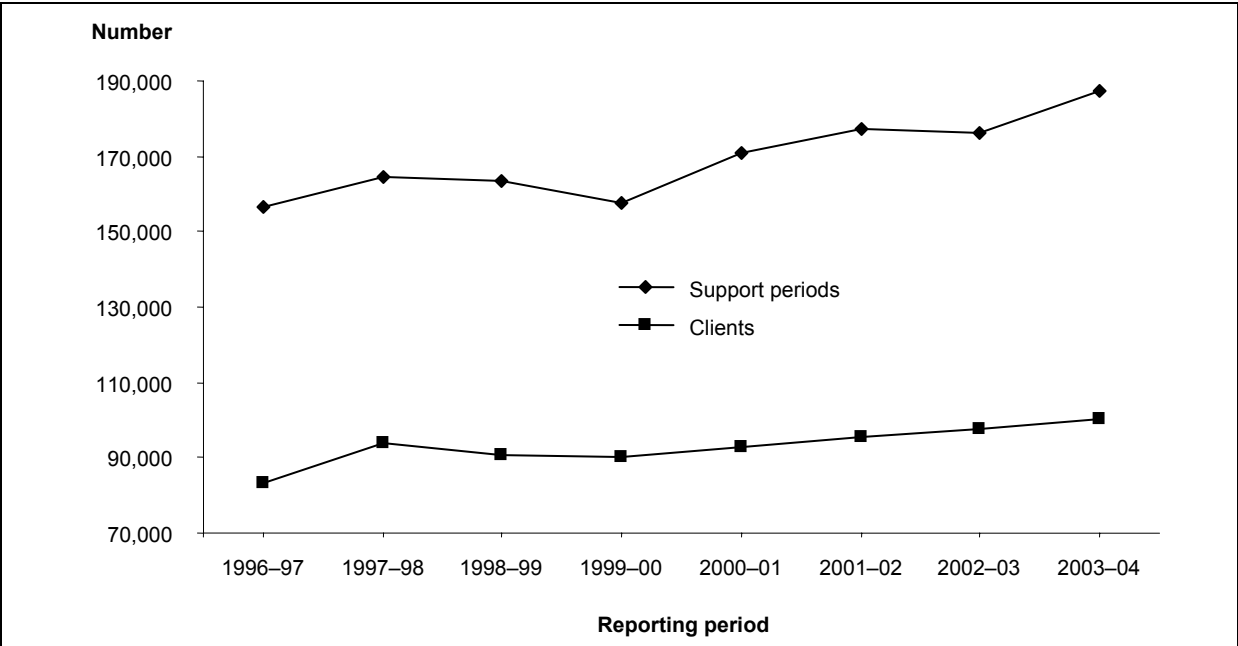
## Numbers of support periods and clients

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 quite 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. These variations highlight the effect on the 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 8 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 8 years was recorded in 2003-04, with 100,200 clients provided with SAAP services.



Source: Table 9.2.

**Figure 9.1: Number of SAAP support periods and clients, by reporting period, Australia, 1996-97 to 2003-04**

The pattern of support over the 8 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 was the only jurisdiction to show 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 and the number of support periods, was the same in 2002-03 as it was in 2001-02 (47,900); the number increased to 48,600 in 2003-04.

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 1998. This agency submitted around 16,000 forms, all of same-day duration, and had a relatively high level of repeat usage by clients.

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 and then to 28,400 in 2003–04. 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. Other factors which may have caused a decrease in the number of support periods are not clear, as the number of agencies that returned data in Queensland remained relatively steady between 2002–03 and 2003–04 and there was an increase in the agency participation rate.

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. However, 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 decrease in the number of support periods in Western Australia has meant that in 2003–04, South Australia had more support periods than Western Australia, reporting 14,700 support periods. South Australia also reported more support periods than Western Australia in 1997–98.

In general terms, in 2003–04 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. Conversely, although the number of support periods in Tasmania remained constant for the last two reporting periods, the number of clients increased from 4,300 in 2002–03 to 4,500 in 2003–04. In all other jurisdictions, increases or decreases in client numbers in 2003–04 from the previous year followed the same pattern as support periods in each jurisdiction.

