

# **Homeless people in SAAP**

**SAAP NDC  
Annual report  
2001–02**

**Victoria  
supplementary tables**

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is to improve the health and well-being of Australians by informing community discussion and decision making through national leadership in developing and providing health and welfare statistics and information.

SAAP NDCA REPORT SERIES 7

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Annual report  
2001–02**

**Victoria  
supplementary tables**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 74

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# Preface

This publication contains statistical tables and charts in relation to Victoria and is intended to supplement the sixth (2001–02) annual national report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The first national report, containing 1996–97 data, was published in December 1997. The reports provide information on people who are homeless and those who are at risk of being homeless.

A productive and cooperative partnership has continued between the SAAP National Data Collection Agency (managed by the Australian Institute of Health and Welfare), SAAP agencies and the SAAP Information Sub-committee (formerly the SAAP Data Sub-committee), comprising government, community and expert representatives. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

This partnership has been built on shared goals and mutual trust. The key has been agencies' willingness to collect and provide data to the National Data Collection Agency, knowing that any personal information provided by clients is protected by the extremely strict confidentiality provisions of the *Australian Institute of Health and Welfare Act 1987*.

The fact that 96% of agencies in Victoria provided data in 2001–02 is testimony to their collective commitment to, and confidence in, the collection. A 95% participation rate was recorded in 2000–01. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency increased from 82% in 2000–01 to 88% in 2001–02.

This large and complex project has not only a high level of support but also a high level of accuracy. We are confident that we can further improve the quality of the information provided to help policy makers and the community better understand and provide for the needs of people who are homeless or at risk of being so.

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this sixth annual report and the release of 2001–02 data are one step towards this goal.

Dr Richard Madden  
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Health and Welfare

SAAP Coordination and  
Development Committee

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The SAAP Information Sub-committee (formerly the SAAP Data Sub-committee) and the Commonwealth Department of Family and Community Services provided valuable support and comments throughout the development and drafting of the report. The authors also acknowledge the assistance provided by Amanda Nobbs and Lauren Di Salvia in preparing the report for publication.

Finally, the authors acknowledge the vital role played by data providers. This report draws together a large amount of statistical material and could not have been produced without the efforts and cooperation of SAAP service providers and clients, who provided service and client information, and of the Commonwealth Department of Family and Community Services and the Victorian Department of Human Services, which provided administrative data.

# Abbreviations and symbols

## Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
DV	Domestic violence
NDC	National Data Collection
NDCA	National Data Collection Agency
SAAP	Supported Accommodation Assistance Program

## Symbols in tables

..	Not applicable
–	Nil or rounded to zero (including null cells)
n.a.	Not available
n.e.s.	Not elsewhere specified

# Glossary

<b>Accompanying child</b>	A person aged under 18 years who accompanies a <i>client</i> to a SAAP <i>agency</i> during a <i>support period</i> or who requires and/or receives assistance from a SAAP <i>agency</i> as a result of their parent or guardian being a client of the same <i>agency</i> . An accompanying child may or may not require or receive assistance.
<b>Accompanying child support period</b>	<p>An <i>accompanying child support period</i> refers to each <i>support period</i> in which the child either accompanies their parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of their parent or guardian's <i>support period</i>.</p> <p>Within an <i>accompanying child support period</i> the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of their parent's or guardian's <i>support period</i>, it is not possible to assess the length of support for an <i>accompanying child</i>.</p>
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
<b>Alpha code</b>	A predetermined combination of letters from a <i>client's</i> name, together with a letter designating the <i>client's</i> gender. A 'valid <i>alpha code</i> ' is a legitimate <i>alpha code</i> (that is, one containing only letters from the alphabet and ending in either M or F) joined to the <i>client's</i> reported year of birth and encrypted to create a unique <i>client</i> indicator.
<b>Client</b>	<p>A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who:</p> <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker's time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or</li><li>• is accommodated by a SAAP <i>agency</i>; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.</li></ul>
<b>Closed accompanying child support period</b>	An <i>accompanying child support period</i> associated with a <i>closed support period</i> .

<b>Closed support period</b>	A <i>support period</i> that had finished before the end of the reporting period – 30 June.
<b>English proficiency group 1 countries</b>	Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America.
<b>English proficiency group 2-4 countries</b>	Countries, excluding Australia, that are not included in <i>English proficiency group 1</i> .
<b>Homeless person</b>	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them through failing to provide access to: <ul style="list-style-type: none"> <li>– adequate personal amenities, or</li> <li>– the economic and social supports that a home normally affords; or</li> </ul> </li> <li>• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure – that is, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
<b>Ongoing support relationship</b>	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the <i>agency</i> for the purpose of providing additional assistance.</p> <p>An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i>.</p> <p>This definition is used to help establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>

<b>Recurrent allocations</b>	<p>Amounts of money specifically allocated during the reporting period by a State or Territory department either:</p> <ul style="list-style-type: none"> <li>• to SAAP <i>agencies</i> to fund salaries and associated on-costs, and ongoing operating costs; or</li> <li>• for use by each State or Territory for such purposes as training, research, evaluation, administration, and asset replacement or purchase.</li> </ul>
<b>Referral</b>	<p>For the purposes of the National Data Collection, a formal referral process – not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.</p>
<b>Support</b>	<p>Assistance, other than <i>supported accommodation</i>, provided to a client as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the <i>client</i>. For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a <i>client</i> for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.</p>
<b>Support period</b>	<p>A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> <li>• the <i>client</i> ends the relationship with the <i>agency</i>; or</li> <li>• the <i>agency</i> ends the relationship with the <i>client</i>.</li> </ul> <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>
<b>Supported accommodation</b>	<p>Accommodation paid for, or provided directly by, a SAAP <i>agency</i>. The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds – at a motel, for example.</p>



# 1 Introduction

This publication is one of eight State and Territory supplements that accompany the sixth annual national report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The annual report provides an overview of assistance given to clients of agencies funded through SAAP.

The tables and charts included in this supplement are generally similar to those in the national report but relate to Victoria only. To assist the reader, a glossary of terms is included at the beginning of this report. Further information to aid readers in interpreting the tables is given in Appendix 1 of the national report. Included in that appendix are:

- an overview of the Client Collection and its data;
- general notes to tables;
- an explanation of the weighting system used to adjust the data for agency non-participation and client non-consent;
- counting rules used in the tables; and
- a guide to interpreting the tables. In particular, two example tables with explanatory notes demonstrate how to interpret data presented in the different types of tables in the report.

Appendix 1 to this supplementary report provides additional information relevant only to the interpretation of tables for Victoria. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 2000–01.

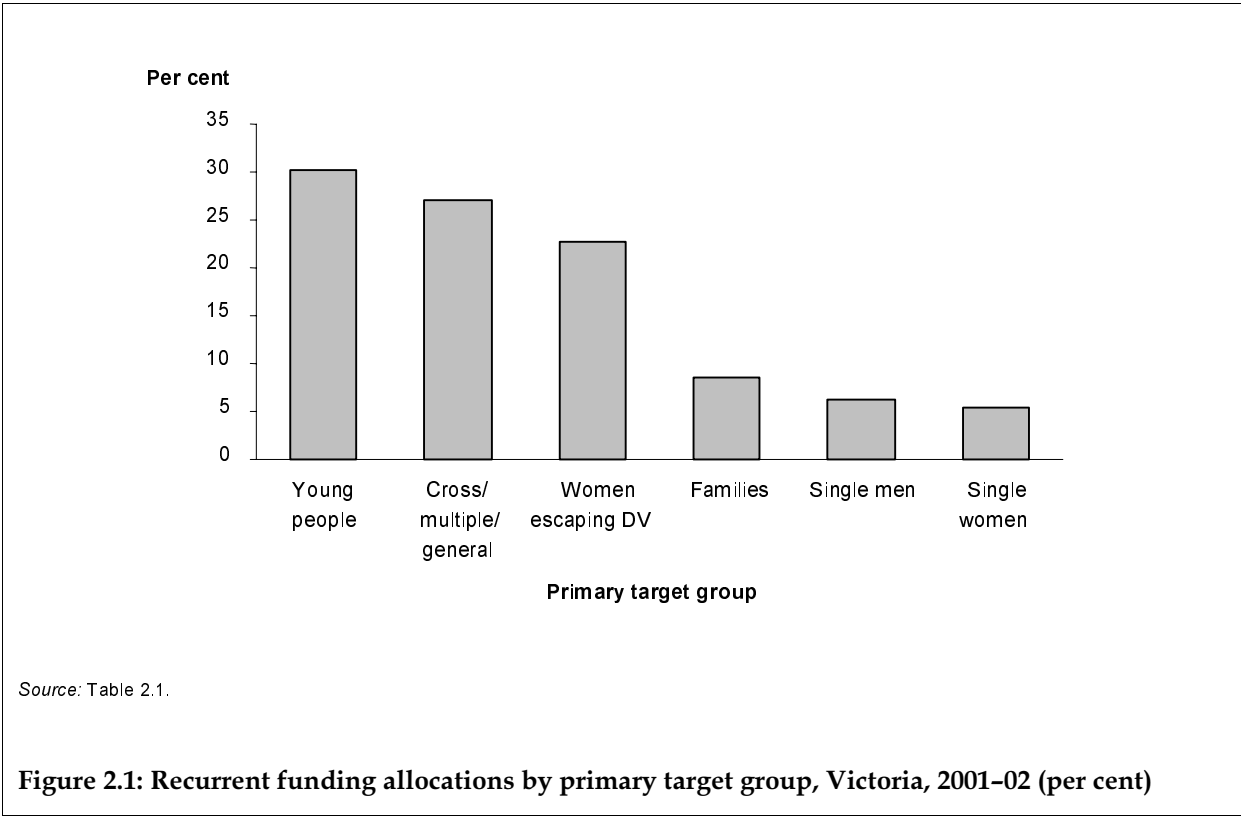
Data presented here primarily relate to the financial year ending 30 June 2002. Although most tables provide information about both completed and ongoing support periods, analysis of the duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to completed support periods only. In addition, a number of tables contain data for the 6 years that the National Data Collection has been conducted (see Chapter 10). It should be noted that, while most estimates have been adjusted for client non-consent and/or agency non-participation, no allowance has been made for agencies who provide forms for some but not all of their support periods.

Estimates in this report are subject to revision. Revised tables, along with the reports themselves, are posted on the web site of the Australian Institute of Health and Welfare ([www.aihw.gov.au](http://www.aihw.gov.au)). Regional tables and counts for all data items collected are available in hard copy or electronic format on request from the National Data Collection Agency, which is managed by the Australian Institute of Health and Welfare ([NDCA@aihw.gov.au](mailto:NDCA@aihw.gov.au)).



# 2 Funding

## 2.1 Key chart



## 2.2 Table

**Table 2.1: SAAP agencies: recurrent allocations and mean funding per agency, by region and primary target group, Victoria, 2001-02**

	Agencies (number)	Agencies (%)	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
<b>Region</b>					
Eastern Metropolitan	42	11.2	8,330,000	13.3	198,300
Northern Metropolitan	62	16.5	10,672,000	17.0	172,100
Southern Metropolitan	70	18.6	13,047,000	20.8	186,400
Western Metropolitan	52	13.8	9,274,000	14.8	178,400
Barwon South Western	26	6.9	3,653,000	5.8	140,500
Gippsland	28	7.4	3,823,000	6.1	136,500
Grampians	32	8.5	2,790,000	4.4	87,200
Hume	25	6.6	3,070,000	4.9	122,800
Loddon Mallee	31	8.2	3,548,000	5.6	114,500
Statewide	8	2.1	4,638,000	7.4	579,700
<b>Total</b>	<b>376</b>	<b>100.0</b>	<b>62,843,000</b>	<b>100.0</b>	<b>167,100</b>
<b>Primary target group</b>					
Young people	135	35.9	18,968,000	30.2	140,500
Single men only	15	4.0	3,941,000	6.3	262,700
Single women only	21	5.6	3,377,000	5.4	160,800
Families	41	10.9	5,332,000	8.5	130,100
Women escaping domestic violence	60	16.0	14,275,000	22.7	237,900
Cross-target/multiple/general	104	27.7	16,950,000	27.0	163,000
<b>Total</b>	<b>376</b>	<b>100.0</b>	<b>62,843,000</b>	<b>100.0</b>	<b>167,100</b>
Recurrent allocations to agencies	376	100.0	62,843,000	96.0	167,100
Other	..	..	2,592,000	4.0	..
<b>Total</b>	<b>..</b>	<b>..</b>	<b>65,435,000</b>	<b>100.0</b>	<b>..</b>

