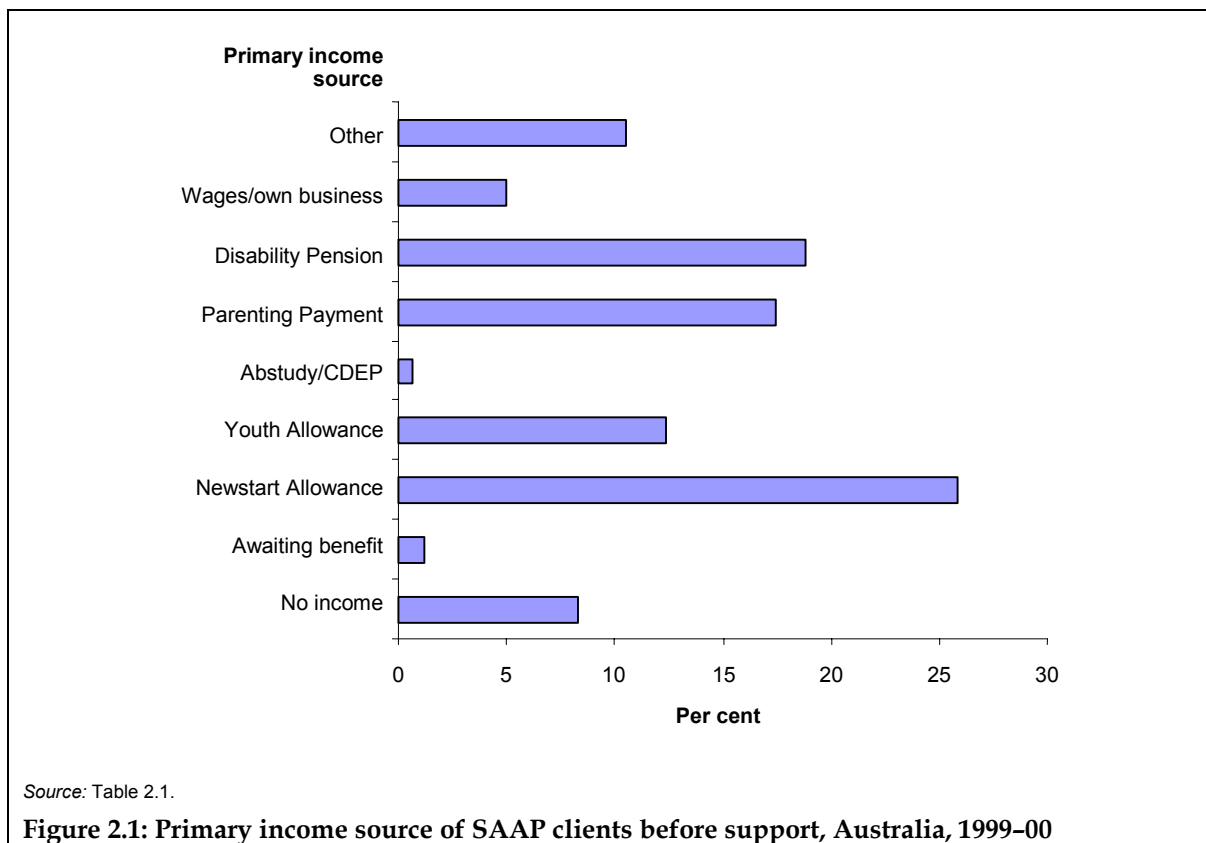


## 2 Client Collection data: income status of SAAP clients

Data on the primary income source of SAAP clients have been selected and presented in this chapter from the Client Collection 1999–00 (Tables 2.1 to 2.6). The Client Collection provides a rich source of information about the income circumstances of SAAP clients and supports the findings from the Income Issues Collection (see Appendix 1 about the factors affecting the completeness and accuracy of the data in the Income Issues Collection). Unlike the Income Issues Collection data, the Client Collection data have been adjusted for non-participation and non-consent. A description of the adjustment (or weighting) system and counting rules for the Client Collection can be found in the *SAAP National Data Collection Annual Report 1999–2000 Australia* (AIHW 2000b). Data presented in this chapter relate to client circumstances *before* and *after* SAAP support and rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or those entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance; and those aged under 21 years or those entitled to the Age Pension are not entitled to Newstart Allowance. However, in some cases, clients have reported receiving such payments (see counting rules in Appendix 2 for further discussion).

