

Appendix 1: The Supported Accommodation Assistance Program

SAAP was established in 1985 to consolidate a number of Commonwealth, State and Territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence.

The current program (SAAP III), which is governed by the *Supported Accommodation Assistance Act 1994*, specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

Some 1,206 non-government, community or local government organisations were funded nationally under the program in 1999–00. Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

A1.1 The SAAP National Data Collection

The main source of data about the provision of services through the Supported Accommodation Assistance Program is the SAAP National Data Collection (NDC), which consists of a number of distinct components, each of which can be thought of as separate collections. Currently, four collections are run annually: the Client Collection; the Administrative Data Collection; the Unmet Demand Collection; and the Casual Client Collection. There is also provision in the National Data Collection for a limited number of special issues surveys, one of which provides the basis for this report.

A1.2 The Income Issues Collection

Currently, the income profile of clients presenting to SAAP agencies for assistance is unclear. This information is extremely important as, from it, informed policy decisions can be made and adequate services provided to people with little or no income.

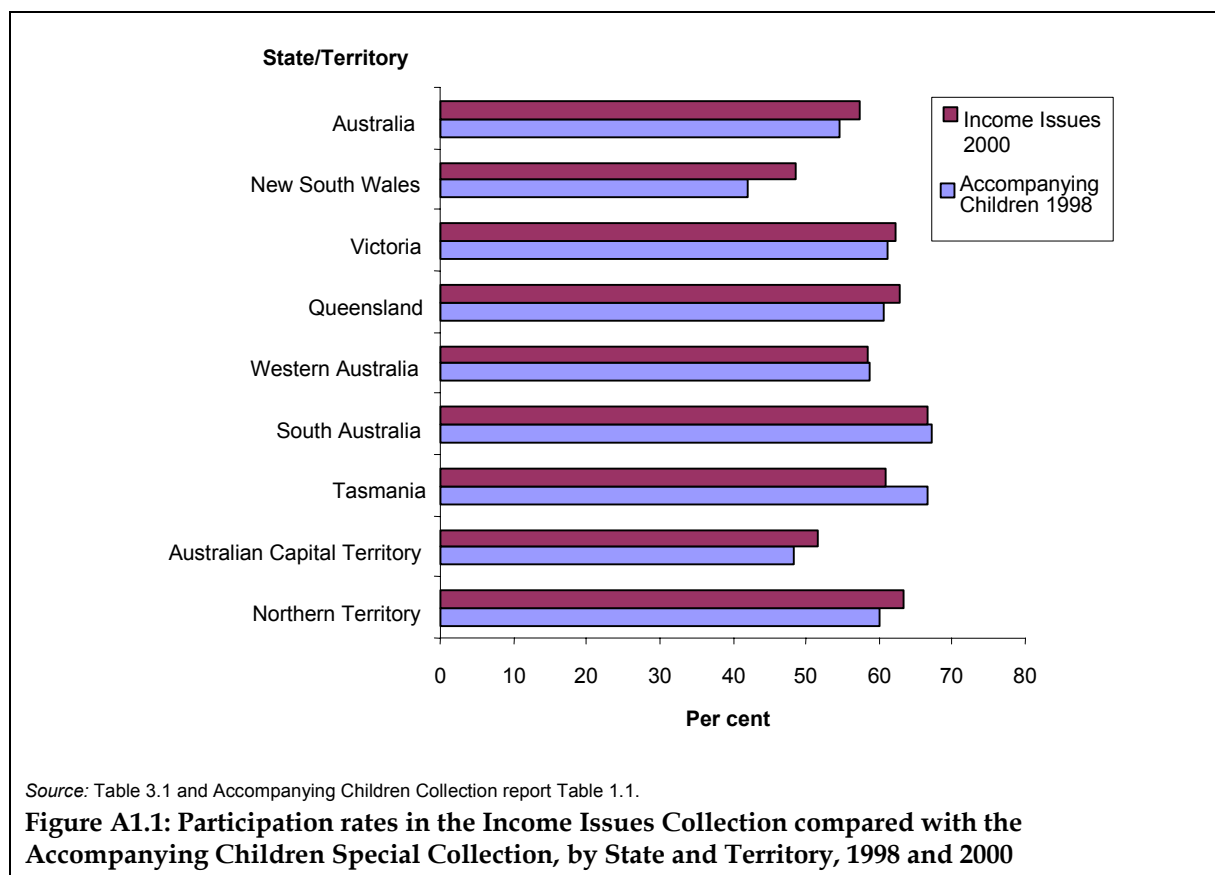
This report primarily presents analyses of the Income Issues Collection, supported by analyses of the Client Collection of 1999–00, and general information on agencies from the Administrative Data Collection 1999–00 (further details on these collections are available in the *SAAP National Data Collection Annual Report 1999–2000* (AIHW 2000b), of particular importance is the weighting system used in the ongoing Client Collection). The Income Issues Collection consists of information, about clients receiving SAAP support lasting more than one hour, collected from 5 May to 30 June 2000. Unlike the ongoing Client Collection, Income Issues data have not been adjusted for non-participation and non-consent. Specifically, it provides data on the income status of clients receiving support who fall in to one of the following categories of income source:

- no income;

- registered/awaiting benefit;
- Newstart Allowance;
- Youth Allowance;
- Abstudy
- Community Development Employment Project (CDEP);
- Parenting Payment (single and partnered);
- Family Allowance;
- Special Benefit;
- Disability Support Pension; or
- Parents/guardian.

Participation

To ensure that the data collected by the SAAP NDCA accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Nationally, 1,133 SAAP agencies were considered to be 'in scope' and were provided with data forms for the Income Issues Collection. 'In scope' agencies were those SAAP agencies that provided support, accommodation or assistance to new clients during the collection period. High-volume agencies were excluded from the collection due to the added burden of an extra collection on agencies that assist very large numbers of clients. Income Issues forms were only filled out during the collection period for new clients who were receiving one of the government payments outlined above and discussed in Section 1.3.



The overall participation rate for this collection nationally was 57% (Table 3.1). This compares favorably with other special collections the NDCA has conducted, including the Accompanying Children Collection of 1998, which experienced a 55% participation rate (Figure A1.1).

However, when compared with the 1999–00 Client Collection participation rate of 93%, the participation rate in the Income Issues Collection is low. This may be due to several factors:

- concern from some agencies regarding the appropriateness of the collection;
- additional impost the collection places on already stretched agency resources;
- perceived intrusiveness of some questions included in the collection;
- a belief that the collection allows for identification of clients, thus breaching confidentiality obligations of agencies.

There were particular concerns from several agencies regarding the sensitive nature of visa-associated questions applied to non-permanent residents. Also clients from culturally and linguistically diverse backgrounds may have previously experienced government as a threat and viewed the Income Issues Collection as intrusive and intimidating.

The greatest response in the Income Issues Collection came from agencies targeting women escaping domestic violence (26%, 2,530), young people (25%, 2,490) and cross, multiple or general target agencies (24%, 2,410) (Table 3.2). Comparatively few forms were received from agencies targeting families (8%, 770) and single women only (2%, 190), especially agencies in Tasmania, the Australian Capital Territory and the Northern Territory. Also, within SAAP relatively few agencies are funded to provide support to families and single women only, compared with other primary target groups, such as young people (AIHW 2000b:6). As such, representation of such agencies is continuously less than other agencies when making comparisons across Australia, States and Territories and primary target group. Therefore, when reviewing such analysis, it needs to be remembered that it is a reflection not only of the response rates to the collection but also of the funding structure of each State and Territory.