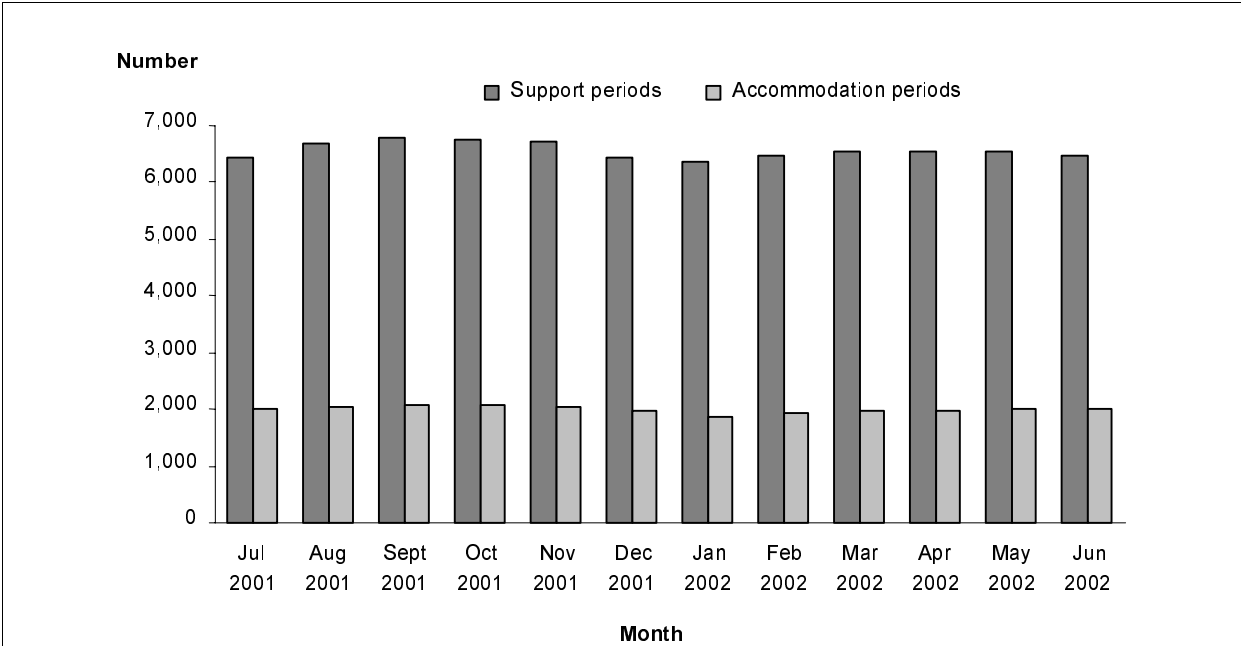
### Notes

1. 'Recurrent allocation' excludes funds not allocated to agencies; for example, funds allocated for administration, training, research and evaluation.
2. 'Total recurrent funds' includes \$213,000 provided through the Partnership Against Domestic Violence, of which \$96,000 was allocated to agencies.
3. 'Recurrent allocations to agencies' includes \$7,842,000 provided by the Victorian funding department which was in addition to the SAAP funding agreement between Victoria and the Commonwealth.
4. All agencies operated throughout the year.

Source: SAAP Administrative Data Collection.

# 3 Level of support

## 3.1 Key chart



Source: Tables 3.2 and 3.3.

**Figure 3.1: SAAP support periods active each day and accommodation periods active each night, average by month, Victoria, 2001-02 (number)**

## 3.2 Tables

**Table 3.1: SAAP support periods and clients, Victoria, 2001–02**

Support periods (number)	45,200
Clients (number)	29,200
Mean number of support periods per client	1.73
Clients per 10,000 population 10+	69

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Number of clients in this table relates to clients that ever received assistance from a SAAP agency in Victoria.
3. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within Victoria.
4. '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 SAAP clients. 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 2001 (preliminary estimates). Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2001 has been used as the reference population.
5. Support period figures have been weighted to adjust for agency non-participation.
6. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection; ABS 2001.

**Table 3.2: SAAP support periods: number of support periods active each day, average by month and region, Victoria, 2001–02**

Date	Region										Total
	East Metro.	North Metro.	South Metro.	West Metro.	Barwon South Western	Gippsland	Grampians	Hume	Loddon Mallee	State-wide	
July 2001	1,040	850	1,150	960	490	310	360	410	720	160	6,440
August 2001	1,050	880	1,160	1,000	520	340	390	420	790	160	6,690
September 2001	1,080	870	1,160	1,000	510	330	410	440	840	150	6,800
October 2001	1,110	870	1,150	1,040	520	330	370	400	820	160	6,750
November 2001	1,130	840	1,160	1,000	510	340	380	420	810	150	6,720
December 2001	1,060	780	1,180	900	490	330	350	450	750	130	6,430
January 2002	950	820	1,050	980	510	360	380	410	710	180	6,350
February 2002	990	830	1,070	960	530	370	380	420	750	190	6,480
March 2002	1,030	850	1,050	950	540	350	390	410	750	190	6,530
April 2002	1,040	860	1,050	990	540	340	390	420	740	180	6,540
May 2002	1,010	850	1,100	980	530	350	390	410	760	160	6,530
June 2002	1,040	860	1,100	970	510	320	350	410	740	160	6,480
<b>Support periods: total number of days</b>	<b>380,800</b>	<b>308,670</b>	<b>406,310</b>	<b>356,540</b>	<b>188,700</b>	<b>123,930</b>	<b>138,020</b>	<b>152,720</b>	<b>279,490</b>	<b>59,820</b>	<b>2,395,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 269.
2. Figures are unweighted and have not been adjusted for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4 of the national report) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

**Table 3.3: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and region, Victoria, 2001–02**

Date	East Metro.	North Metro.	South Metro.	West Metro.	Barwon		Gipps-land	Gramp-ians	Loddon		State-wide	Total
					South Western	Mallee						
July 2001	230	320	510	370	140	80	90	70	110	90	2,010	
August 2001	230	350	500	350	150	100	90	70	110	90	2,050	
September 2001	230	350	510	350	150	100	100	70	110	90	2,070	
October 2001	250	350	510	350	150	90	100	60	110	90	2,070	
November 2001	240	340	520	350	140	100	110	60	110	80	2,050	
December 2001	220	330	520	340	140	90	90	70	100	70	1,960	
January 2002	210	300	430	360	140	70	90	40	110	90	1,850	
February 2002	210	310	430	360	150	80	90	50	120	100	1,920	
March 2002	220	310	460	350	160	80	90	60	130	110	1,960	
April 2002	230	320	480	350	160	80	90	60	130	100	1,980	
May 2002	230	320	490	360	150	80	100	60	130	80	2,010	
June 2002	220	330	500	360	140	80	100	60	110	80	1,990	
<b>Accommodation periods: total number of nights</b>	<b>80,320</b>	<b>115,640</b>	<b>172,700</b>	<b>125,200</b>	<b>52,180</b>	<b>30,210</b>	<b>33,120</b>	<b>21,370</b>	<b>40,680</b>	<b>31,600</b>	<b>703,010</b>	

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,099.
2. Figures are unweighted and have not been adjusted for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4 of the national report) for the method used to calculate the monthly average.

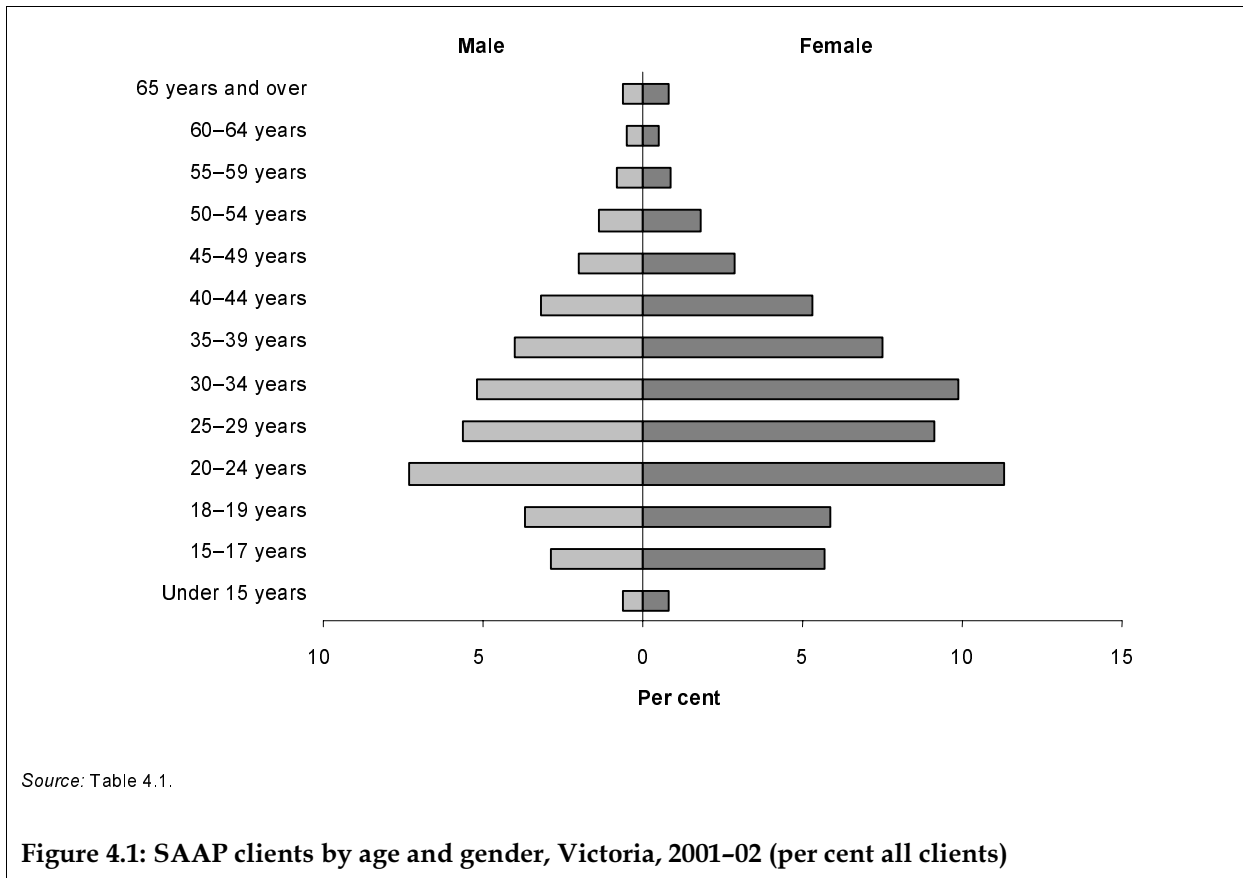
*Source:* SAAP Client Collection.