The link between income status and homelessness exists foremostly in the adequacy of an individual's income to obtain safe affordable accommodation with security of tenure. In 1999–00, government income support payments were the primary source of income reported before the vast majority of SAAP support periods to people who were homeless or at risk of homelessness (86%) (Figure 2.1). The most common benefit or pension types were Newstart Allowance (26% of support periods), the Disability Support Pension (19%) and Parenting Payment (17%). In 8% of support periods clients reported having no income, while 1% were registered or awaiting receipt of a government payment.

There are distinct differences in the primary income source of clients according to their cultural background (Table 2.1). Indigenous Australians, who make up 15% of SAAP support periods, most commonly reported receiving Parenting Payment (30%) and Newstart Allowance (26%). Parenting Payments were reported much more frequently as being the primary income source in support periods to Indigenous Australian clients, compared with the national average of 17%. In only 2% of support periods were Indigenous SAAP clients reported as receiving Abstudy or participating in CDEPs respectively. Of support periods for Australian-born non-Indigenous SAAP clients (70% of all support periods), Newstart (27%) and the Disability Support Pension (20%) were the most common primary income sources. Youth Allowance was reported more frequently in support periods to Australian-born non-Indigenous clients (15%), compared with the national average of 12%. Six per cent of support periods were provided to clients born in English proficiency group 1 countries, with the most common primary income sources being Newstart (28%) and the Disability Support Pension (24%).



The Disability Support Pension was much more frequently reported as the primary source of income in support periods to clients born in English proficiency group 1 countries (24%), compared with the national average of 19%. In comparison, more support periods were provided to overseas-born clients whose primary source of income was wages, salary or their own business (8%), compared with the national average of 5%. Clients born in English proficiency groups 2-4 were provided with 10% of all support periods and reported Newstart Allowance and Other payments (such as the Age Pension or Special Benefit) as the most common primary income sources (19% of support periods respectively). Other payments were much more common among clients born in English proficiency group 2-4 countries (19%) compared with the national average (11%). The Special Benefit is provided to people who are deemed ineligible for any other form of government payment. As such, Special Benefits tend to be common among migrants who may have no means of support or income due to their asylum seeker or newly arrived migrant status (refer to Section 1.3 for more information on the Special Benefit, and Section 1.4 for a brief discussion of migrant SAAP clients' circumstances). No income was reported in a much higher proportion of support periods to clients of this background (14%), compared with the national average of 8%.

**Table 2.1: SAAP support periods: primary income source before support, by cultural origin, Australia, 1999–00 (per cent)**

Primary income source	Indigenous Australian	Australian-born non-Indigenous	Overseas-born, English proficiency group 1	Overseas-born, English proficiency groups 2–4	Total (%)	Total (number)
No income	6.0	7.9	8.4	14.1	8.3	11,600
Registered/awaiting benefit	0.6	1.3	1.5	1.4	1.2	1,700
Newstart Allowance	26.3	26.5	27.8	19.0	25.8	36,200
Youth Allowance	7.3	14.8	5.0	7.2	12.4	17,400
Abstudy	2.2	—	—	—	0.3	500
CDEP	1.7	—	—	—	0.3	400
Parenting Payment	29.8	15.3	12.8	16.5	17.4	24,400
Disability Support Pension	13.1	20.1	24.4	14.9	18.8	26,400
Wages/salary/own business	2.3	4.8	8.2	8.4	5.0	7,000
Other payments <sup>(a)</sup>	10.5	9.2	11.9	18.5	10.5	14,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>14.6</b>	<b>69.9</b>	<b>5.6</b>	<b>9.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>20,400</b>	<b>98,100</b>	<b>7,900</b>	<b>13,900</b>	<b>..</b>	<b>140,300</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 1,523
2. Number excluded due to omissions (weighted): 15,727
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or those entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or those entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