Analysing the patterns of support periods and clients in the states and territories across previous years shows that between 1999–00 and 2000–01, although the number of support periods changed in Tasmania and the Northern Territory, the number of clients in these jurisdictions remained static. 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%. Although New South Wales accounted for the greatest number of support periods in all reporting periods except for 2002–03 and 2003–04, since 1998–99 Victoria has reported the greatest

number of clients. Likewise, Western Australia reported more support periods in 2002–03, but South Australia reported more clients.

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 13,600 in 1996–97 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 nightly average number of support periods with accommodation 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 1 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.

### **Numbers of accompanying child support periods and accompanying children**

Prior to 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.

The data items that enable the number of accompanying children to be estimated were not collected on the high-volume form. 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 (see Appendix 2 for a copy of these forms). The high-volume form was phased out in 2004–05 and data from that series should be released in December 2005.

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 (Table 9.3). Although not directly comparable, because estimates of the number of accompanying children exclude

high-volume records, 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.

Responses to the accompanying children section of the general client form and the accompanying children questions on the high-volume client form have generally improved since 2001–02, but they are still not completed on all forms where the presenting unit indicated that the client presented with an accompanying child(ren). In 2003–04, it is estimated that roughly 9,600 forms where the presenting unit indicated that one or more children should have been recorded reported no data about the child(ren) (AIHW unpublished data). This compares with around 4,100 forms that indicated that data about one or more children should have been recorded in 2002–03.

On a state and territory level, Victoria reported the highest number of accompanying child support periods across all 3 years, increasing from 23,900 in 2001–02 to 25,700 in 2002–03 and remaining steady in 2003–04 (Table 9.3). The number of accompanying child support periods reported in 2003–04 also remained steady in New South Wales at 12,900 for both 2002–03 and 2003–04, after falling from 13,500 in 2001–02. However, the numbers in Queensland, Western Australia, South Australia, and Tasmania all decreased in 2003–04 compared with 2002–03. The pattern in the Northern Territory was the reverse, with the number of accompanying child support periods falling from 2,500 in 2001–02 to 2,200 in 2002–03 before rising to 2,600 in 2003–04. The Australian Capital Territory reported 1,000 accompanying child support periods in 2001–02 and 2002–03 and 1,100 in 2003–04. The variations between the states and territories are most likely to reflect differences in the service structures and demographic profile of the various jurisdictions.

Victoria also reported the highest number of accompanying children across the 3 years, increasing from 18,300 in 2001–02 to 19,900 in 2003–04 before falling slightly to 19,700 in 2003–04. Tasmania was the only jurisdiction to show an increase across all 3 years; however, increases from 2002–03 to 2003–04 were also reported in New South Wales and the Northern Territory. The Northern Territory and the Australian Capital Territory remained constant for the first 2 years before the number of accompanying children rose in the Northern Territory and fell in the Australian Capital Territory in 2003–04. All other states reported increases from 2001–02 to 2002–02 and then a decrease in 2003–04, with Queensland and South Australia reporting the largest decrease in the number of accompanying children. Note that, in 2003–04, South Australia reported a significantly higher proportion of high-volume forms where there was an accompanying child recorded than the other states and territories (AIHW unpublished data).

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. 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.

### **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 1.8 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.

However, on a state and territory basis, the average number of support periods per client fluctuated more. In particular, the number of support periods per client for Queensland agencies increased dramatically from 1.6 in 1999–00 to 2.2 in 2000–01, and increased again in the following year to 2.3 support periods per client. Again, this was due to the new participation of a very high volume agency in that state in 2000–01. The change in reporting practice by this agency part-way through 2002–03 contributed to the decrease in the number of support periods per client in Queensland that year (2.0) and again in 2003–04 (1.6) where the agency reported a full year with changed reporting practices. 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. Clients in New South Wales also had relatively high rates of repeat use, with the number of support periods in the range of 1.8 to 2.0 support periods per client over the past 5 years. The average number of support periods per client in the Australian Capital Territory remained steady at 1.4 for the first 4 years reported. However, there was an increase to 1.8 support periods per client in 2003–04.

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 the proportion of clients with only 1 support period dropped back to 72% due mainly to the previously mentioned large agency in Victoria which had a relatively high number of support periods per client (see Table 9.7 in the Victorian supplement to this report). 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%. The proportion of clients with 2 or 5 support periods varied slightly across the 8 reporting years.