# 4 Age, gender and cultural and linguistic diversity

## 4.1 Key chart



## 4.2 Tables

Table 4.1: SAAP clients, by age and gender, Victoria, 2001–02

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	
Under 15 years	0.6	0.8	1.5	1.3	1.4	400
15–17 years	2.9	5.7	7.7	9.2	8.6	2,500
18–19 years	3.7	5.9	9.8	9.4	9.6	2,800
20–24 years	7.3	11.3	19.4	18.1	18.6	5,400
25–29 years	5.6	9.1	14.7	14.6	14.7	4,250
30–34 years	5.2	9.9	13.7	15.9	15.1	4,350
35–39 years	4.0	7.5	10.7	12.0	11.5	3,350
40–44 years	3.2	5.3	8.4	8.5	8.5	2,450
45–49 years	2.0	2.9	5.4	4.6	4.9	1,400
50–54 years	1.4	1.8	3.7	2.9	3.2	950
55–59 years	0.8	0.9	2.1	1.5	1.7	500
60–64 years	0.5	0.5	1.3	0.8	1.0	300
65 years and over	0.6	0.8	1.5	1.3	1.4	400
<i>Total</i>	<i>37.7</i>	<i>62.3</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>10,950</b>	<b>18,050</b>	<b>10,950</b>	<b>18,050</b>	<b>..</b>	<b>29,000</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>30.8</b>	<b>30.2</b>	<b>..</b>	<b>30.5</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>28</b>	<b>29</b>	<b>..</b>	<b>29</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 240.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 4.2: SAAP clients: number of support periods per client by age and gender of client, Victoria, 2001-02 (per cent)**

Number of support periods	Under 15 years	15-17 years	18-19 years	20-24 years	25-44 years	45-64 years	65+ years	Total	
<b>Male clients</b>									
								%	Number
1	71.9	66.4	66.1	65.6	65.1	66.4	76.7	65.8	7,200
2	24.1	20.7	16.9	16.3	16.9	17.8	15.8	17.3	1,900
3	2.0	6.7	7.3	7.5	7.2	6.7	5.5	7.0	750
4	0.7	2.7	3.1	3.8	4.1	3.1	1.3	3.6	400
5	—	1.0	1.8	1.9	1.8	1.8	—	1.7	200
6+	1.3	2.5	4.7	4.9	4.9	4.2	0.7	4.5	500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (%)</b>	<b>1.5</b>	<b>7.7</b>	<b>9.8</b>	<b>19.4</b>	<b>47.5</b>	<b>12.5</b>	<b>1.5</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>150</b>	<b>850</b>	<b>1,050</b>	<b>2,100</b>	<b>5,200</b>	<b>1,350</b>	<b>150</b>	..	<b>10,950</b>
<b>Mean number of support periods</b>	<b>1.37</b>	<b>1.64</b>	<b>1.83</b>	<b>1.87</b>	<b>1.95</b>	<b>1.87</b>	<b>1.37</b>	..	<b>1.87</b>
<b>Per 10,000 population</b>	<b>7</b>	<b>85</b>	<b>159</b>	<b>129</b>	<b>72</b>	<b>25</b>	<b>6</b>	..	<b>53</b>
<b>Female clients</b>									
1	75.6	66.2	64.8	64.4	66.1	76.0	78.2	67.0	12,100
2	15.8	18.5	22.2	20.7	19.5	14.3	12.2	19.2	3,450
3	6.0	8.0	7.0	7.4	7.3	4.7	6.0	7.1	1,300
4	1.0	3.3	2.6	3.0	3.3	2.3	1.0	3.0	550
5	1.0	1.9	1.1	1.8	1.6	1.1	—	1.5	300
6+	0.5	2.2	2.3	2.7	2.1	1.5	2.5	2.2	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (%)</b>	<b>1.3</b>	<b>9.2</b>	<b>9.4</b>	<b>18.1</b>	<b>50.9</b>	<b>9.8</b>	<b>1.3</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>250</b>	<b>1,650</b>	<b>1,700</b>	<b>3,250</b>	<b>9,200</b>	<b>1,750</b>	<b>250</b>	..	<b>18,050</b>
<b>Mean number of support periods</b>	<b>1.48</b>	<b>1.68</b>	<b>1.66</b>	<b>1.71</b>	<b>1.67</b>	<b>1.46</b>	<b>1.45</b>	..	<b>1.65</b>
<b>Per 10,000 population</b>	<b>10</b>	<b>172</b>	<b>261</b>	<b>202</b>	<b>123</b>	<b>32</b>	<b>7</b>	..	<b>84</b>
<b>All clients</b>									
1	74.0	66.2	65.3	64.9	65.8	71.8	77.6	66.5	19,300
2	19.3	19.2	20.1	19.0	18.6	15.8	13.7	18.5	5,350
3	4.3	7.6	7.1	7.4	7.3	5.6	5.8	7.1	2,050
4	0.9	3.1	2.8	3.3	3.6	2.7	1.2	3.2	950
5	0.6	1.6	1.4	1.9	1.7	1.4	—	1.6	450
6+	0.9	2.3	3.2	3.5	3.2	2.7	1.7	3.1	900
<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 (%)</b>	<b>1.4</b>	<b>8.6</b>	<b>9.6</b>	<b>18.6</b>	<b>49.7</b>	<b>10.8</b>	<b>1.4</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>400</b>	<b>2,500</b>	<b>2,800</b>	<b>5,400</b>	<b>14,400</b>	<b>3,150</b>	<b>400</b>	..	<b>29,000</b>
<b>Mean number of support periods</b>	<b>1.43</b>	<b>1.67</b>	<b>1.73</b>	<b>1.78</b>	<b>1.77</b>	<b>1.64</b>	<b>1.42</b>	..	<b>1.73</b>
<b>Per 10,000 population</b>	<b>8</b>	<b>127</b>	<b>209</b>	<b>165</b>	<b>98</b>	<b>28</b>	<b>6</b>	..	<b>69</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 240.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 2001 (preliminary estimates). For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection; ABS 2001.

**Table 4.3: SAAP clients: birthplace by gender, Victoria, 2001-02**

Birthplace	Male	Female	Total	Victoria population		
	%	%	%	Number	%	Number
Australia	85.0	79.7	81.7	23,200	74.9	3,414,500
Oceania (excluding Australia)	2.1	2.8	2.5	700	1.3	59,750
UK, Ireland and associated islands	1.7	1.4	1.5	450	5.5	251,150
Other Europe and the former Soviet Union	2.8	3.9	3.5	1,000	9.7	442,200
South-East, North-East and Southern Asia	3.4	6.2	5.2	1,450	5.8	262,900
Other (including the Middle East, Africa, the Americas and Caribbean)	4.9	6.1	5.7	1,600	2.8	129,650
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	<i>100.0</i>	..
<b>Total (%)</b>	<b>37.7</b>	<b>62.3</b>	<b>100.0</b>	..	..	..
<b>Total (number)</b>	<b>10,700</b>	<b>17,700</b>	..	<b>28,400</b>	..	<b>4,560,150</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 832.
2. 'Victoria population' refers to the estimated resident population aged 10 years and over at 30 June 1996.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection; ABS 1999.

**Table 4.4: SAAP clients and support periods per client, by cultural and linguistic diversity and gender of client, Victoria, 2001-02**

Cultural and linguistic diversity	Male	Female	Total	Victoria population		
<b>Clients</b>	%	%	%	<b>Number</b>	%	<b>Number</b>
Indigenous Australians	4.6	5.5	5.1	1,450	0.5	22,600
Australian-born non-Indigenous people	80.6	74.5	76.8	21,550	74.4	3,391,900
People born overseas, English proficiency group 1	3.6	3.4	3.5	1,000	7.2	326,850
People born overseas, English proficiency groups 2-4	11.3	16.6	14.6	4,100	18.0	818,850
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	<i>100.0</i>	..
<b>Total (%)</b>	<b>37.7</b>	<b>62.3</b>	<b>100.0</b>	..	..	..
<b>Total (number)</b>	<b>10,600</b>	<b>17,500</b>	..	<b>28,050</b>	..	<b>4,560,150</b>
<b>Support periods</b>	<b>Mean number per client</b>			<b>Total number</b>		
Indigenous Australians	1.54	1.74	1.67	2,050	..	..
Australian-born non-Indigenous people	1.94	1.67	1.77	33,750	..	..
People born overseas, English proficiency group 1	1.82	1.65	1.71	1,500	..	..
People born overseas, English proficiency groups 2-4	1.50	1.52	1.52	5,900	..	..
<i>Total</i>	<i>1.87</i>	<i>1.65</i>	<i>1.73</i>	..	..	..
<b>Total support periods (%)</b>	<b>40.3</b>	<b>59.7</b>	<b>100.0</b>	..	..	..
<b>Total support periods (number)</b>	<b>17,400</b>	<b>25,800</b>	..	<b>43,200</b>	..	..

*Notes*

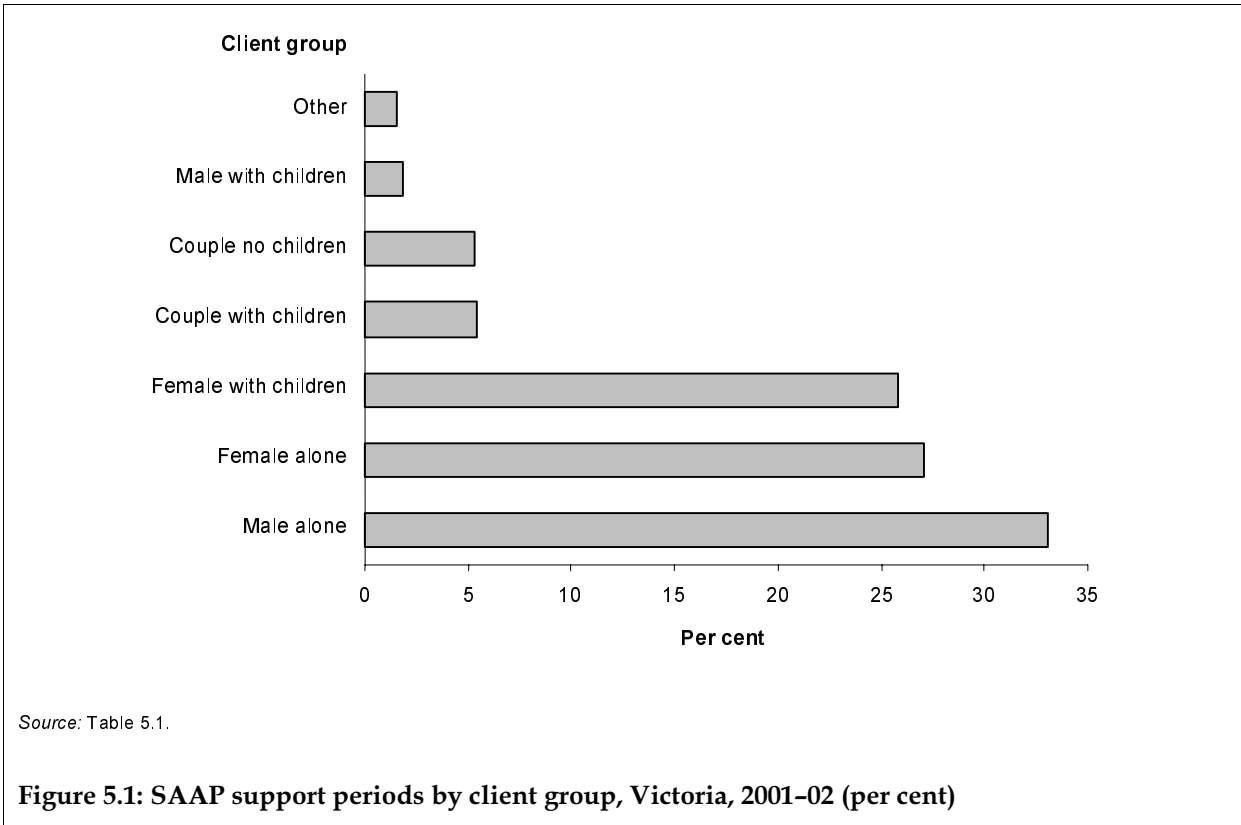
1. Number excluded due to errors and omissions (weighted): 1,152 clients.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4 of the national report). English proficiency groups are based on country of birth—see Glossary.
3. 'Victoria population' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived as the Australian-born population minus the number of Indigenous Australians.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

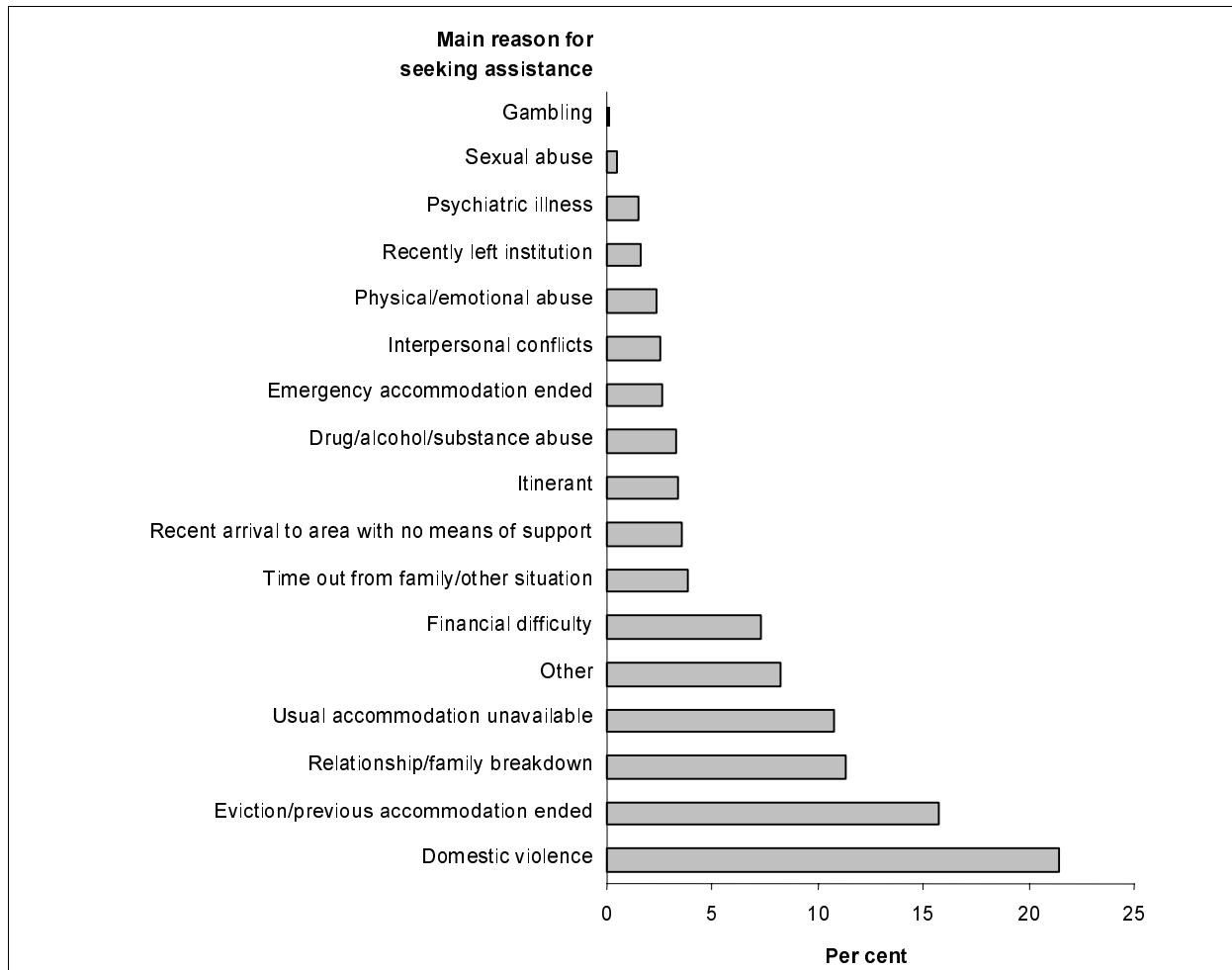
Source: SAAP Client Collection; ABS 1998, 1999.