Across the States and Territories, the Australian Capital Territory (12%) and Queensland (9%) reported the greatest proportion of support periods where clients had no income (Table 2.2). Newstart Allowance was the most common form of government payment, ranging from 33% of clients in the Northern Territory to 23% in South Australia. South Australian agencies reported proportionally more support periods to clients on Youth Allowance (16%) than any other State or Territory. Abstudy or CDEP payments were more common in the Northern Territory (3%) and Western Australia (2%), but hovered below 0.6% of support periods in most other jurisdictions. The greatest fluctuations in government payments across the States and Territories can be seen for Parenting Payment and the Disability Support Pension. For example, the proportion of support periods where clients reported receiving Parenting Payment (single and partnered) was much higher in Western Australia (24%) and Victoria (22%) than in New South Wales (12%) or the Australian Capital Territory (12%). Similarly, many more support periods were provided to clients on the Disability Support Pension in New South Wales (26%) than in Western Australia (11%) or the Northern Territory (11%). Western Australia reported the greatest proportion of support periods for clients whose primary income source was wages, salary or their own business (7%), compared with Tasmania which had the lowest proportion with this income source

(3%). The proportion of people with Other payments ranged from 14% in Western Australia to 9% in Queensland and Tasmania.

**Table 2.2: SAAP support periods: primary income source before support, by State and Territory, Australia, 1999–00 (per cent)**

Primary income source	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total (%)	Total (number)
No income	8.1	8.4	9.4	7.2	7.0	6.9	11.9	8.0	8.3	12,000
Registered/awaiting benefit	1.0	1.4	1.4	1.1	0.8	1.8	1.1	1.5	1.2	1,800
Newstart Allowance	27.7	23.8	25.5	26.2	22.6	23.9	26.1	32.9	25.8	37,300
Youth Allowance	9.8	14.8	14.0	8.4	15.8	13.8	13.5	10.3	12.3	17,900
Abstudy/CDEP	0.4	0.2	0.5	2.4	0.6	0.2	0.2	3.4	0.6	900
Parenting Payment	11.7	22.3	16.8	23.8	20.6	18.2	12.4	16.4	17.4	25,100
Disability Support Pension	25.9	13.0	18.9	10.6	18.4	23.1	18.1	11.2	18.8	27,200
Wages/salary/own business	5.1	5.3	4.3	6.8	3.9	2.6	5.8	6.2	5.0	7,300
Other payments <sup>(a)</sup>	10.3	10.9	9.3	13.6	10.2	9.4	10.6	10.1	10.5	15,200
<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>33.0</b>	<b>27.0</b>	<b>16.1</b>	<b>8.2</b>	<b>6.9</b>	<b>3.7</b>	<b>2.0</b>	<b>3.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>47,800</b>	<b>39,100</b>	<b>23,300</b>	<b>11,900</b>	<b>10,000</b>	<b>5,300</b>	<b>2,900</b>	<b>4,500</b>	<b>..</b>	<b>144,600</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