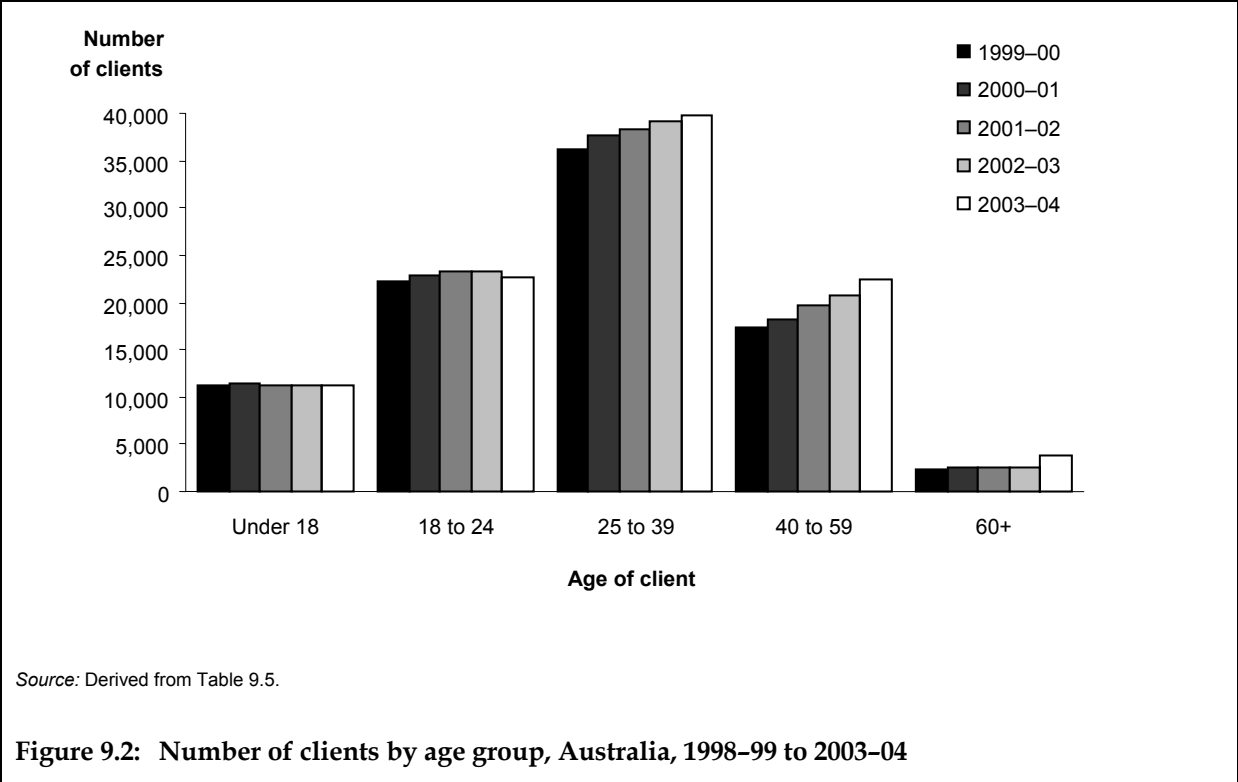
Nationally, the rate of SAAP use was highest in 2003–04, when 58 people out of every 10,000 aged 10 years and over became SAAP clients (Table 9.4). The lowest rate during the 5 years presented was in 1999–00, when 55 people per 10,000 aged 10 years and over used SAAP services at some time during the year. These data do not necessarily indicate that homelessness is increasing, but that SAAP is providing support to a greater proportion of Australians.

SAAP use varied between the states and territories (Table 9.4). Even allowing for its relatively young age profile, the Northern Territory had the highest rate throughout the 5-year period, ranging between 166 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. In actual (unadjusted) terms in any year, between 190 and 195 people became SAAP clients for every 10,000 people aged 10 years and over in the Northern Territory. Tasmania, Victoria and South Australia also had above-average rates, ranging between 61 and 116 clients per 10,000 people aged 10 years and over (age-adjusted). Interestingly, 2003–04 was the first year that the Australian Capital Territory reported a lower than average rate of SAAP use, with the rate decreasing each year from 74 clients per 10,000 population in 1999–00 to 54 clients per 10,000 population in 2003–04 (age-adjusted).