# 5 Client group and reasons for seeking support

## 5.1 Key charts





Source: Table 5.3.

**Figure 5.2: Main reason for seeking assistance, Victoria, 2001-02 (per cent support periods)**



## 5.2 Tables

Table 5.1: SAAP support periods: region by client group, Victoria, 2001–02 (per cent)

Region	Male alone	Female alone	Couple no children	Couple with children	Male with children	Female with children	Other	Total	Total	
									%	Number
Eastern Metropolitan	29.9	25.0	7.4	6.5	1.8	27.3	2.0	100.0	18.9	7,900
Northern Metropolitan	31.4	29.3	4.0	3.9	1.7	27.6	2.1	100.0	9.2	3,850
Southern Metropolitan	37.7	31.5	5.0	5.0	1.3	18.5	1.1	100.0	20.7	8,650
Western Metropolitan	38.3	24.1	5.8	4.7	2.4	22.7	2.0	100.0	17.1	7,150
Barwon South Western	25.1	31.8	5.0	4.4	1.6	31.2	0.9	100.0	5.9	2,450
Gippsland	20.4	26.7	4.8	8.2	2.5	35.8	1.5	100.0	3.6	1,500
Grampians	27.6	24.7	4.9	8.4	1.8	31.5	1.1	100.0	4.9	2,050
Hume	23.0	31.8	3.5	5.2	2.7	31.9	1.8	100.0	5.1	2,100
Loddon Mallee	22.8	28.1	7.1	8.1	2.6	30.1	1.3	100.0	8.9	3,700
Statewide	59.1	15.1	0.2	0.2	0.4	24.5	0.5	100.0	5.8	2,450
<b>Total (%)</b>	<b>33.1</b>	<b>27.1</b>	<b>5.3</b>	<b>5.4</b>	<b>1.8</b>	<b>25.8</b>	<b>1.5</b>	<b>100.0</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>13,850</b>	<b>11,350</b>	<b>2,250</b>	<b>2,250</b>	<b>750</b>	<b>10,800</b>	<b>650</b>	..	..	<b>41,850</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,297.
2. Figures are unweighted and have not been adjusted for client non-consent and agency non-participation.

Source: SAAP Client and Administrative Data Collections.

**Table 5.2: SAAP support periods: client group by primary target group of agency, Victoria, 2001–02 (per cent)**

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	36.3	13.5	—	3.0	0.7	8.6	12.8	5,600
Male alone, 25+	2.7	80.2	0.1	6.3	0.1	35.0	20.1	8,800
Female alone, under 25	37.9	0.2	16.7	3.8	7.4	6.8	13.6	6,000
Female alone, 25+	2.0	3.3	40.9	4.9	28.8	13.0	13.5	5,950
Couple, no children	5.3	0.6	1.0	7.1	0.3	8.8	5.5	2,400
Couple with children	3.0	0.2	1.5	23.0	0.5	6.9	5.4	2,350
Male with children	0.9	0.9	—	5.8	0.1	2.7	1.8	800
Female with children	9.0	0.6	38.4	44.3	61.3	16.8	25.8	11,300
Other	2.9	0.5	1.4	1.7	0.7	1.4	1.5	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>..</i>
<b>Total (%)</b>	<b>22.3</b>	<b>5.5</b>	<b>3.7</b>	<b>7.5</b>	<b>19.6</b>	<b>41.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>9,800</b>	<b>2,400</b>	<b>1,650</b>	<b>3,300</b>	<b>8,600</b>	<b>18,200</b>	<b>..</b>	<b>43,950</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,100.
2. Figures have been weighted to adjust for client non-consent and agency non-participation.

*Source:* SAAP Client and Administrative Data Collections.

**Table 5.3: SAAP support periods: main reason for seeking assistance by client group, Victoria, 2001-02 (per cent)**

Main reason for seeking assistance	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
Usual accommodation unavailable	15.1	13.2	11.4	6.6	15.8	11.8	18.6	7.3	10.0	10.8
Time out from family/other situation	5.8	2.9	7.4	2.6	4.2	2.6	2.8	2.0	8.0	3.8
Relationship/family breakdown	18.9	8.6	23.0	5.6	7.2	4.4	20.2	7.7	19.4	11.3
Interpersonal conflict	3.4	3.1	4.2	1.7	2.5	2.2	1.5	1.3	1.3	2.5
Physical/emotional abuse	1.6	0.6	3.7	3.0	0.8	1.1	0.9	3.1	3.7	2.3
Domestic violence	1.7	0.5	10.8	44.1	1.6	2.3	1.9	47.7	9.9	21.4
Sexual abuse	0.4	0.1	1.4	0.6	0.1	0.1	—	0.4	0.2	0.5
Financial difficulty	6.4	11.5	4.3	5.9	11.6	12.9	11.4	5.1	5.0	7.3
Gambling	0.1	0.5	—	0.1	—	0.1	—	—	0.4	0.1
Eviction/previous accommodation ended	17.4	15.0	14.2	9.3	23.7	33.0	20.9	13.4	17.2	15.7
Drug/alcohol/substance abuse	4.4	9.6	2.1	2.9	3.1	1.2	1.2	0.6	1.7	3.3
Emergency accommodation ended	3.5	3.8	2.4	1.9	2.8	4.3	1.5	1.5	2.3	2.6
Recently left institution	2.5	4.7	1.0	1.4	1.2	0.5	0.8	0.3	0.4	1.6
Psychiatric illness	1.8	4.3	0.7	2.7	0.5	0.2	0.5	0.2	0.6	1.5
Recent arrival to area with no means of support	4.2	5.4	2.3	1.9	5.4	9.2	3.9	2.1	6.3	3.6
Itinerant	5.1	5.5	3.5	2.4	6.8	2.5	4.6	1.3	3.3	3.4
Other	7.8	10.8	7.5	7.2	13.0	11.7	9.1	5.8	10.2	8.2
<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>
<b>Total (%)</b>	<b>12.6</b>	<b>16.7</b>	<b>14.1</b>	<b>13.7</b>	<b>5.8</b>	<b>6.0</b>	<b>2.0</b>	<b>27.6</b>	<b>1.6</b>	<b>100.0</b>
<b>Total (number)</b>	<b>4,800</b>	<b>6,400</b>	<b>5,400</b>	<b>5,200</b>	<b>2,200</b>	<b>2,300</b>	<b>750</b>	<b>10,550</b>	<b>650</b>	<b>38,200</b>

*Notes*

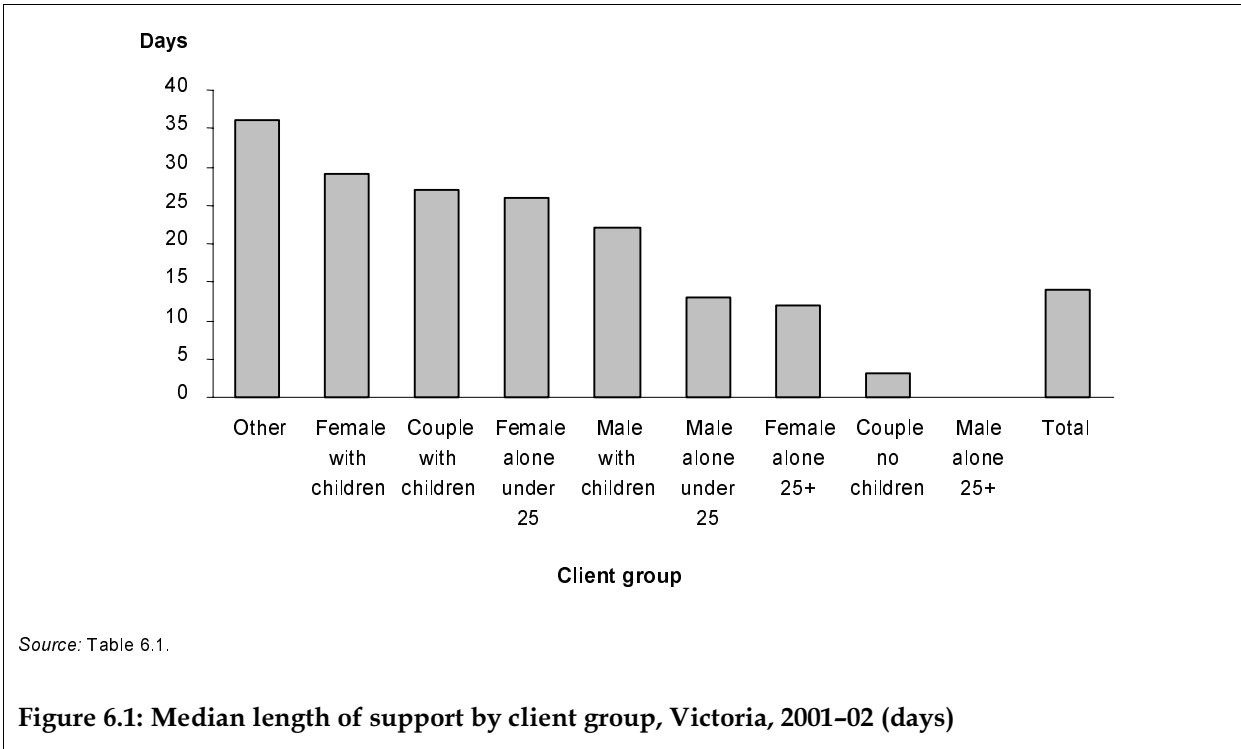
1. Number excluded due to errors and omissions (weighted): 2,336.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.