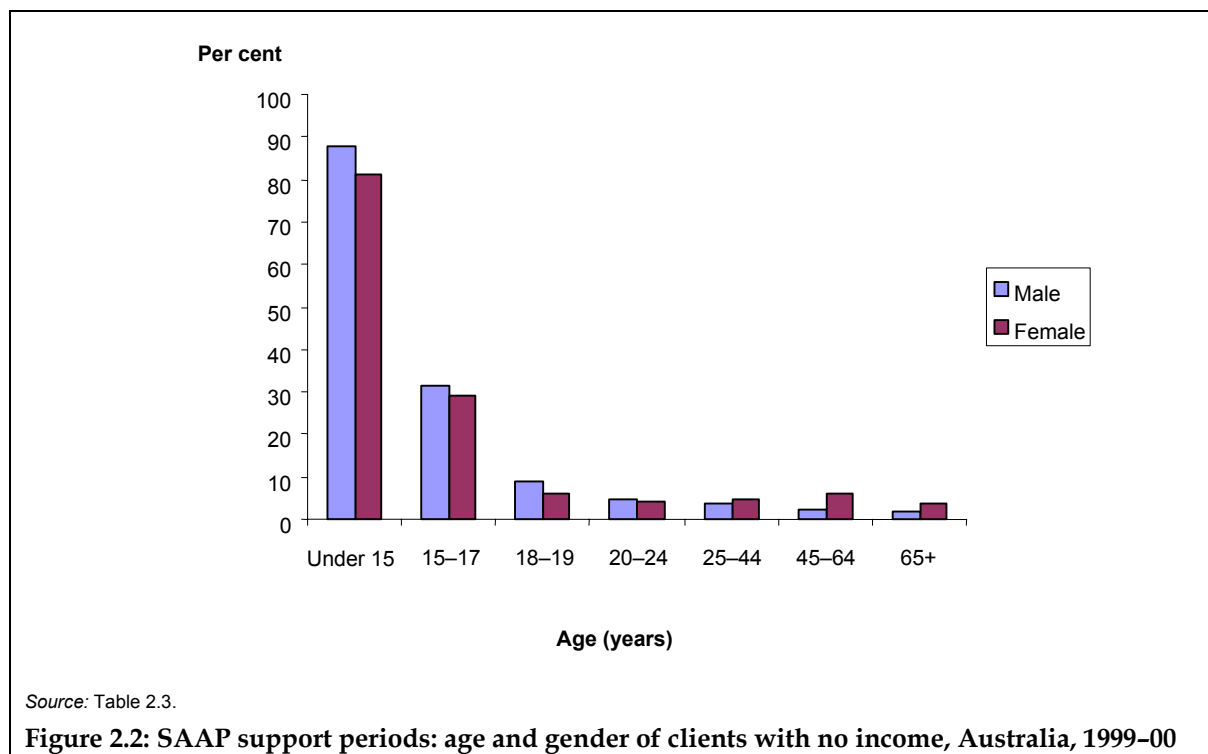
*Notes*

1. Number excluded due to errors (weighted): 1,560
2. Number excluded due to omissions (weighted): 11,427
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or those entitled to the Age Pension age are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension age are not entitled to Newstart Allowance, however in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

There were large age and gender differences across the primary income sources, though this was consistent with the eligibility criteria of the payments (Table 2.3). Groups experiencing the highest proportion of support periods in which there was no income were males and females under 15 years (88% and 81% respectively) and 15–17 years (31% and 29%) (Figure 2.2).

The high proportion of support periods where clients had no source of income in these age groups is partly attributable to the ineligibility of people aged 15 years and under to income support, as well as to parental means testing for those aged 15–17. Furthermore, clients aged 15–17 years reported the highest proportion awaiting receipt of a benefit (4% for females and 3% for males, compared with the national average of 1%). In general, there were slightly higher proportions of females than males across all primary income sources, with the exception of Newstart Allowance and the Disability Support Pension. There was a much higher proportion of support periods to male clients on Newstart Allowance (37%) than females (15%). In particular, more than half of male clients aged 20–24 and 25–44 years were on Newstart (55% and 51% respectively), compared with only 22% and 17% of female clients of the same age groups respectively.



Also, only 9% of females were receiving the Disability Support Pension, compared with 28% of males. In particular, in almost two-thirds (63%) of all support periods provided to male clients aged 45-64 years, the Disability Support Pension was reported as the primary income source. Approximately 12% of both males and females received Youth Allowance, with the payment being most common for those aged 15-17 and 18-19 years (50% and 55% respectively). Abstudy payments and CDEP income were received by clients in a very small proportion of support periods (1%). Overall, female clients more frequently reported receiving the Parenting Payment (34% of support periods), compared with only 1% of males. Only 5% of support periods were provided to clients whose primary income source was wages, salary or their own business, with 6% of females and 4% of males reporting this primary income source. Females aged 45-64 years reported receiving wages, salary or having their own business more commonly than females in other age groups (10%), while 18-19 year old males reported the highest proportion of such an income source, compared with men in other age groups (6%). The proportion of cases in which Other payments were received was highest in the over 65 age group for both males and females (76% and 84% respectively), which can be attributed to the inclusion of the Age Pension in this income category.