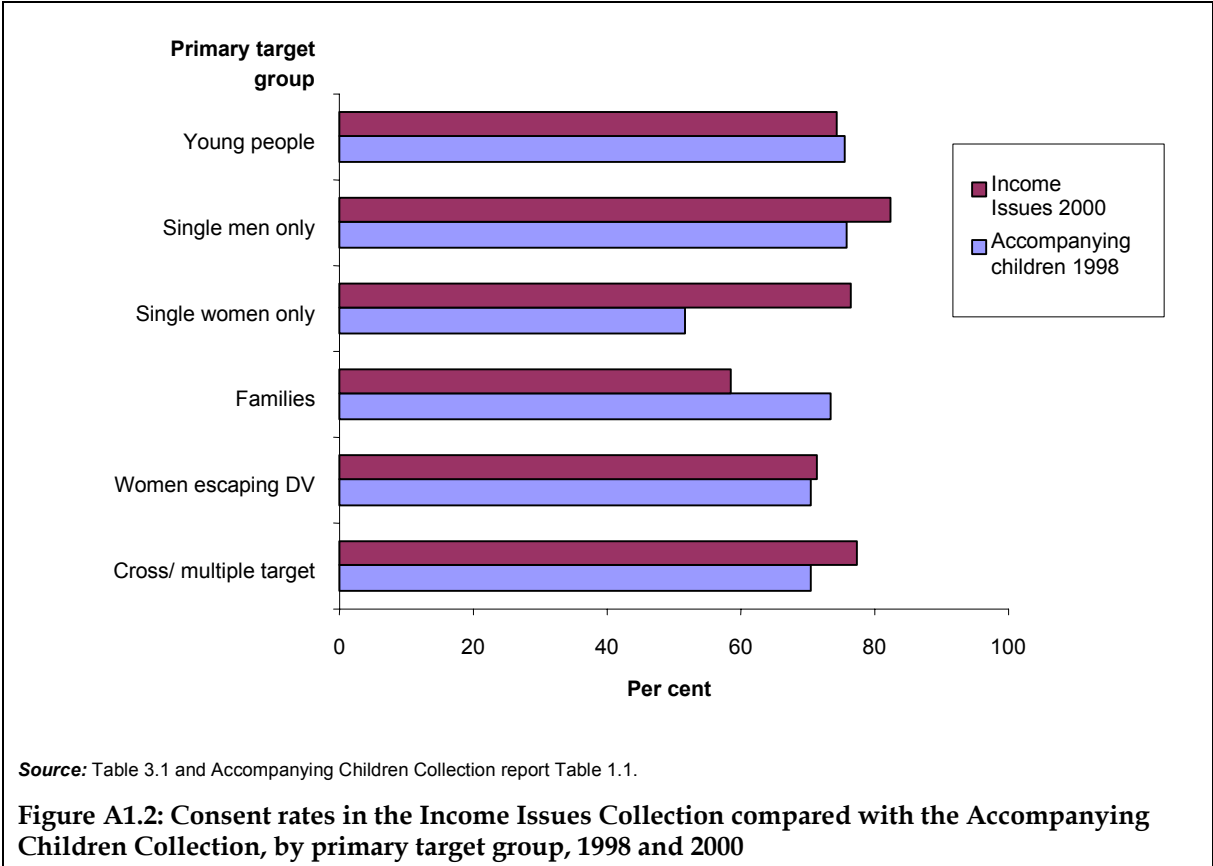
Consent

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

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

The national consent rate for the Income Issues Collection compares favourably (74%) with the national average in the 1999–00 Client Collection (79%) (AIHW 2000b:57), and improves

on the national consent rate for the Accompanying Children Collection (71%) (AIHW 2000a:8). Figure A1.2 provides a comparison of primary target group consent rates in the Income Issues Collection of 2000 and in the Accompanying Children Collection of 1998. Notable increases in the consent rate at agencies targeting single men only, single women only and agencies with general or multiple targets can be seen, while a large decrease in the consent rate of clients at agencies targeting families is evidenced.



A1.3 Interpretation of analyses

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. To assist the reader, a glossary of terms is included at the beginning of this report. In addition, readers are encouraged to consult Appendix 2, which contains important information about the measurement of concepts and the counting rules used in the analysis in this report. The National Data Collection Agency’s data interpretation manual (SAAP 1999), collectors manual (AIHW 2001c) and Income Issues Collection manual (AIHW 2000c) also contain important information that can aid in the use and interpretation of the data presented here. For specific examples of how to interpret some of the more complex data presented in the NDCA reports, please refer to Section A1.3 of the *SAAP National Data Collection Annual Report 2000–01 Australia* (AIHW 2001a).

Appendix 2: Counting rules used in the analysis

In the tables in this report, the following rules have been used when counting clients or support periods in particular groups:

Age of client

Client Collection 1999-00

The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's year of birth and is either age at the beginning of the support period or age on the first day of the reporting period (1 July), whichever is the later.

Income Issues Collection

As above, but calculated from the support start date during the Income Issues Collection period of 5 May to 30 June 2000.

Agency

Client Collection 1999-00

A SAAP agency is included in the analyses of Client Collection results if information about recurrent allocations was provided for 1999-00 and the agency operated for some part of the period 1 July 1999 to 30 June 2000. Agencies that were operational only in June 2000 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses.

The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies or the reclassification of service delivery models or target groups. These changes are determined by the State and Territory government funding departments.

Income Issues Collection

A SAAP agency is included in the analyses of the Income Issues Collection results if it fits the criteria as outlined above. The same administrative data provided by State and Territory government departments for 1999-00 were utilised in the Income Issues analyses.

Client

Client Collection 1999–00

Client forms from operational SAAP agencies are included in the analyses presented in this report if:

- the client's support period ended in the reporting period;
- the client's support period started on or before the end of the reporting period and was either ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period.

Tables detailing the characteristics of individual clients generally present data collected during the client's first support period.

Income Issues Collection

Client forms from operational SAAP agencies are included in the analyses presented in this report if:

- the client's support period began during the Income Issues Collection period.

Closed support period

Client Collection 1999–00

Support periods that had finished before the end of the reporting period – 30 June (see *Ongoing support period*).

Income Issues Collection

Not applicable.

Cultural and linguistic diversity

Client Collection 1999–00

The cultural and linguistic diversity classification (also referred to as cultural origin) has been used in this report in response to the limitations of the ethnicity classification used previously. The cultural and linguistic diversity grouping of a client is based on the responses to two questions: country of birth, and Aboriginal or Torres Strait Islander identification.