## **Age profile**

Between 1999–00 and 2003–04, nationally there has been little change in either the average or median age of clients (Table 9.5). The average age of clients was between 31 and 32 years,

and the median age ranged from 29 to 31 years, indicating a slight increase in the age of SAAP clients. There have also been some minor changes in the proportion of clients in the various age groups. In particular, the proportion of clients aged under 20 years dropped from 21% in 1999-00 to 19% in 2003-04, whereas over the same period the proportion of clients aged between 30 and 49 rose from 39% to 43%. In absolute terms, as illustrated in Figure 9.2, the number of clients aged under 18 has been dropping since 1999-00, whereas numbers in the age brackets between 25 and 59 years have been increasing since 1999-00.



### Case management

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, among general agencies (that is, not high-volume agencies) there was a decrease in the percentage of closed support periods in which support plans have been used. Over the first 4 years of the period in question the decrease was steady, from 61% in 1999-00 to 59% in 2002-03; however, in 2003-04 there was a sharp decrease to 51%. 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 dropped from 25% in 1999-00 to 22% in 2000-01. However, this proportion increased 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 81% in 1999-00.<sup>5</sup> The

<sup>5</sup> From Table 9.6 we calculate:  $51.2 / (100.0 - 19.4) \times 100 = 64\%$ .

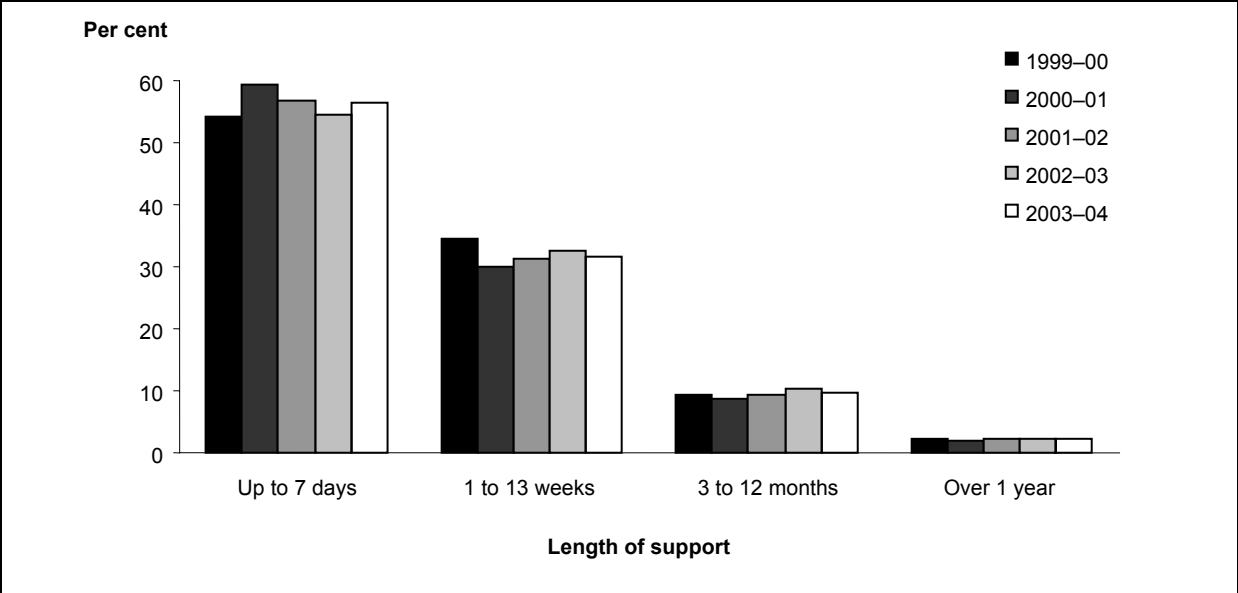
variation reported in 2003–04 is due mainly to the participation of a large agency with short periods of support, none of which had a support plan in place.

In 2003–04, all goals were achieved in 14% of cases, with some or most goals being achieved in a further 30% of support periods with a support plan. No goals were achieved in 3% of cases with a support plan for which there were data.