**Table 2.3: SAAP support periods: primary income source before support, by age and gender of client, Australia, 1999–00 (per cent)**

Primary income source	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
								<b>%</b>	<b>Number</b>
<b>Male clients</b>									
No income	87.8	31.4	8.8	4.5	3.6	2.5	2.0	7.7	5,600
Registered/awaiting benefit	0.5	3.3	2.5	1.2	0.9	0.5	0.3	1.2	900
Newstart Allowance	2.4	2.0	12.7	54.8	50.8	19.7	1.6	36.9	26,700
Youth Allowance	3.2	52.1	60.2	17.6	0.1	—	—	12.0	8,700
Abstudy/CDEP	0.4	0.6	0.6	0.3	0.3	0.1	—	0.3	200
Parenting Payment	0.5	—	0.1	0.7	2.0	0.5	0.2	1.2	900
Disability Support Pension	1.8	2.1	5.1	11.3	31.0	62.6	18.7	28.3	20,500
Wages/salary/own business	0.7	4.3	5.6	4.5	4.5	3.3	1.1	4.3	3,100
Other payments <sup>(a)</sup>	2.7	4.2	4.4	5.1	6.8	10.7	76.2	8.2	6,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.5</b>	<b>9.1</b>	<b>7.5</b>	<b>14.6</b>	<b>47.9</b>	<b>17.2</b>	<b>2.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,100</b>	<b>6,600</b>	<b>5,500</b>	<b>10,600</b>	<b>34,700</b>	<b>12,500</b>	<b>1,500</b>	<b>..</b>	<b>72,400</b>
<b>Female clients</b>									
No income	81.1	29.3	5.9	4.0	4.6	5.9	3.9	8.9	6,300
Registered/awaiting benefit	0.9	3.6	1.6	0.9	0.9	0.9	0.7	1.3	900
Newstart Allowance	1.2	2.3	8.5	22.1	16.7	14.6	1.3	14.5	10,300
Youth Allowance	3.7	47.9	50.3	11.1	0.2	—	—	12.7	9,000
Abstudy/CDEP	0.7	1.4	0.8	1.0	0.9	0.4	—	0.9	600
Parenting Payment	5.8	4.7	18.4	42.8	46.2	12.1	1.4	33.9	24,100
Disability Support Pension	0.6	0.7	3.6	5.5	10.3	29.7	8.1	9.2	6,500
Wages/salary/own business	1.5	5.0	4.4	3.4	6.5	10.4	1.2	5.8	4,100
Other payments <sup>(a)</sup>	4.4	5.2	6.5	9.1	13.8	26.0	83.5	12.9	9,200
<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>..</i>
<b>Total (%)</b>	<b>1.6</b>	<b>12.0</b>	<b>9.7</b>	<b>17.1</b>	<b>49.8</b>	<b>8.8</b>	<b>1.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,100</b>	<b>8,500</b>	<b>6,900</b>	<b>12,100</b>	<b>35,400</b>	<b>6,300</b>	<b>700</b>	<b>..</b>	<b>71,000</b>
<b>All clients</b>									
No income	84.6	30.2	7.2	4.2	4.1	3.6	2.6	8.3	11,900
Registered/awaiting benefit	0.7	3.4	2.0	1.1	0.9	0.6	0.4	1.2	1,800
Newstart Allowance	1.8	2.2	10.4	37.3	33.6	18.0	1.5	25.8	37,200
Youth Allowance	3.4	49.7	54.7	14.1	0.2	—	—	12.3	17,700
Abstudy/CDEP	0.5	1.0	0.7	0.7	0.6	0.2	—	0.6	900
Parenting Payment	3.1	2.7	10.3	23.3	24.3	4.4	0.5	17.4	25,000
Disability Support Pension	1.2	1.3	4.2	8.2	20.5	51.6	15.4	18.8	27,100
Wages/salary/own business	1.1	4.7	5.0	3.9	5.5	5.7	1.1	5.0	7,200
Other payments <sup>(a)</sup>	3.5	4.7	5.6	7.2	10.4	15.8	78.5	10.5	15,200
<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>..</i>
<b>Total (%)</b>	<b>1.6</b>	<b>10.5</b>	<b>8.6</b>	<b>15.8</b>	<b>48.9</b>	<b>13.1</b>	<b>1.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,300</b>	<b>15,200</b>	<b>12,400</b>	<b>22,800</b>	<b>70,400</b>	<b>18,800</b>	<b>2,300</b>	<b>..</b>	<b>144,100</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 1,565
2. Number excluded due to omissions (weighted): 11,887
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