The four categories used in this report are derived as follows:

- Indigenous Australians—those who identify as an Aboriginal person or a Torres Strait Islander in the collection.
- Australian-born non-Indigenous people—those born in Australia who do not identify as an Aboriginal person or a Torres Strait Islander in the collection.

- People born overseas, English proficiency group 1 – those who do not identify as Indigenous Australians in the collection and who were born in English proficiency group 1 countries.
- People born overseas, English proficiency groups 2–4 – those who do not identify as Indigenous Australians and who were born in English proficiency groups 2–4.

Income Issues Collection

Not applicable.

English proficiency

Client Collection 1999–00

English proficiency relates to people born overseas. The English proficiency status of clients is determined by their country of birth. Four English proficiency groups based on country of birth (excluding Australia) have been specified by the Department of Immigration and Multicultural Affairs (DIMA 1999). These are combined into two groups for this report:

- English proficiency group 1 countries – Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America;
- English proficiency groups 2–4 countries – all other countries (excluding Australia).

Income Issues Collection

Not applicable.

Income source

Client Collection 1999–00

The SAAP Client Collection specifies 26 distinct categories for the primary income source of clients. In this report the categories are combined into ten groups:

- no income;
- no income, registered/awaiting benefit;
- Newstart Allowance
- Youth Allowance
- Austudy/Abstudy
- Community Development Employment Projects (CDEP)
- Parenting Payment (partnered and unpartnered)
- Disability Support Pension
- Wages/salary/own business
- Other income including Workcover or compensation, maintenance or child support, wages or salary or income

from a client's own business, spouse or partner's income, and any other income source not specified above.

Client Collection primary income source categories have been grouped slightly differently for longitudinal analysis in Chapter 7. The reasoning behind this is related to the large changes in government income support programs and program targeting during the 5 years of data thus far collected and published by the SAAP NDCA. Some primary income source categories collected from 1996 to 1998 no longer exist or have been subsumed within new government payment categories, according to FaCS and Centrelink documentation. As such, the aim has been to group older government payments as closely with the current payment types in terms of program target groups in order to facilitate analysis of fluctuations in support to clients on the various primary income source categories from 1996 through to 2001. The differences in primary income source category groupings are as follows:

- Newstart Allowance has been referred to as Newstart (21 years & over) in all longitudinal tables. This is because the current Newstart program targets only those aged 21 years and over, while prior to 1998 the program also catered to people younger than 21 years;
- Young people (under 21 years) refers to income support payments that target young people of that age group receiving unemployment, training or student benefits. This includes (in chronological order): Job Search Allowance, Newstart Allowance (under 21 years), Youth Training Allowance, and the current program Youth Allowance.
- The Sole Parent Pension and former Parenting Payment programs were merged in 1998 to create the current Parenting Payment (partnered and unpartnered). Throughout the report these payments are referred to as Parenting Payment.

Income Issues Collection

The Income Issues Collection targeted only specific primary income source groups that had been identified as potentially being affected most severely by income related problems. The categories were as follows:

- No income;
- No income, registered/awaiting benefit;
- Newstart Allowance;
- Youth Allowance;
- Abstudy;

- Community Development Employment Project (CDEP);
- Family Allowance;
- Special Benefit;
- Parenting Payment (partnered/unpartnered);
- Disability Support Pension;
- Parents/guardian.

Due to the small number of support periods reporting certain primary income source categories (such as CDEP), primary income sources have been grouped in some Income Issues tables throughout the report.

Missing values

Client Collection 1999-00

Records or forms that are not available for analysis are indicated in table notes. The number of such records for each table is calculated in the following order of precedence:

- records not available because client data were collected on high-volume forms;
- records not available because of errors;
- records not available because of omissions.

In tables involving sub-populations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the sub-population in the analysis. Such records are not included in the missing count for these tables.

Income Issues Collection

As above.

Ongoing support period

Client Collection 1999-00

A support period is considered ongoing at the end of the reporting period if each of the following conditions is true:

- no support end date is provided;
- no after-support information is provided;
- the corresponding client form was received in the month following the end of the reporting period.

Ongoing support periods are not included in tables relating to duration of support or duration of accommodation.

Income Issues Collection

As above.

Percentages

Client Collection 1999–00

Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.

Income Issues Collection

As above.

Region

Client Collection 1999–00

The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but they are combined here into groups:

- Capital city—State and Territory capital city statistical divisions;
- Other metropolitan centre—one or more statistical subdivisions that have an urban centre with a population of 100,000 or more;
- Large rural centre—areas in which most people reside in urban centres with a population of 25,000 or more;
- Other rural area—rural areas containing urban centres with populations of between 10,000 and 24,999, and other rural areas;
- Remote area—remote urban centres with a population of 5,000 or more, and other remote areas.