# 6 Support provided

## 6.1 Key chart



## 6.2 Tables

Table 6.1: SAAP closed support periods: length of support by client group, Victoria, 2001-02 (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	35.2	51.0	22.9	30.3	45.9	31.1	32.5	20.3	23.4	32.8	12,500
1 day	3.7	2.1	5.3	5.5	2.8	4.0	2.9	7.3	3.4	4.7	1,800
2 days	1.2	1.0	2.2	2.6	1.0	1.1	0.6	2.6	1.8	1.8	700
3 days	1.3	1.2	2.2	2.1	1.3	0.9	1.2	2.2	1.4	1.7	650
4 days	1.0	0.9	1.4	1.4	1.1	1.2	1.3	1.1	0.8	1.1	450
5 days	1.0	0.8	0.9	0.9	0.5	0.7	0.6	1.0	1.0	0.9	350
6 days	0.9	1.1	1.1	1.5	1.0	0.3	0.8	1.1	1.0	1.1	400
7 days	1.1	1.6	1.4	2.0	1.3	1.1	1.4	1.3	1.0	1.4	550
>1-2 weeks	5.8	5.9	5.3	6.2	4.4	4.0	3.9	5.1	5.9	5.4	2,100
>2-4 weeks	7.9	6.5	9.4	8.9	7.3	6.7	8.7	7.8	7.1	7.8	3,000
>4-13 weeks	23.3	15.9	28.2	21.6	19.2	21.4	22.0	24.6	27.0	22.1	8,450
>13-26 weeks	9.0	6.1	10.3	9.2	8.5	13.5	13.4	13.4	10.8	10.0	3,800
>26-52 weeks	5.2	3.5	5.6	4.3	3.7	8.7	6.9	7.9	9.0	5.6	2,150
>52 weeks	3.1	2.5	4.0	3.3	1.9	5.2	3.9	4.4	6.3	3.5	1,350
<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>13.0</b>	<b>21.3</b>	<b>13.1</b>	<b>13.8</b>	<b>5.7</b>	<b>5.2</b>	<b>1.7</b>	<b>24.9</b>	<b>1.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>4,950</b>	<b>8,150</b>	<b>5,000</b>	<b>5,250</b>	<b>2,200</b>	<b>2,000</b>	<b>650</b>	<b>9,500</b>	<b>500</b>	<b>..</b>	<b>38,200</b>
<b>Mean length (days)</b>	<b>61</b>	<b>43</b>	<b>68</b>	<b>61</b>	<b>43</b>	<b>87</b>	<b>70</b>	<b>78</b>	<b>93</b>	<b>..</b>	<b>63</b>
<b>Median length (days)</b>	<b>13</b>	<b>0</b>	<b>26</b>	<b>12</b>	<b>3</b>	<b>27</b>	<b>22</b>	<b>29</b>	<b>36</b>	<b>..</b>	<b>14</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,200.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.2: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Victoria, 2001–02 (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	7.9	3.9	8.4	14.6	4.0	2.7	1.5	10.9	9.5	8.4	750
2 days	2.6	2.7	3.5	5.1	1.5	1.9	—	5.8	3.4	3.8	350
3 days	3.6	2.4	3.6	5.8	4.3	2.3	3.7	4.9	3.4	3.9	350
4 days	2.4	2.4	2.9	3.1	2.3	1.4	—	2.4	1.3	2.5	200
5 days	2.3	2.1	1.3	2.9	1.8	—	1.7	2.6	3.5	2.1	200
6 days	3.4	4.0	2.6	2.7	4.7	0.3	—	2.6	3.7	3.0	250
7 days	2.4	6.6	2.9	4.7	6.1	3.0	10.4	3.4	2.3	4.1	350
>1–2 weeks	12.1	18.0	10.3	12.3	9.8	5.1	12.7	8.4	13.4	11.7	1,000
>2–4 weeks	15.2	15.6	13.5	13.5	17.5	7.8	14.0	10.9	2.2	13.3	1,150
>4–13 weeks	25.3	28.5	27.9	21.9	25.5	25.5	18.7	20.6	20.2	24.6	2,150
>13–26 weeks	10.1	7.7	9.9	6.8	8.5	24.2	21.1	13.2	11.3	10.6	900
>26–52 weeks	7.2	4.2	7.5	3.8	8.5	15.5	12.8	9.7	13.5	7.4	650
>52 weeks	5.5	2.0	5.7	2.9	5.5	10.4	3.5	4.5	12.3	4.5	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>15.8</b>	<b>19.1</b>	<b>17.9</b>	<b>12.7</b>	<b>3.1</b>	<b>4.1</b>	<b>1.1</b>	<b>25.0</b>	<b>1.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,350</b>	<b>1,650</b>	<b>1,550</b>	<b>1,100</b>	<b>250</b>	<b>350</b>	<b>100</b>	<b>2,150</b>	<b>100</b>	<b>..</b>	<b>8,700</b>
<b>Mean length (days)</b>	<b>82</b>	<b>53</b>	<b>84</b>	<b>60</b>	<b>76</b>	<b>144</b>	<b>92</b>	<b>83</b>	<b>139</b>	<b>..</b>	<b>77</b>
<b>Median length (days)</b>	<b>26</b>	<b>21</b>	<b>29</b>	<b>14</b>	<b>28</b>	<b>92</b>	<b>55</b>	<b>26</b>	<b>41</b>	<b>..</b>	<b>25</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>100</b>	<b>200</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>50</b>	<b>200</b>	<b>&lt;25</b>	<b>..</b>	<b>950</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,110.
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 6.3: SAAP support periods: services provided to clients, by client group, Victoria, 2001-02 (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>62.7</b>	<b>55.2</b>	<b>63.6</b>	<b>51.0</b>	<b>61.6</b>	<b>66.1</b>	<b>64.0</b>	<b>56.4</b>	<b>62.7</b>	<b>58.2</b>
SAAP/CAP accommodation	36.8	25.2	38.6	27.0	20.2	31.9	27.2	30.5	31.7	30.3
Assistance to obtain/maintain short-term accommodation	25.1	26.5	22.6	18.8	28.8	27.9	25.4	18.4	18.8	22.7
Assistance to obtain/maintain independent housing	26.2	26.9	30.4	25.8	36.8	43.5	41.9	34.2	38.5	30.9
<b>Financial/employment</b>	<b>43.5</b>	<b>50.8</b>	<b>38.6</b>	<b>39.7</b>	<b>49.1</b>	<b>49.7</b>	<b>45.6</b>	<b>39.6</b>	<b>38.4</b>	<b>43.4</b>
Assistance to obtain/maintain government payment	12.0	6.5	14.2	9.7	6.9	8.7	7.5	11.8	11.5	10.3
Employment/training assistance	7.8	3.3	7.3	2.7	2.7	3.7	3.7	2.0	5.4	4.0
Financial assistance/material aid	32.7	45.0	27.0	33.4	42.5	43.9	38.8	32.2	31.6	35.6
Financial counselling	7.8	9.1	8.6	7.8	8.4	11.2	10.8	9.5	10.1	8.9
<b>Counselling</b>	<b>36.2</b>	<b>32.4</b>	<b>52.3</b>	<b>65.4</b>	<b>31.0</b>	<b>36.6</b>	<b>37.6</b>	<b>67.8</b>	<b>51.8</b>	<b>49.8</b>
Incest/sexual assault	1.0	0.6	2.7	3.5	0.7	1.5	0.9	2.4	1.9	1.9
Domestic violence	1.7	0.8	10.0	34.4	3.1	4.5	1.8	39.6	10.0	17.3
Family/relationship	11.5	6.6	17.9	12.8	8.7	13.8	14.0	15.9	23.8	12.9
Emotional/other	31.9	30.6	46.1	57.1	29.2	33.0	34.6	59.0	44.5	44.2
Assistance with problem gambling	0.3	0.8	0.1	0.6	—	0.2	0.8	0.3	0.4	0.4
<b>General support/advocacy</b>	<b>77.0</b>	<b>71.3</b>	<b>76.9</b>	<b>78.2</b>	<b>75.3</b>	<b>79.2</b>	<b>78.0</b>	<b>85.0</b>	<b>73.9</b>	<b>78.1</b>
Living skills/personal development	20.4	8.3	21.6	8.3	8.5	7.2	5.7	7.0	18.6	11.3
Assistance with legal issues/court support	6.2	5.8	6.9	16.1	4.2	8.1	10.3	21.7	8.4	11.7
Advice/information	68.5	63.0	69.1	68.8	69.7	72.3	70.8	75.8	65.1	69.7
Retrieval/storage/removal of belongings	12.8	11.1	15.2	11.8	9.7	11.6	7.0	10.1	11.6	11.6
Advocacy/liaison on behalf of client	37.4	37.7	43.0	48.9	43.9	56.3	52.0	58.9	46.6	47.1
Brokerage services	2.0	3.3	2.6	3.7	5.3	7.4	6.2	4.8	2.7	3.9
<b>Specialist services</b>	<b>17.4</b>	<b>23.8</b>	<b>20.3</b>	<b>25.2</b>	<b>15.6</b>	<b>15.3</b>	<b>11.9</b>	<b>20.2</b>	<b>27.4</b>	<b>20.7</b>
Psychological services	1.0	1.6	1.5	2.0	0.9	0.5	0.4	1.0	2.2	1.3
Psychiatric services	2.2	3.8	1.6	2.5	0.7	0.8	0.8	0.6	1.2	1.9
Pregnancy support	0.1	0.1	3.9	1.2	4.1	4.2	0.3	2.9	7.1	2.0
Family planning support	0.2	0.2	1.7	0.7	1.3	2.3	0.3	1.1	2.0	0.9
Drug/alcohol support or intervention	8.0	11.5	5.6	6.5	5.5	3.4	4.6	2.8	4.3	6.3
Physical disability services	0.1	0.3	0.1	0.5	0.1	0.3	—	0.2	0.2	0.2
Intellectual disability services	0.3	0.3	0.2	0.4	0.3	0.1	0.2	0.2	0.5	0.3
Culturally appropriate support	3.1	1.6	3.7	7.5	1.8	3.4	1.6	7.9	10.3	4.7
Interpreter services	0.5	0.4	0.9	2.9	1.0	1.5	0.4	3.5	3.0	1.8
Assistance with immigration issues	0.3	0.2	0.9	2.0	0.6	1.3	0.1	1.4	1.9	1.0
Health/medical services	7.9	14.5	9.8	12.2	7.9	5.8	6.0	8.4	6.8	10.0
<b>Basic support and services n.e.s.</b>	<b>47.7</b>	<b>55.2</b>	<b>44.5</b>	<b>44.2</b>	<b>31.0</b>	<b>32.3</b>	<b>29.2</b>	<b>36.5</b>	<b>37.8</b>	<b>43.2</b>
Meals	23.0	35.1	21.4	23.4	10.2	5.9	7.3	14.5	11.0	21.0
Laundry/shower facilities	18.9	20.3	18.5	16.8	7.4	2.0	3.5	11.3	8.1	14.9
Recreation	14.8	15.2	15.4	11.8	6.1	5.5	5.8	9.9	8.2	12.0
Transport	26.5	21.8	30.8	27.6	14.9	23.4	17.1	28.1	24.6	25.7
Other	16.5	18.8	11.9	10.8	11.1	8.2	8.5	7.4	8.6	12.2
<b>No services provided directly</b>	<b>4.3</b>	<b>2.9</b>	<b>4.4</b>	<b>2.9</b>	<b>4.8</b>	<b>5.7</b>	<b>5.9</b>	<b>3.1</b>	<b>5.4</b>	<b>3.7</b>
<b>Total (number)</b>	<b>5,300</b>	<b>8,600</b>	<b>5,750</b>	<b>5,850</b>	<b>2,300</b>	<b>2,300</b>	<b>800</b>	<b>11,050</b>	<b>650</b>	<b>42,550</b>

*Notes*

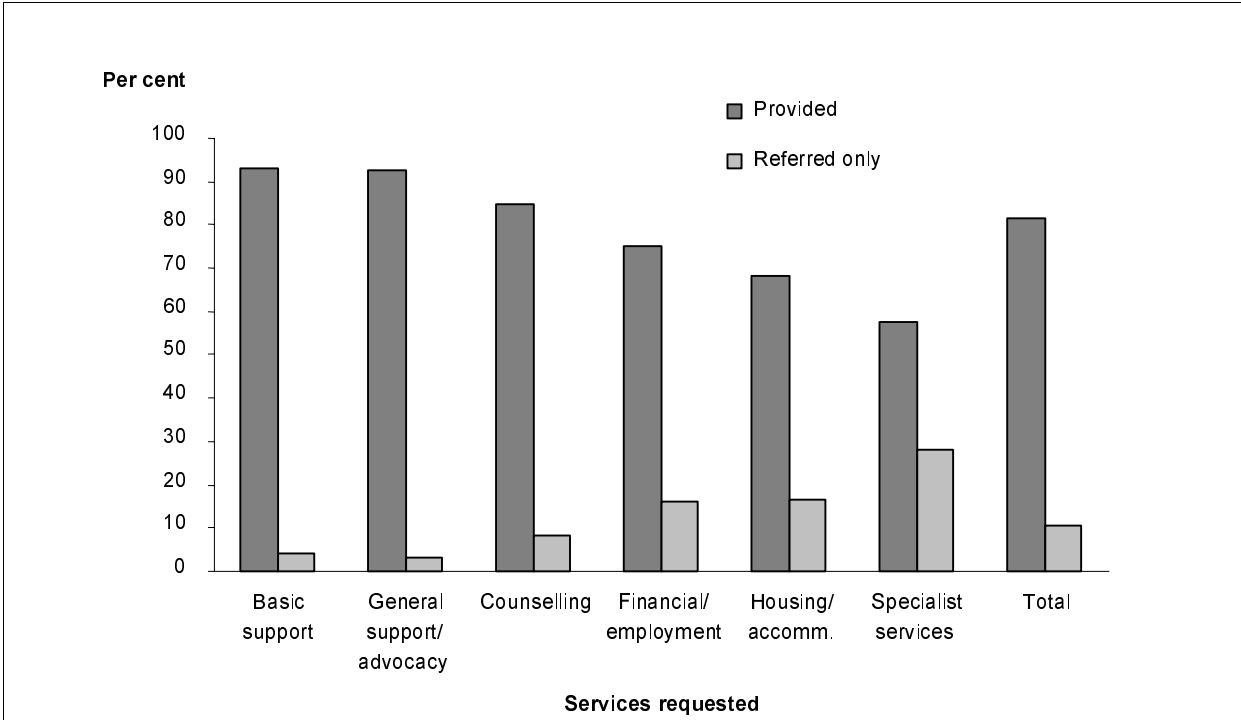
1. Number excluded due to errors and omissions (weighted): 847 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



# 7 Meeting the needs of clients

## 7.1 Key chart



Source: Table 7.1, Part b.