The vast majority of SAAP clients did not have any accompanying children (75%) (Table 2.4). In particular, the majority of clients receiving Youth Allowance (99%), Newstart Allowance (95%) and the Disability Support Pension (95%) received SAAP assistance without accompanying children. As expected, the highest proportion of clients attending SAAP agencies with accompanying children were those in receipt of a Parenting Payment (83%). Thirty per cent of clients on Other payments and 24% of clients whose primary income source was wages, salary or their own business also had accompanying children with them during support. Clients receiving Parenting Payment had accompanying children in proportionately more support periods than any other category of primary income source. For example, 31% of clients on a Parenting Payment had one accompanying child, much higher than the national average of 10%. Nationally, the proportion of support periods in which there were accompanying children steadily decreased from a national average of 10% for one accompanying child to 1% for or more. Apart from clients in receipt of a Parenting Payment, clients who reported receiving Other payments (such as Special Benefit, Partner Allowance and Child Support) consistently reported a slightly higher average number of accompanying children, compared with the national average.

**Table 2.4: SAAP clients: primary income source before support by average number of accompanying children per client, Australia, 1999–00 (per cent)**

Primary income source	No children	1 child	2 children	3 children	4 children	5 or more children	Total (%)	Total number
No income	89.0	4.8	3.7	1.5	0.7	0.3	100.0	7,500
Registered/awaiting benefit	83.0	5.4	5.6	3.6	1.1	1.2	100.0	1,100
Newstart Allowance	95.0	2.5	1.4	0.6	0.3	0.2	100.0	20,300
Youth Allowance	98.7	1.1	0.1	—	—	—	100.0	9,700
Abstudy/CDEP	83.7	5.4	6.0	2.5	1.8	0.7	100.0	500
Parenting Payment	16.9	31.1	27.6	14.8	6.3	3.3	100.0	16,400
Disability Support Pension	94.9	2.7	1.4	0.7	0.2	0.1	100.0	12,900
Wages/salary/own business	76.1	9.0	9.8	3.5	1.2	0.4	100.0	4,800
Other payments <sup>(a)</sup>	70.2	10.3	9.8	5.4	3.0	1.3	100.0	9,200
<b>Total (%)</b>	<b>75.2</b>	<b>9.6</b>	<b>8.2</b>	<b>4.2</b>	<b>1.9</b>	<b>0.9</b>	<b>100.0</b>	<b>—</b>
<b>Total (number)</b>	<b>62,000</b>	<b>7,900</b>	<b>6,700</b>	<b>3,500</b>	<b>1,500</b>	<b>800</b>	<b>—</b>	<b>82,400</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors or omissions (weighted): 7,567
2. Figures have been weighted to adjust for client non-consent and agency non-participation.
3. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or over Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or over Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

In terms of assistance provided to SAAP clients, housing and accommodation assistance (77%), general support and advocacy (75%) and Other support (71%) were the most commonly provided forms of support in 1999–00 (Table 2.5). Other support refers to the provision of meals, laundry and shower facilities, transport, recreational and brokerage services, and any other forms of support not specifically listed on the NDCA client questionnaire.