**Length of support**

As Figure 9.3 illustrates, 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 1999–00 and 2000–01 and 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 main contributor to the peak of 2000–01 was a rise in the proportion of support periods lasting just 1 day – up from 16% of closed support periods in 1999–00 to 22% in 2000–01 (Table 9.7). This is mainly a result of the large increase in the proportion of support periods lasting 1 day in Queensland – from 15% in 1999–00 to 46% in 2001–02 (see Table 9.6 in the Queensland supplement to this publication). This jump was caused mainly by a large high-volume agency reporting for the first time in 2000–01. 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.

As a consequence of the increase in the number of support periods that lasted less than 1 day, the median length of stay dropped from 5 days in 2002–03 to 4 days in 2003–04. It also influenced the mean length of support, which dropped from 46 days in 2002–03 to 44 days in 2003–04.



Source: Table 9.7.

**Figure 9.3: Length of support, Australia, 1999–00 to 2003–04 (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.

The agency participation rate remained fairly constant over the 8 reporting years, from 93% to 95%. The small decrease from 94% in 2002-03 to 93% in 2003-04 is partly the result of the participation rate in the Australian Capital Territory which dropped from 94% in 2002-03 to 72% in 2003-04. This was largely due to the inclusion of several agencies late in the financial year that were not set up in time to start submitting data. 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 88% in 2003-04.

## 9.1 Tables

**Table 9.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2003–04 dollars, by reporting period, Australia, 1996–97 to 2003–04**

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
<b>Current \$</b>				
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
<b>Constant 2003–04 \$</b>				
1996–97	269,276,000	245,712,000	1,570	2,950
1997–98	267,946,000	254,895,000	1,550	2,710
1998–99	281,672,000	269,958,000	1,650	2,980
1999–00	282,194,000	266,339,000	1,690	2,960
2000–01	306,047,000	286,478,000	1,680	3,080
2001–02	314,536,000	296,793,000	1,680	3,100
2002–03	328,346,000	313,827,000	1,780	3,220
2003–04	321,413,000	308,749,000	1,650	3,080

### 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' includes state-only recurrent allocations provided by Victoria, Queensland, Western Australia and Australian Capital Territory which are in addition to the SAAP agreement between each of those jurisdictions and the Australian Government (see 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, ABS 2004; FaCS unpublished data.

**Table 9.2: SAAP support periods and clients: state and territory by reporting period, Australia, 1996–97 to 2003–04 (number)**

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

Sources: SAAP Client Collection.

**Table 9.3: SAAP accompanying child support periods and accompanying children: state and territory by reporting period, Australia, 2001-02 to 2003-04 (number)**

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

*Notes*

1. Accompanying children figures exclude high-volume records because not all items were collected on the high-volume form.
2. 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.
3. 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).
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.

Sources: 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, 1999–00 to 2003–04**

	1999–00	2000–01	2001–02	2002–03	2003–04
<b>State/territory</b>	<b>Support periods per client</b>				
NSW	1.98	1.90	1.81	1.88	1.94
Vic	1.50	1.54	1.54	1.60	1.92
Qld	1.63	2.15	2.25	1.96	1.58
WA	1.54	1.57	1.63	1.61	1.63
SA	1.42	1.44	1.63	1.50	1.52
Tas	1.64	1.44	1.57	1.55	1.46
ACT	1.43	1.38	1.37	1.41	1.81
NT	1.54	1.69	1.56	1.44	1.50
<b>Australia</b>	<b>1.75</b>	<b>1.83</b>	<b>1.85</b>	<b>1.81</b>	<b>1.87</b>
<b>State/territory</b>	<b>Actual number of clients per 10,000 population aged 10+</b>				
NSW	46	46	46	44	43
Vic	70	68	69	71	81
Qld	53	59	59	59	54
WA	53	60	54	55	49
SA	58	58	67	70	72
Tas	87	87	91	103	109
ACT	80	78	69	63	59
NT	193	190	191	190	195
<b>Australia</b>	<b>55</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>58</b>
<b>State/territory</b>	<b>Age-standardised number of clients per 10,000 population aged 10+</b>				
NSW	47	46	47	44	43
Vic	70	68	69	71	81
Qld	52	58	58	58	54
WA	52	59	53	54	49
SA	61	61	70	74	75
Tas	90	91	97	110	116
ACT	74	72	63	58	54
NT	170	167	169	166	172
<b>Australia</b>	<b>55</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>58</b>

*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 2003 (final estimates) has been used as the reference population.
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 2004b.