**Figure 7.1: Provision of services requested by clients, Victoria, 2001-02 (per cent services requested in closed support periods)**

## 7.2 Tables

Table 7.1: SAAP services requested by clients in closed support periods, by provision, Victoria, 2001-02

**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	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Housing/accommodation</b>								
SAAP/CAP accommodation	14.2	14.3	28.5	60.1	11.4	71.5	100.0	15,050
Assistance to obtain/maintain short-term accommodation	15.1	20.8	35.9	53.1	11.0	64.1	100.0	12,850
Assistance to obtain/maintain independent housing	17.0	15.1	32.1	55.1	12.8	67.9	100.0	15,250
<b>Financial/employment</b>								
Assistance to obtain/maintain government payment	8.8	18.5	27.3	57.2	15.5	72.7	100.0	4,550
Employment/training assistance	20.4	33.0	53.4	31.7	14.9	46.6	100.0	2,600
Financial assistance/material aid	5.9	11.5	17.4	69.4	13.2	82.6	100.0	15,800
Financial counselling	12.5	20.4	32.9	55.8	11.3	67.1	100.0	4,250
<b>Counselling</b>								
Incest/sexual assault	17.7	30.9	48.6	32.1	19.3	51.4	100.0	1,200
Domestic violence	6.4	9.6	16.0	73.8	10.2	84.0	100.0	7,500
Family/relationship	12.7	15.4	28.1	60.8	11.0	71.8	100.0	5,950
Emotional/other	4.0	3.0	7.0	87.2	5.8	93.0	100.0	16,150
Assistance with problem gambling	24.8	30.0	54.8	26.4	18.8	45.2	100.0	300
<b>General support/advocacy</b>								
Living skills/personal development	12.4	5.5	17.9	76.3	5.8	82.1	100.0	4,250
Assistance with legal issues/court support	10.4	18.8	29.2	50.0	20.8	70.8	100.0	5,400
Advice/information	1.4	0.4	1.8	92.6	5.7	98.3	100.0	25,500
Retrieval/storage/removal of belongings	8.8	6.1	14.9	80.1	5.0	85.1	100.0	4,450
Advocacy/liaison on behalf of client	2.6	0.9	3.5	89.9	6.6	96.5	100.0	16,750
Brokerage services	4.3	5.7	10.0	78.3	11.7	90.0	100.0	1,500
<b>Specialist services</b>								
Psychological services	25.1	47.5	72.6	14.6	12.8	27.4	100.0	1,350
Psychiatric services	18.9	42.9	61.8	21.9	16.2	38.1	100.0	1,500
Pregnancy support	12.2	21.1	33.3	47.4	19.3	66.7	100.0	900
Family planning support	13.2	27.9	41.1	40.6	18.3	58.9	100.0	450
Drug/alcohol support or intervention	18.1	24.4	42.5	34.5	23.0	57.5	100.0	3,500
Physical disability services	21.7	40.3	62.0	15.8	22.2	38.0	100.0	200
Intellectual disability services	19.9	44.3	64.2	18.6	17.2	35.8	100.0	250
Culturally appropriate support	7.3	15.0	22.3	67.9	9.7	77.6	100.0	1,950
Interpreter services	9.0	15.2	24.2	63.9	11.9	75.8	100.0	800
Assistance with immigration issues	12.6	18.0	30.6	52.1	17.3	69.4	100.0	400
Health/medical services	10.2	29.7	39.9	42.2	17.9	60.1	100.0	5,550
<b>Basic support and services n.e.s.</b>								
Meals	2.0	6.7	8.7	89.4	1.9	91.3	100.0	8,600
Laundry/shower facilities	2.2	3.9	6.1	93.3	0.7	94.0	100.0	5,800
Recreation	4.5	3.9	8.4	89.2	2.4	91.6	100.0	4,400
Transport	3.2	2.4	5.6	92.3	2.2	94.5	100.0	9,000
Other	4.0	2.5	6.5	88.2	5.2	93.4	100.0	4,900

(continued)

**Table 7.1 (continued): SAAP services requested by clients in closed support periods, by provision, Victoria, 2001-02**

**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	Sub-total	Provided only	Provided and referred	Sub-total			
	% distinct services requested							Number	Number
Housing/ accommodation	15.4	16.5	31.9	56.3	11.8	68.1	100.0	43,150	27,800
Financial/ employment	8.8	16.2	25.0	61.6	13.4	75.0	100.0	27,200	19,150
Counselling	7.0	8.3	15.3	76.3	8.5	84.8	100.0	31,050	19,000
General support/ advocacy	4.1	3.2	7.3	85.3	7.5	92.8	100.0	57,850	28,650
Specialist services	13.9	28.3	42.2	40.5	17.3	57.8	100.0	16,750	10,450
Basic support and services n.e.s.	3.0	4.0	7.0	90.7	2.3	93.0	100.0	32,700	16,350
<b>Total (%)</b>	<b>8.1</b>	<b>10.5</b>	<b>18.6</b>	<b>72.1</b>	<b>9.3</b>	<b>81.4</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>16,900</b>	<b>22,000</b>	<b>38,900</b>	<b>150,450</b>	<b>19,350</b>	<b>169,800</b>	..	<b>208,750</b>	<b>37,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,366 closed support periods (including cases with no information on service requirements or provision).
2. 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.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP services requested by the client in closed support periods that were neither provided nor referred: broad type of service by client group, Victoria, 2001–02**

	Male alone	Female alone	Couple no children	Couple with children	Male with children	Female with children	Other	Total		
<b>Broad type of service</b>								<b>% unmet needs</b>	<b>%</b>	<b>Number</b>
Housing/accommodation	46.5	33.9	46.1	38.4	45.7	36.0	49.9	39.5	6,550	
Financial/employment	14.0	13.8	15.5	21.6	14.8	13.0	12.0	14.2	2,350	
Counselling	9.8	14.7	10.9	14.4	12.0	14.4	7.6	12.8	2,150	
General support/ advocacy	10.3	15.5	11.0	10.4	10.3	17.8	11.5	13.9	2,300	
Specialist services	13.5	15.7	11.9	11.1	11.0	13.6	10.5	13.9	2,300	
Basic support and services n.e.s.	6.0	6.4	4.7	4.1	6.1	5.2	8.6	5.8	950	
<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>16,600</i>	
<b>Summary totals</b>										
Total unmet needs (%)	29.9	29.8	5.1	5.4	1.9	26.4	1.3	100.0	..	
Total unmet needs (number)	5,000	4,950	850	900	300	4,400	200	..	16,600	
Total closed support periods with unmet needs (%)	35.4	26.1	5.7	5.8	2.1	23.7	1.2	100.0	..	
Total closed support periods with unmet needs (number)	2,950	2,150	450	500	200	1,950	100	..	8,250	
Total closed support periods (%)	34.4	26.8	5.5	5.1	1.8	25.0	1.3	100.0	..	
Total closed support periods (number)	12,850	10,050	2,050	1,900	700	9,350	500	..	37,400	

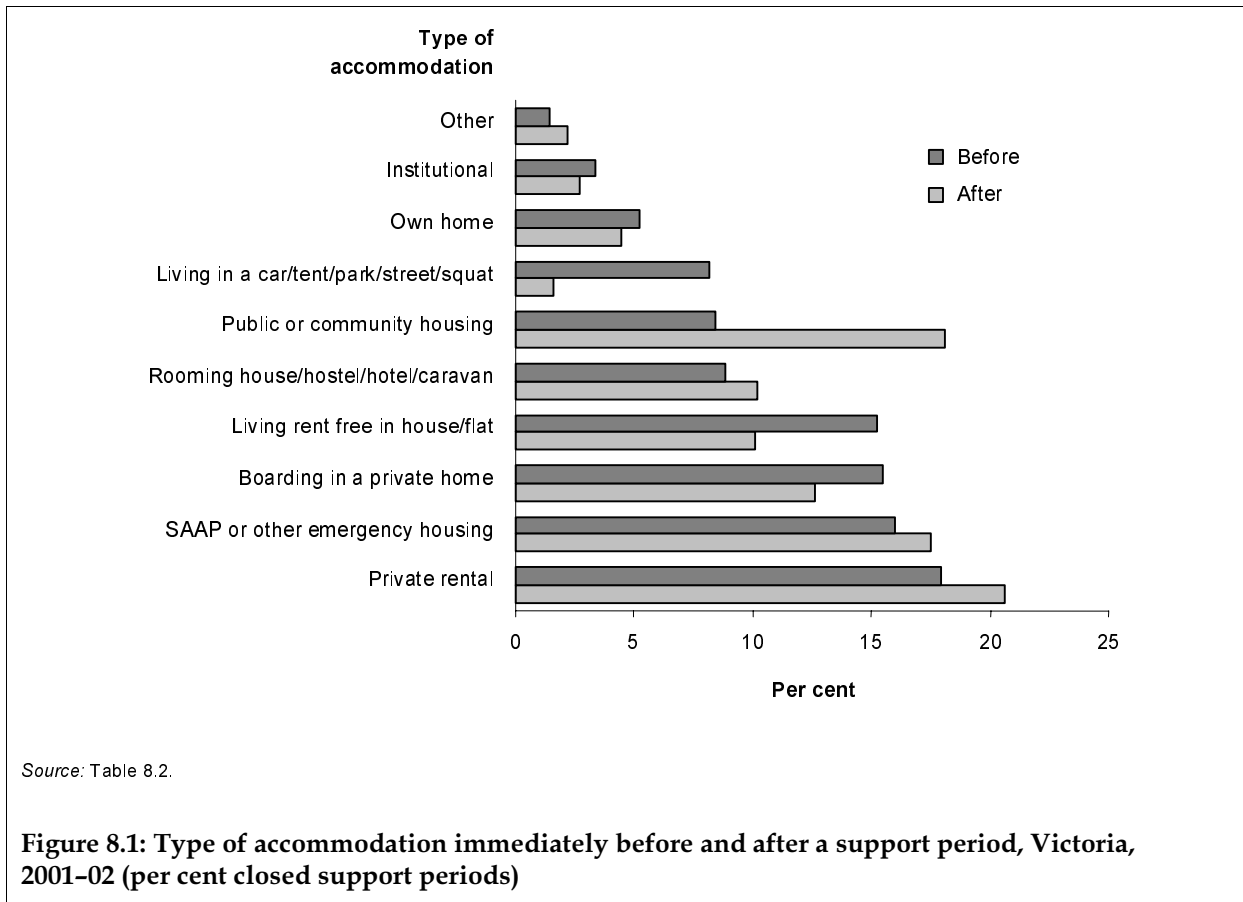
*Notes*

1. Number excluded due to errors and omissions (weighted): 269 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 129 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 2,023 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.

# 8 Circumstances of clients before and after support

## 8.1 Key chart



## 8.2 Tables

**Table 8.1: SAAP closed support periods: source of income immediately before and after a support period, Victoria, 2001-02 (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	17.6	5.0	7.5	4.5
No income, awaiting pension/benefit	3.7	2.3	1.5	1.0
Government pension/benefit	68.6	85.7	83.2	86.3
Other	10.0	7.1	7.8	8.2
<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>4,350</i>	<i>3,950</i>	<i>29,700</i>	<i>25,150</i>
Number with missing data	200	650	5,200	9,750
<b>Total (number)</b>	<b>4,600</b>	<b>4,600</b>	<b>34,900</b>	<b>34,900</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.

Source: SAAP Client Collection.