**Table 2.5: SAAP closed support periods: support provided, by primary income source before support, Australia, 1999–00 (per cent)**

Primary income source	Housing/ accomm.	Financial/ employment	Counselling	General support/ advocacy	Specialist services	Other	Total (%)	Total (number)
No income	75.6	37.8	49.2	75.3	24.1	70.3	8.2	10,700
Registered/awaiting benefit	74.5	49.7	43.9	80.2	20.4	63.8	1.2	1,600
Newstart Allowance	80.2	32.1	30.5	71.8	22.6	77.0	26.6	34,600
Youth Allowance	75.8	36.6	37.9	77.5	19.0	66.6	11.9	15,400
Abstudy/CDEP	83.7	35.6	43.6	58.6	32.7	76.5	0.6	800
Parenting Payment	71.3	40.7	62.1	78.2	22.8	60.4	16.8	21,900
Disability Support Pension	80.4	31.2	28.5	72.9	23.8	81.7	19.3	25,100
Wages/salary/own business	67.1	28.8	53.9	76.6	19.1	58.9	4.9	6,400
Other payments <sup>(a)</sup>	75.5	32.7	47.3	73.1	26.0	68.7	10.4	13,600
<b>Total (%)</b>	<b>76.6</b>	<b>34.5</b>	<b>41.0</b>	<b>74.5</b>	<b>22.8</b>	<b>71.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>99,700</b>	<b>44,900</b>	<b>53,300</b>	<b>96,800</b>	<b>29,600</b>	<b>92,800</b>	<b>..</b>	<b>130,000</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

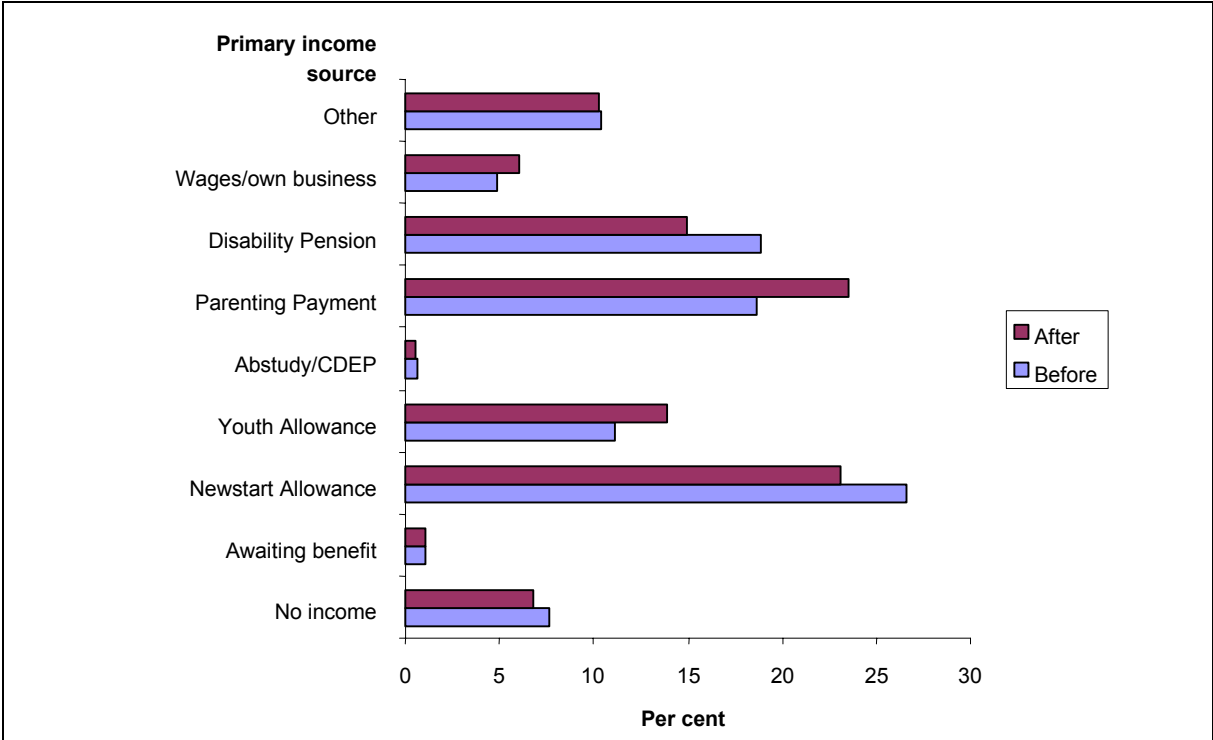
*Notes*

1. Number excluded due to errors (weighted): 1,354
2. Number excluded due to omissions (weighted): 8,790
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. In groups of service types, a client may require more than one type of service within the grouping. Percentages for broad groupings 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.
5. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