The classification is based on 1991 populations and statistical local areas—the most recent available at the time of writing. Further details of the classification are provided in *Rural, Remote and Metropolitan Areas Classification 1991 Census Edition* (Department of Human Services and Health and Department of Primary Industries and Energy 1994).

Income Issues Collection

As above.

Target group

Client Collection 1999–00

The SAAP Administrative Data Collection specifies six distinct target groups for SAAP agencies:

- agencies targeted at young people—those that predominantly provide support for young people who are independent, above the school-leaving age for the

State or Territory concerned, and present to agencies unaccompanied by a parent or guardian;

- agencies targeted at single men only—those that predominantly provide support for males who present without a partner or children;
- agencies targeted at single women only—those that predominantly provide support for females who present without a partner or children;
- agencies targeted at families—those that predominantly provide support to people who present as a family (defined as a group of two or more persons who usually live in the same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);
- agencies targeted at women and women with children escaping domestic violence—those that predominantly provide support for women and women accompanied by their children, who are homeless or at risk of becoming homeless as a result of violence and/or abuse;
- cross-target, multiple target and general target agencies—those that target more than one client group.

Agencies may also have a secondary target group: for example, people who are of Aboriginal or Torres Strait Island descent, people from non-English speaking backgrounds or people with some other special characteristic.

Income Issues Collection

As above.

Appendix 3: SAAP NDCA Client Collection forms



INCOME ISSUES FORM

5 MAY – 30 JUNE 2000



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD	D	D	M	M
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Not finalised	<input type="text"/>			
CONSENT OBTAINED	Yes	<input type="text"/>	1	No
		<input type="text"/>	2	
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
Year of birth of the client	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

• It may not be necessary to fill out this form:
If any one of the categories in Question 2 apply, PLEASE fill out this questionnaire.

- This collection will not be used to identify individual clients.
- The purpose of the collection is to provide information to policy makers and the community about the adequacy of services to people with no income or low income.

1. What is the MAIN reason for the client seeking assistance?

tick one box only

- financial difficulty 1
- no support network 2
- relationship/family breakdown 3
- breakdown of sponsorship arrangements 4
- sexual/physical/emotional abuse 5
- domestic violence 6
- housing/accommodation problems 7
- substance abuse 8
- mental health issues 9
- other (please specify) _____ 10

2. MAIN income source of the client before and during support (NOT child support/maintenance)

please tick one box only in each column

Before During

- no income 1 go to Q.6
- registered/awaiting benefit 2 go to Q.6
- Government Payments**
- newstart allowance 3 go to Q.3
- youth allowance - independent at home 4 go to Q.3
- youth allowance - independent not at home 5 go to Q.3
- youth allowance - dependent at home 6 go to Q.3
- youth allowance - dependent not at home 7 go to Q.3
- community development employment project 8 go to Q.3
- family allowance 9 go to Q.3
- special benefit 10 go to Q.3
- parenting payment - partnered/unpartnered 11 go to Q.3
- disability support pension 12 go to Q.3
- Support provided by family**
- parents/guardian 13 go to Q.5

3. If the client is getting one of the government payments mentioned in question 2 what type of payment is it?

- full allowance 1 go to Q.5
- part allowance 2 go to Q.4

4. Why is the client getting only a part allowance?

- parental means test 1
- repayment of loan 2
- Centrelink debts 3
- breach of Centrelink requirements 4
- spousal income 5
- other (please specify) _____ 6

5. What is the amount of the usual fortnightly government payment, or financial 'support provided by family', to the client? (see manual)

\$ _____

please go to Q.10

6. If the client has no income what are the reasons?

tick as many circles as apply

- not eligible 1 go to Q.7
- have not yet applied for benefit 2 go to Q.8
- breach of Centrelink requirements 3 go to Q.8
- application for benefit rejected 4 go to Q.8
- awaiting benefit 5 go to Q.8
- appeal lodged (awaiting decision) 6 go to Q.8
- overpayment debt 7 go to Q.8
- other (please specify) _____ 8 go to Q.8

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

7. What is the reason the client is not eligible to receive a payment?

tick one box only

- means test 1
- recently arrived in Australia 2
- tourist Visa 3
- age 4
- permanent resident within two year waiting period 5
- residency status not yet confirmed 6
- other (please specify) _____ 7

8. If the client has NO income, how long is it since the client received an income/payment in Australia?

- _____ years and/or
- _____ months and/or
- _____ weeks and/or
- _____ days OR
- never 99

9. What was the MAIN source of the income/payment referred to in Question 8? (i.e. last income payment received in Australia)

- wages/salary/own business 1
- spouse/partner's income 2
- workcover/compensation 3
- government payment 4
- other (please specify) _____ 5