**Table 9.5: SAAP clients: age of client by reporting period, Australia, 1999–00 to 2003–04 (per cent)**

Age of client	1999–00	2000–01	2001–02	2002–03	2003–04
Under 15 years	1.9	1.9	1.9	1.9	1.9
15–17 years	10.7	10.4	10.0	9.6	9.3
18–19 years	8.7	8.5	8.5	8.3	7.7
20–24 years	16.0	16.2	16.1	15.7	15.0
25–29 years	15.0	14.6	14.0	13.6	13.1
30–34 years	13.8	14.2	14.5	14.6	14.5
35–39 years	11.7	11.8	11.8	12.2	12.3
40–44 years	8.5	8.6	9.2	9.4	9.7
45–49 years	5.4	5.3	5.7	6.0	6.3
50–54 years	3.4	3.6	3.7	3.8	4.0
55–59 years	2.0	2.1	2.1	2.2	2.5
60–64 years	1.2	1.3	1.2	1.3	1.5
65 years and over	1.5	1.5	1.5	1.4	2.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>89,600</b>	<b>92,600</b>	<b>95,000</b>	<b>97,000</b>	<b>99,700</b>
<b>Mean age (years)</b>	<b>30.7</b>	<b>30.9</b>	<b>31.1</b>	<b>31.4</b>	<b>32.3</b>
<b>Median age (years)</b>	<b>29</b>	<b>29</b>	<b>29</b>	<b>30</b>	<b>31</b>
<i>Errors and omissions</i>	<i>447</i>	<i>381</i>	<i>569</i>	<i>598</i>	<i>562</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, 1999–00 to 2003–04 (per cent)**

Existence of support plan	1999–00	2000–01	2001–02	2002–03	2003–04
<i>Support plan</i>	<i>60.8</i>	<i>61.8</i>	<i>59.6</i>	<i>58.9</i>	<i>51.2</i>
All goals achieved	n.a.	10.5	13.9	15.1	13.8
Most or some goals achieved	n.a.	30.0	35.7	35.2	29.5
No goals achieved	n.a.	3.7	3.8	3.7	3.0
No information given	n.a.	17.5	6.2	4.9	5.0
<i>No support plan</i>	<i>14.7</i>	<i>16.3</i>	<i>16.9</i>	<i>16.3</i>	<i>29.4</i>
<i>Not appropriate</i>	<i>24.6</i>	<i>21.8</i>	<i>23.5</i>	<i>24.8</i>	<i>19.4</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>96,800</b>	<b>92,300</b>	<b>105,000</b>	<b>106,400</b>	<b>127,300</b>
<i>Errors and omissions</i>	<i>15,314</i>	<i>11,778</i>	<i>17,827</i>	<i>11,470</i>	<i>20,639</i>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. 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.
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, 1999–00 to 2003–04 (per cent)**

<b>Length of support</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>	<b>2002–03</b>	<b>2003–04</b>
Less than 1 day	16.7	17.6	16.5	16.2	26.4
1 day	15.7	21.9	21.8	19.9	13.8
2 days	6.0	5.7	5.1	5.2	4.6
3 days	5.2	4.6	4.2	4.1	3.4
4 days	3.2	2.9	2.7	2.8	2.4
5 days	2.6	2.2	2.2	2.2	1.9
6 days	2.3	2.1	2.1	1.9	1.8
7 days	2.4	2.2	2.2	2.2	2.1
>1–2 weeks	9.5	8.1	8.0	8.2	7.7
>2–4 weeks	9.2	7.9	8.2	8.3	8.1
>4–13 weeks	15.9	14.1	15.2	16.1	15.7
>13–26 weeks	5.9	5.5	5.9	6.5	6.2
>26–52 weeks	3.3	3.2	3.4	3.8	3.6
> 52 weeks	2.1	2.0	2.3	2.4	2.2
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>140,500</b>	<b>153,300</b>	<b>158,000</b>	<b>157,100</b>	<b>168,200</b>
<b>Mean length (days)</b>	<b>43</b>	<b>40</b>	<b>44</b>	<b>46</b>	<b>44</b>
<b>Median length (days)</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>
<i>Errors and omissions</i>	<i>212</i>	<i>1,442</i>	<i>1,348</i>	<i>256</i>	<i>75</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 2003–04 (per cent)**

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

*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 2003–04**

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

*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.