Across all primary income source categories, these three broad categories of support were uniformly reported as being provided most frequently. Those on Abstudy or CDEP payments were reported as having the highest proportion receiving housing and accommodation assistance (84% of cases). In cases where clients were awaiting receipt of a government payment, general support and advocacy was provided most often (80%), while those receiving the Disability Support Pension were most frequently provided with 'other' forms of support (82%). Clients who were awaiting receipt of a government benefit were more often provided with financial and employment assistance than those in other income source categories (50% of support periods). Interestingly, those with no income were provided with financial and employment assistance in proportionately less support periods (38%) than those awaiting benefits and those on Parenting Payments and was akin to the national average (35%). Counselling services were more frequently provided in support periods to clients receiving Parenting Payment (62%) than any other group, considerably higher than the national average (41%). Those clients whose primary income source was wages, salary or their own business were also more likely to be provided with counselling services (54%). Specialist services were more commonly provided to clients receiving Abstudy or CDEP payments (33%), compared with the national average of 23%.

In terms of outcomes after support, analysis of all closed support periods in 1999–00 shows the proportion of clients with no income dropped marginally from 8% before support to 7% after (Figure 2.3). So too did the proportion of clients receiving Newstart payments (from 27% to 23%) and Disability Support Pension (from 19% to 15%). On the other hand, the proportion of clients whose primary income source was wages, salary or own business increased slightly from 5% to 6%. The proportion of support periods in which clients were receiving Youth Allowance (from 11% before support to 14% after support) and Parenting Payment (from 19% before support to 24% after support) also increased.



Source: Table 2.6.

**Figure 2.3: SAAP support periods: primary income source of clients before and after support, Australia, 1999–00**

A similar pattern of outcomes after support can also be seen in the primary income source of clients who specifically requested financial counselling, financial assistance or material aid (Table 2.6). The 7% of such clients who indicated they had no income before support reduced slightly to 6% after support. Likewise, the proportion of clients receiving Newstart Allowance (from 25% to 23%) and Disability Support Pension (from 18% to 15%) decreased. However, unlike the increase that occurred for clients on Parenting Payment when looking at *all* closed support periods, cases where clients specifically requested financial counselling, assistance or material aid remained constant (24%). The proportion of support periods to clients receiving Youth Allowance (from 11% to 14%), wages, salary or their own business (from 4% to 6%) and Other payments (from 10% to 11%) all increased.

**Table 2.6: SAAP support periods: source of income immediately before and after a support period, Australia, 1999–00 (per cent)**

Primary income source	Closed support periods in which clients needed financial counselling or financial assistance/material aid		All closed support periods	
	Before	After	Before	After
No income	7.1	6.1	7.6	6.8
Registered/awaiting benefit	1.4	1.2	1.1	1.1
Newstart Allowance	25.3	22.9	26.6	23.1
Youth Allowance	10.6	13.8	11.1	13.9
Abstudy/CDEP	0.6	0.5	0.6	0.5
Parenting Payment	23.8	23.7	18.7	23.5
Disability Support Pension	17.5	15.2	18.9	14.9
Wages/salary/own business	3.8	6.1	4.9	6.0
Other payments <sup>(a)</sup>	10.1	10.5	10.4	10.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>38,700</b>	<b>21,800</b>	<b>104,500</b>	<b>60,400</b>
Number with missing data	1,900	18,800	7,600	51,700
<b>Total (number)</b>	<b>40,600</b>	<b>40,600</b>	<b>112,100</b>	<b>112,100</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Figures have been weighted to adjust for client non-consent and agency non-participation.
2. Excludes high-volume records because not all items were included on high-volume form.
3. Figures have been rounded.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.
5. The results in this table vary slightly compared with income source before and after reported in the *SAAP NDCA National Annual Report 1999–00* because the income source groupings are different, i.e. the Other category in the national report relates to all other payments outside of government benefits while the Other payments category in this report relates to all other government payments not itemised in the tables. See footnote (a).

Source: SAAP Client Collection.