10. Country of birth of client?

- Australia 1
- other (please specify) _____ 2

11. Is the client an Australian citizen or permanent resident?

- yes 1 go to Q.17
- no 2 go to Q.12

12. Does the client have an Australian VISA, (including a bridging/protection/tourist visa – see manual)?

- yes 1 go to Q.13
- no 2 go to Q.14

13. If the client is not an Australian citizen what is the client's VISA type number? (NOT passport number)

(This information is a category of VISA only and does NOT identify the client – see manual)

14. How long has the client been living in Australia?

- _____ years and/or
- _____ months

15. Is the client seeking a bridging or protection VISA?

- yes 1 go to Q.16
- no 2 go to Q.17

16. If YES to question 15, what stage is the client up to?

- not yet applied 1
- primary application to Department of Immigration 2
- secondary application to Refugee Review Tribunal 3
- secondary application to Migration Review Tribunal 4
- secondary application to Administrative Appeals Tribunal 5
- post tribunal appeals (Federal Court/Ministerial) 6
- other (please specify) _____ 7

17. What support has your agency provided to the client?

tick as many circles as apply	Provided	Referred
housing/accommodation	<input type="radio"/> 1	<input type="radio"/>
financial	<input type="radio"/> 2	<input type="radio"/>
employment/training	<input type="radio"/> 3	<input type="radio"/>
general support and advocacy	<input type="radio"/> 4	<input type="radio"/>
counselling	<input type="radio"/> 5	<input type="radio"/>
medical/health/ other specialist services	<input type="radio"/> 6	<input type="radio"/>
meals	<input type="radio"/> 7	<input type="radio"/>
clothing	<input type="radio"/> 8	<input type="radio"/>
brokerage	<input type="radio"/> 9	<input type="radio"/>
transport	<input type="radio"/> 10	<input type="radio"/>
other (please specify) _____	<input type="radio"/> 11	<input type="radio"/>

18. What is your agency's usual fee?

- none 0 OR
- \$ _____ daily/nightly OR
- \$ _____ weekly OR
- \$ _____ fortnightly

19. What usual contribution did the client make to your agency? (i.e. what fee does the client pay)

- none 0 OR
- \$ _____ daily/nightly OR
- \$ _____ weekly OR
- \$ _____ fortnightly

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20. *What do you estimate the total period of support to the client will be?*

_____ days OR
_____ weeks OR
_____ months OR
uncertain 99

21. *Does the client receiving assistance have accompanying children?*

yes 1
no 2

22. *If the client has accompanying children, how many are there?*

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CLIENT FORM

JULY 1999 - JUNE 2000



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD	D D	M M	Y Y Y Y	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ONGOING AS AT				
31 December 1999	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	<i>If client is ongoing, take a photocopy of the form and tick the appropriate box on the photocopy</i>	
30 June 2000	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2		
CONSENT OBTAINED	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2		
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE

1 SOURCE OF REFERRAL/INFORMATION

please tick one box only

- self 13
- family 14
- friends 15
- school/other educational institution 2
- community services department 3
- police/legal unit 4
- prison/correction institution 5
- hospital/health/medical services 6
- psychiatric unit 7
- telephone/crisis referral agency 8
- SAAP agency/worker 9
- other government department 10
- other non-government organisation 11
- no information 0

4 NUMBER OF ACCOMPANYING CHILDREN IN EACH AGE GROUP

- 0-4 years
 - 5-12 years
 - 13-15 years
 - 16-17 years
 - 18 years and over
- (complete a separate client form for each child aged 18 years and over)*

5 GENDER OF CLIENT

- female 1
- male 2

6 YEAR OF BIRTH OF CLIENT

7 COUNTRY OF BIRTH OF CLIENT

- Australia 1
- other 2

8 DOES THE CLIENT IDENTIFY AS BEING OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?

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

9 CULTURAL IDENTITY OF CLIENT

- Anglo-Australian 1
- other 2

2 PERSON(S) RECEIVING ASSISTANCE

please tick one box only

- person alone or with unrelated person(s) 1 go to **5**
- couple without child(ren) 2 go to **5**
- person with child(ren) 3 go to **4**
- couple with child(ren) 4 go to **3**
- other 5 go to **3**