**Table 8.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Victoria, 2001–02 (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	14.9	14.3	16.0	17.5
Living rent-free in house/flat	14.6	7.6	15.2	10.1
Private rental	18.4	24.3	17.9	20.6
Public or community housing	7.3	23.0	8.4	18.1
Rooming house/hostel/hotel/caravan	9.6	9.6	8.8	10.2
Boarding in a private home	20.4	14.0	15.5	12.6
Own home	2.9	1.7	5.2	4.5
Living in a car/tent/park/street/squat	7.3	1.2	8.2	1.6
Institutional	3.1	2.1	3.4	2.7
Other	1.7	2.1	1.4	2.2
<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>14,450</i>	<i>11,800</i>	<i>30,050</i>	<i>23,250</i>
Number with missing data	700	3,350	4,850	11,650
<b>Total (number)</b>	<b>15,150</b>	<b>15,150</b>	<b>34,900</b>	<b>34,900</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.

Source: SAAP Client Collection.

**Table 8.3: SAAP closed support periods: living situation immediately before and after a support period, Victoria, 2001-02 (per cent)**

Living situation	Before	After
With parent(s)	10.1	7.3
With foster family	0.4	0.3
With relatives/friends short-term	18.1	11.1
With relatives/friends long-term	3.0	5.0
With spouse/partner with/without children	23.8	16.6
Alone with children	12.9	22.6
Alone	20.3	23.5
With other unrelated persons	10.3	12.6
Other	1.0	1.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>30,150</i>	<i>23,750</i>
Number with missing data	4,750	11,150
<b>Total (number)</b>	<b>34,900</b>	<b>34,900</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.

Source: SAAP Client Collection.

**Table 8.4: SAAP closed support periods: employment status immediately before and after a support period, Victoria, 2001-02 (per cent)**

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	2.2	5.3	3.2	4.0
Employed part-time/casual	7.0	11.8	6.3	7.4
Unemployed (looking for work)	49.4	43.5	32.2	29.2
Not in labour force	41.5	39.5	58.3	59.4
<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>2,550</i>	<i>2,050</i>	<i>30,200</i>	<i>24,650</i>
Number with missing data	100	600	4,700	10,250
<b>Total (number)</b>	<b>2,650</b>	<b>2,650</b>	<b>34,900</b>	<b>34,900</b>

*Notes*

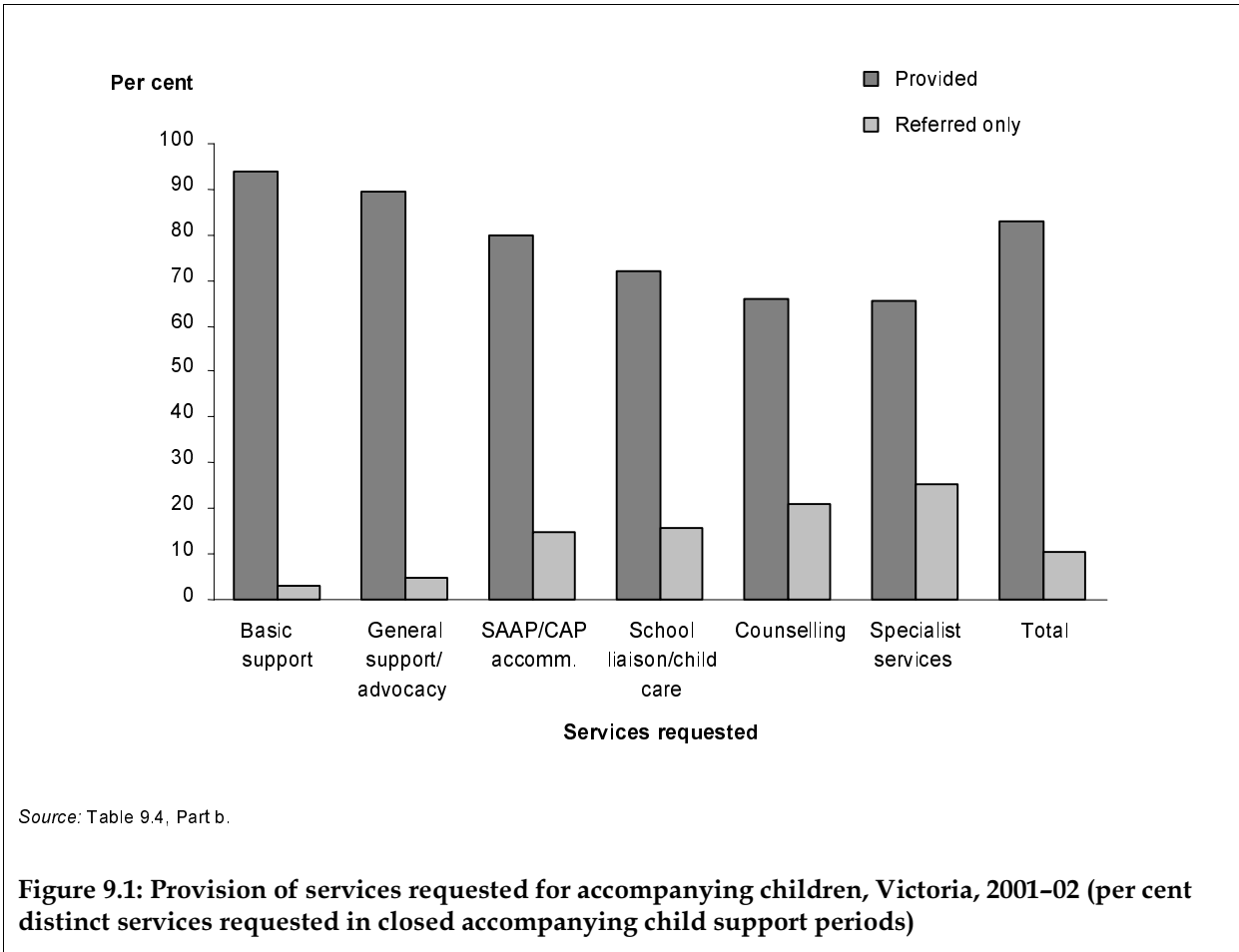
1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



# 9 Support to accompanying children

## 9.1 Key chart



## 9.2 Tables

**Table 9.1: Accompanying children and accompanying child support periods, by age and gender of child, Victoria, 2001-02**

Age	Accompanying children		Accompanying child support periods	
	%	Number	%	Number
0-4 years	43.2	7,900	42.4	9,500
5-12 years	44.0	8,050	43.7	9,800
13-15 years	10.1	1,850	10.0	2,250
16-17 years	2.7	500	4.0	900
<b>Total</b>	<b>100.0</b>	<b>18,250</b>	<b>100.0</b>	<b>22,400</b>
<b>Gender</b>				
Male	50.1	9,150	50.1	11,250
Female	49.9	9,100	49.9	11,200
<b>Total</b>	<b>100.0</b>	<b>18,300</b>	<b>100.0</b>	<b>22,450</b>

*Notes*

1. Number excluded due to errors and omissions in age (weighted): 32 accompanying children.
2. Number excluded due to errors and omissions in gender (weighted): 27 accompanying children.
3. Number excluded due to errors and omissions in age (weighted): 534 accompanying child support periods.
4. Number excluded due to errors and omissions in gender (weighted): 490 accompanying child support periods.
5. Table excludes high-volume records because not all items were included on the high-volume form.
6. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
7. Accompanying child support period figures have been weighted to adjust for agency non-participation

Source: SAAP Client Collection.

**Table 9.2: Accompanying children, birthplace of child, Victoria, 2001-02**

Birthplace	Per cent	Number
Australia	92.1	15,800
Oceania (excluding Australia)	2.4	400
Europe and the former Soviet Union	0.8	150
South-East, North-East and Southern Asia	1.3	200
Other (including the Middle East, Africa, the Americas and Caribbean)	3.4	600
<b>Total</b>	<b>100.0</b>	<b>17,150</b>

*Notes*

1. Number excluded due to errors and omissions in birthplace (weighted): 1,138 children.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 9.3: Accompanying child support periods: services provided to accompanying children, by client group, Victoria, 2001-02**

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
<b>Accompanying child support periods</b>	(%)				%	<b>Number</b>
<b>Accommodation</b>	<b>43.0</b>	<b>31.9</b>	<b>46.1</b>	<b>54.3</b>	<b>45.2</b>	<b>4,600</b>
SAAP/CAP accommodation	43.0	31.9	46.1	54.3	45.2	4,600
<b>School liaison/child care</b>	<b>16.4</b>	<b>16.0</b>	<b>23.9</b>	<b>8.6</b>	<b>22.7</b>	<b>2,300</b>
School liaison	12.4	10.2	16.3	5.7	15.6	1,600
Child care	5.6	6.5	10.6	2.9	9.8	1,000
<b>Counselling</b>	<b>10.7</b>	<b>14.7</b>	<b>27.0</b>	<b>14.3</b>	<b>24.7</b>	<b>2,500</b>
Help with behavioural problems	4.5	3.2	9.2	2.9	8.4	850
Sexual/physical abuse counselling/support	1.1	2.0	3.6	—	3.3	350
Skills education	0.7	1.5	2.9	2.9	2.6	250
General counselling/support	7.1	12.0	21.3	8.6	19.3	1,950
<b>General support/advocacy</b>	<b>38.4</b>	<b>39.9</b>	<b>45.4</b>	<b>68.6</b>	<b>44.5</b>	<b>4,500</b>
Access arrangements	2.0	4.7	4.4	8.6	4.2	400
Advice/information	19.1	20.7	30.7	31.4	29.0	2,950
Brokerage services	6.8	5.2	3.7	2.9	4.1	400
Advocacy	20.8	21.2	25.1	48.6	24.5	2,500
<b>Specialist services</b>	<b>7.4</b>	<b>5.5</b>	<b>12.4</b>	<b>8.6</b>	<b>11.5</b>	<b>1,150</b>
Culturally sensitive services	2.1	0.2	5.7	2.9	5.1	500
Health/medical services	6.0	5.2	8.1	5.7	7.7	800
<b>Basic support and other services n.e.s.</b>	<b>37.6</b>	<b>38.2</b>	<b>49.0</b>	<b>31.4</b>	<b>47.3</b>	<b>4,800</b>
Meals	8.5	5.7	26.8	—	23.8	2,400
Showers/hygiene	1.5	3.0	18.2	—	15.7	1,600
Recreation	12.6	9.5	22.3	2.9	20.7	2,100
Transport	22.1	15.2	37.1	17.1	34.5	3,500
Other	9.5	18.4	7.8	20.0	8.5	850
<b>No services provided directly by agency</b>	<b>14.0</b>	<b>19.5</b>	<b>13.6</b>	<b>—</b>	<b>13.8</b>	<b>1,400</b>
<b>Total accompanying child support periods (%)</b>	<b>10.8</b>	<b>4.1</b>	<b>84.7</b>	<b>0.4</b>	<b>100.0</b>	<b>..</b>
<b>Total accompanying child support periods (number)</b>	<b>1,100</b>	<b>400</b>	<b>8,550</b>	<b>50</b>	<b>..</b>	<b>10,100</b>
<b>Support periods for SAAP clients with accompanying children requiring assistance</b>						
Total support periods (%)	9.9	4.6	85.1	0.5	100.0	..
Total support periods (number)	500	250	4,500	50	..	5,300
Mean number of accompanying child support periods in which accompanying children required assistance	2.10	1.73	1.91	1.46	..	1.92

*Notes*

1. Number excluded due to errors and omissions (weighted): 12,824 accompanying child support periods (including cases with no information on service requirements or provision).
2. Number excluded due to errors and omissions (weighted): 96 support periods.
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. Accompanying children were able to receive multiple services, so percentages do not total 100.
5. An accompanying child may be counted in more than one support period, so the total number of accompanying child support periods does not equal the actual number of accompanying children requiring assistance.
6. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 9.4: SAAP services requested for accompanying children in closed support periods, by provision, Victoria, 2001-02**