3 IF THE PERSONS RECEIVING ASSISTANCE INCLUDES TWO OR MORE ADULTS WITH CHILDREN, ARE THE CHILDREN RECORDED ON THIS FORM?

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

please tick one box only

- yes 1 go to **4**
- no 2 go to **5**
- not applicable 3 go to **5**



Completed forms will be kept strictly confidential

10 LABOUR FORCE STATUS BEFORE AND AFTER SUPPORT PERIOD

please tick one box only in each column BEFORE AFTER

employed full time 1

employed part time 2

employed casual 3

unemployed (looking for work) 4

not in labour force (see manual) 5

no information 0

11 PRIMARY INCOME SOURCE BEFORE AND AFTER SUPPORT PERIOD

please tick one box only in each column BEFORE AFTER

NO INCOME

no income 1

registered/awaiting benefit 2

GOVERNMENT PAYMENTS

newstart allowance 4

youth allowance-independent at home 24

youth allowance-independent not at home 25

youth allowance-dependent at home 26

youth allowance-dependent not at home 27

austudy for students 25 years of age and over 28

community development employment program 8

austudy/abstudy (standard rate) 9

austudy/abstudy (independent rate) 10

austudy/abstudy (homeless rate) 11

disability support pension 12

age pension 13

parenting payment (sole parent pension) 14

special benefit 15

sickness allowance 16

partner allowance 17

DVA support pension 29

DVA disability pension 30

any other benefit or pension 18

OTHER INCOME

workcover/compensation 19

maintenance/child support 20

wages/salary/own business 21

spouse/partner's income 22

other _____ 23

no information 0

12 WHAT SUPPLEMENTARY GOVERNMENT PAYMENTS DOES THE CLIENT RECEIVE ?

please tick as many circles as apply BEFORE AFTER

no payments 1

family payment 2

DSS rent assistance (Commonwealth) 3

mortgage/rent relief (State/Territory) 4

proposed Crisis Payment (Commonwealth) 6

other _____ 5

no information 0

13 STUDENT STATUS BEFORE AND AFTER SUPPORT PERIOD

please tick one box only in each column BEFORE AFTER

not a student 1

primary/secondary school student 2

post-secondary student/employment training 3

no information 0

14 REASON(S) FOR SEEKING ASSISTANCE

	ALL REASONS	MAIN REASON ONLY
<i>please tick as many circles as apply & tick one box only</i>		
usual accommodation unavailable	<input type="radio"/> 19	<input type="checkbox"/>
time out from family/other situation	<input type="radio"/> 2	<input type="checkbox"/>
relationship/family breakdown	<input type="radio"/> 3	<input type="checkbox"/>
interpersonal conflicts	<input type="radio"/> 4	<input type="checkbox"/>
physical/emotional abuse	<input type="radio"/> 5	<input type="checkbox"/>
domestic violence	<input type="radio"/> 6	<input type="checkbox"/>
sexual abuse	<input type="radio"/> 7	<input type="checkbox"/>
financial difficulty	<input type="radio"/> 8	<input type="checkbox"/>
eviction/previous accommodation ended/asked to leave	<input type="radio"/> 9	<input type="checkbox"/>
drug/alcohol/substance abuse	<input type="radio"/> 10	<input type="checkbox"/>
emergency accommodation ended	<input type="radio"/> 11	<input type="checkbox"/>
recently left institution	<input type="radio"/> 12	<input type="checkbox"/>
psychiatric illness	<input type="radio"/> 13	<input type="checkbox"/>
recent arrival to area with no means of support	<input type="radio"/> 14	<input type="checkbox"/>
itinerant (moving from place to place)	<input type="radio"/> 15	<input type="checkbox"/>
other _____	<input type="radio"/> 17	<input type="checkbox"/>
other _____	<input type="radio"/> 18	<input type="checkbox"/>
no information	<input type="radio"/> 0	<input type="checkbox"/>

15 CURRENT PERIOD OF UNSAFE, INSECURE OR INADEQUATE HOUSING

in days OR months
 OR weeks OR years
 not applicable (at imminent risk) 999
 no information 998

18 TYPE OF HOUSING/ACCOMMODATION IMMEDIATELY BEFORE AND AFTER SUPPORT PERIOD*please tick one box only in each column* BEFORE AFTER

SAAP/CAP FUNDED ACCOMMODATION

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

NON-SAAP HOUSING/ACCOMMODATION

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

INSTITUTIONAL SETTING

hospital/psychiatric institution 18
 prison/youth training centre 19
 other government residential arrangement 20
 detoxification unit/rehabilitation centre 21
 other institutional setting 22
 no information 0

19 WAS THE CLIENT INVOLVED IN ANY LEGAL PROCESSES BEFORE AND AFTER SUPPORT PERIOD ?*please tick as many circles as apply* BEFORE AFTER

no 1
 protection or guardianship order (including wardship or equivalent) 2
 intervention/protection or restraining order (as a result of violence perpetrated against the client) 3
 other legal processes 4
 no information 0

16 LOCATION BEFORE CURRENT PERIOD OF UNSAFE, INSECURE OR INADEQUATE HOUSING

postcode
 OR
 state AND
 suburb/town
 overseas 9998
 not asked/no information 0

17 LIVING SITUATION IMMEDIATELY BEFORE AND AFTER SUPPORT PERIOD*please tick one box only in each column* BEFORE AFTER

with both parents 1
 with one parent and parent's spouse/partner 2
 with one parent 3
 with a foster family 4
 with relative(s)—temporary 5
 with relative(s)—long term 6
 with spouse/partner 7
 with spouse/partner and child(ren) 8
 alone with child(ren) 9
 alone 10
 with friend(s)—temporary 11
 with friend(s)—long term 12
 living with other unrelated persons 13
 other 14
 no information 0

20 HAS A CASE MANAGEMENT/SUPPORT PLAN BEEN AGREED TO DURING THE SUPPORT PERIOD?

yes 1
 no 2
 not appropriate 3

21 SUPPORT TO THE CLIENT

<i>please tick as many circles as apply</i>	NEEDED	PROVIDED	REFERRAL ARRANGED
SAAP/CAP accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
assistance to obtain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2
assistance to obtain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3
assistance to obtain benefit/pension/other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
financial counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
incest/sexual assault counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8
domestic violence counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10
emotional support/other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 34
drug/alcohol support or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 24
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 27
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 28
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 30
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 31

22 TYPES AND DATES OF SAAP/CAP SUPPORTED ACCOMMODATION PROVIDED TO THE CLIENT

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

23 ASSISTANCE TO ACCOMPANYING CHILD(REN)

(please leave blank unless children aged 0-17 years are recorded in question 4)

<i>please tick as many circles as apply</i>	NEEDED	PROVIDED	REFERRAL ARRANGED
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
sexual/physical abuse counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
counselling/support to child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8



CLIENT FORM

HIGH VOLUME AGENCIES

JULY 1999 - JUNE 2000



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
SUPPORT PERIOD	D	D	M	M	Y	Y	Y	Y
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
ONGOING AS AT								
31 December 1999	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2	<i>If client is ongoing, take a photocopy of the form and tick the appropriate box on the photocopy</i>	
30 June 2000	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2		
CONSENT OBTAINED	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2		
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE				

1 PERSON(S) REQUESTING ASSISTANCE

please tick one box only

- person alone or with unrelated person(s) 1 go to **4**
- couple without child(ren) 2 go to **4**
- person with child(ren) 3 go to **3**
- couple with child(ren) 4 go to **2**
- other _____ 5 go to **2**

2 IF THE PERSONS RECEIVING ASSISTANCE INCLUDES TWO OR MORE ADULTS WITH CHILDREN, ARE THE CHILDREN RECORDED ON THIS FORM?

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

please tick one box only

- yes 1 go to **3**
- no 2 go to **4**
- not applicable 3 go to **4**

3 NUMBER OF ACCOMPANYING CHILDREN IN EACH AGE GROUP

- 0-4 years
- 5-12 years
- 13-15 years
- 16-17 years
- 18 years and over

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

4 GENDER OF CLIENT

- female 1
- male 2

5 YEAR OF BIRTH OF CLIENT

6 PRIMARY INCOME SOURCE AT COMMENCEMENT

please tick one box only

- NO INCOME
- no income 1
- registered/awaiting benefit 2
- GOVERNMENT PAYMENTS
- newstart allowance 4
- youth allowance-independent at home 24
- youth allowance-independent not at home 25
- youth allowance-dependent at home 26
- youth allowance-dependent not at home 27
- austudy for students 25 years of age and over 28
- community development employment program 8
- austudy/abstudy (standard rate) 9
- austudy/abstudy (independent rate) 10
- austudy/abstudy (homeless rate) 11
- disability support pension 12
- age pension 13
- parenting payment (sole parent pension) 14
- special benefit 15
- sickness allowance 16
- partner allowance 17
- any other benefit or pension 18
- OTHER INCOME
- workcover/compensation 19
- maintenance/child support 20
- wages/salary/own business 21
- spouse/partner's income 22
- other _____ 23
- no information 0



Completed forms will be kept strictly confidential

7 COUNTRY OF BIRTH OF CLIENT

- Australia 1
 other _____ 2

8 DOES THE CLIENT IDENTIFY AS BEING OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?

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

9 TYPE OF HOUSING/ACCOMMODATION AT COMMENCEMENT

please tick one box only

SAAP/CAP FUNDED ACCOMMODATION

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

NON-SAAP HOUSING/ACCOMMODATION

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

INSTITUTIONAL SETTING

- hospital/psychiatric institution 18
 prison/youth training centre 19
 other government residential arrangement 20
 detoxification unit/rehabilitation centre 21
 other institutional setting 22
 no information 0

10 SUPPORT TO THE CLIENT

please tick as many circles as apply

	NEEDED	PROVIDED	REFERRAL ARRANGED
SAAP/CAP accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
assistance to obtain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2
assistance to obtain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3
assistance to obtain benefit/pension/other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
financial counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
incest/sexual assault counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8
domestic violence counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10
emotional support/other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 34
drug/alcohol support or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 24
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 27
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 28
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 30
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 31

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