**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	Sub-total	Provided only	Provided and referred	Sub-total		
<b>Accommodation</b>								
SAAP/CAP accommodation	5.2	14.8	20.0	66.4	13.5	79.9	100.0	4,400
<b>School liaison/child care</b>								
School liaison	14.3	8.9	23.2	68.0	8.8	76.8	100.0	1,500
Child care	10.0	24.4	34.4	49.8	15.9	65.7	100.0	1,150
<b>Counselling</b>								
Help with behavioural problems	12.6	30.5	43.1	41.8	15.0	56.8	100.0	1,100
Sexual/physical abuse counselling/support	16.9	36.6	53.5	32.7	13.8	46.5	100.0	550
Skills education	17.5	10.4	27.9	63.2	8.9	72.1	100.0	300
General counselling/support	11.7	12.6	24.3	64.8	10.9	75.7	100.0	2,000
<b>General support/advocacy</b>								
Access arrangements	15.1	29.8	44.9	45.3	9.9	55.2	100.0	550
Advice/information	4.2	1.4	5.6	88.5	5.8	94.3	100.0	2,500
Brokerage services	3.4	5.0	8.4	76.1	15.5	91.6	100.0	350
Advocacy	5.4	1.8	7.2	87.1	5.7	92.8	100.0	2,050
<b>Specialist services</b>								
Culturally sensitive services	8.0	9.1	17.1	73.4	9.5	82.9	100.0	500
Health/medical services	9.1	33.3	42.4	37.6	19.9	57.5	100.0	1,050
<b>Basic support and other services n.e.s.</b>								
Meals	2.3	1.7	4.0	93.9	2.1	96.0	100.0	2,200
Showers/hygiene	2.9	1.3	4.2	95.1	0.7	95.8	100.0	1,500
Recreation	3.2	3.0	6.2	90.1	3.7	93.8	100.0	1,750
Transport	2.1	0.7	2.8	94.3	2.8	97.1	100.0	2,800
Other	8.5	17.0	25.5	63.4	11.1	74.5	100.0	750
Further other	9.9	13.4	23.3	55.8	20.9	76.7	100.0	200

(continued)

**Table 9.4 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Victoria, 2001-02**

**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	5.2	14.8	20.0	66.4	13.5	79.9	100.0	4,400	4,400
School liaison/ child care	12.4	15.7	28.1	60.0	11.9	71.9	100.0	2,650	2,350
Counselling	13.1	20.8	33.9	53.8	12.3	66.1	100.0	3,950	2,750
General support/ advocacy	5.7	4.7	10.4	82.8	6.8	89.6	100.0	5,450	3,900
Specialist services	8.8	25.5	34.3	49.1	16.6	65.7	100.0	1,550	1,400
Basic support and services n.e.s.	3.2	3.0	6.2	90.3	3.5	93.8	100.0	9,150	4,150
<b>Total (%)</b>	<b>6.7</b>	<b>10.4</b>	<b>17.1</b>	<b>74.3</b>	<b>8.6</b>	<b>82.9</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>1,800</b>	<b>2,850</b>	<b>4,650</b>	<b>20,200</b>	<b>2,350</b>	<b>22,550</b>	..	<b>27,200</b>	<b>8,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 10,918 closed 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. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 9.5: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Victoria, 2001-02**

	Couple with children	Male with children	Female with children	Total	
Broad type of service	% unmet needs			%	Number
Accommodation	21.0	13.6	12.0	12.8	250
School liaison/child care	11.5	16.9	18.8	18.1	300
Counselling	17.5	15.3	30.3	28.7	500
General support/advocacy	19.6	40.7	15.8	17.0	300
Specialist services	8.8	3.4	7.7	7.7	150
Basic support and services n.e.s.	21.7	10.2	15.3	15.8	300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>1,800</i>
<b>Summary totals</b>					
Total unmet needs (%)	8.7	3.5	87.7	100.0	..
Total unmet needs (number)	150	50	1,550	..	1,800
Total closed accompanying child support periods with unmet needs (%)	10.7	4.0	85.1	100.0	..
Total closed accompanying child support periods with unmet needs (number)	100	50	850	..	950
Total closed accompanying child support periods (%)	10.3	3.8	85.7	100.0	..
Total closed accompanying child support periods (number)	850	300	7,050	..	8,200
Total closed support periods with accompanying children with unmet needs (%)	9.8	4.3	85.6	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	50	50	500	..	600
Total closed support periods with accompanying children requiring assistance (%)	9.6	4.2	85.9	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	400	200	3,700	..	4,300

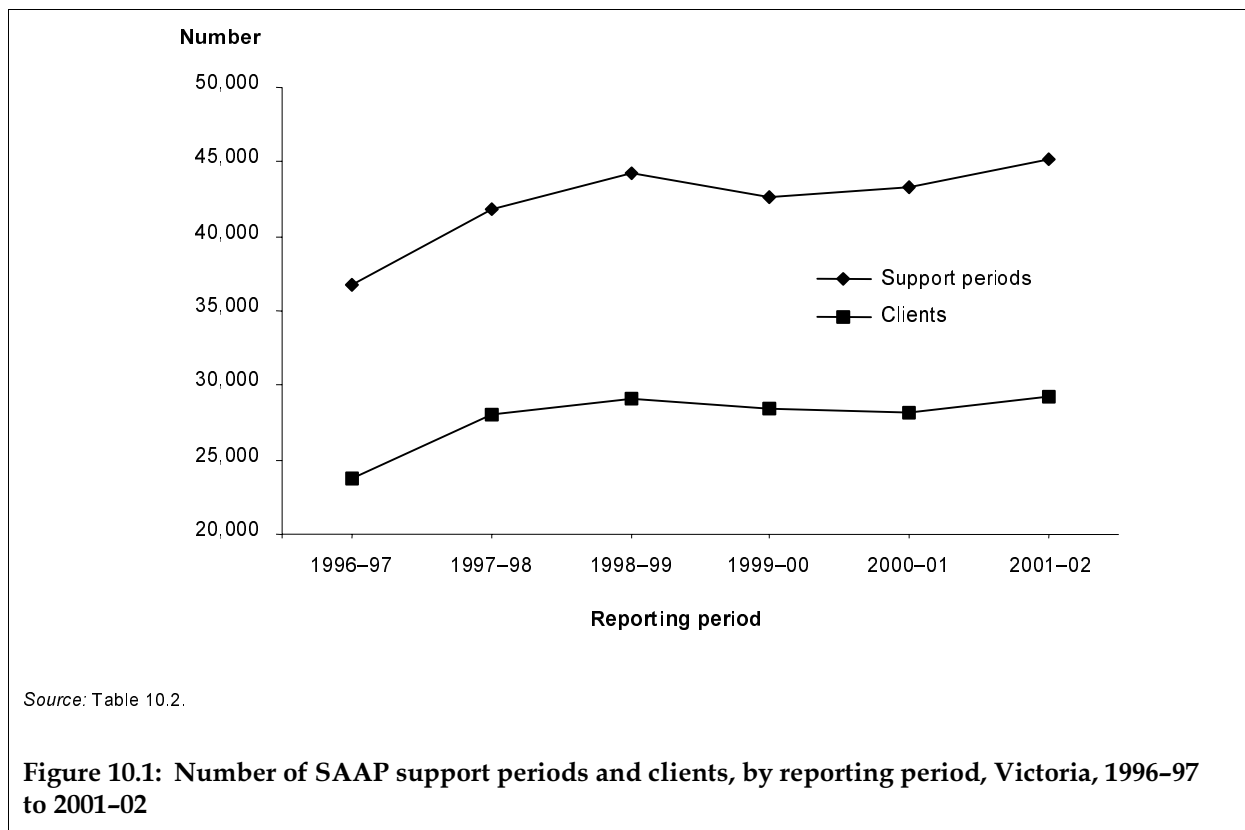
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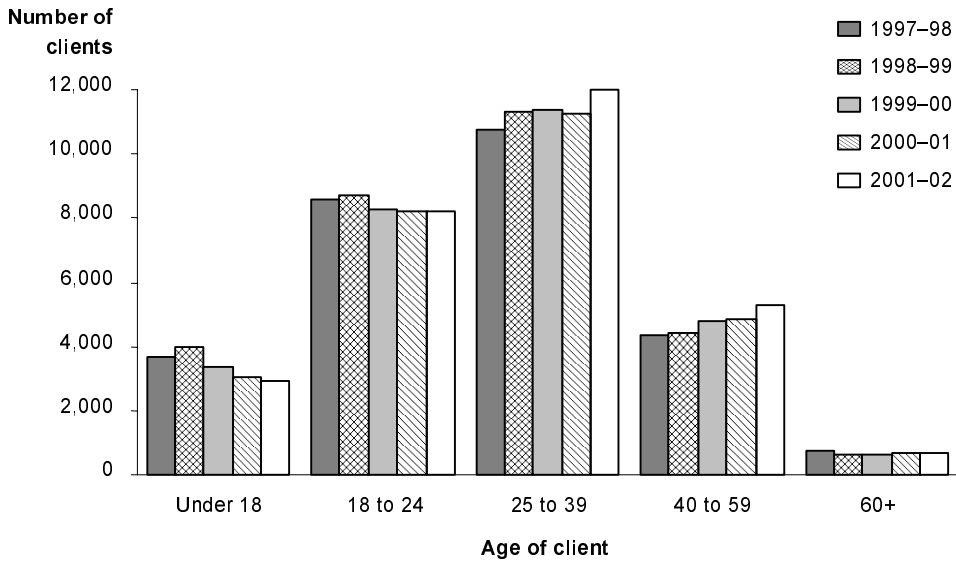
1. Number excluded due to errors and omissions (weighted): 36 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 22 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 10,789 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 15 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 53 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. In a very small number of support periods, people in the 'Other' client group presented with children. To ensure confidentiality, these cases are not presented separately but are included in the total.
8. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

# 10 Support from 1996–97 to 2001–02

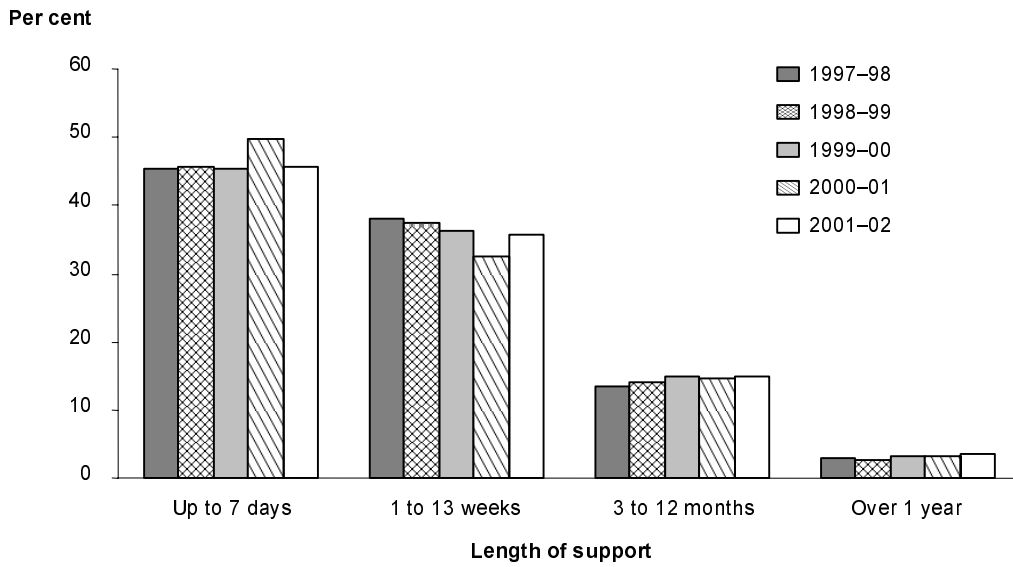
## 10.1 Key charts





Source: Derived from Table 10.3.

**Figure 10.2: Number of clients by age group, Victoria, 1997-98 to 2001-02**



Source: Derived from Table 10.5.

**Figure 10.3: Length of support, Victoria, 1997-98 to 2001-02 (per cent closed support periods)**



## 10.2 Tables

**Table 10.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2001-02 dollars, by reporting period, Victoria, 1996-97 to 2001-02**

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
<b>Current \$</b>				
1996-97	48,401,000	44,466,000	1,210	1,870
1997-98	49,265,000	46,237,000	1,110	1,650
1998-99	48,028,000	46,991,000	1,060	1,620
1999-00	51,247,000	46,730,000	1,090	1,640
2000-01	55,970,000	52,964,000	1,220	1,880
2001-02	65,435,000	62,843,000	1,390	2,150
<b>Constant 2001-02 \$</b>				
1996-97	55,408,000	50,903,000	1,380	2,150
1997-98	55,470,000	52,061,000	1,240	1,860
1998-99	53,032,000	51,887,000	1,170	1,780
1999-00	54,593,000	49,781,000	1,170	1,750
2000-01	57,537,000	54,447,000	1,260	1,930
2001-02	65,435,000	62,843,000	1,390	2,150

*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 (Table 2.1; AIHW 2001a: Table 2.1; AIHW 2001b: Table 2.1).
3. 'Funding to agencies' in 2001-02 includes \$7,842,000 provided by the Victorian funding department which was in addition to the SAAP funding agreement between Victoria and the Commonwealth.
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.

Source: SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000, 2001a, 2001b; ABS 2002; FaCS unpublished data.

**Table 10.2: SAAP support periods and clients, by reporting period, Victoria, 1996-97 to 2001-02 (number)**

	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02
Support periods (number)	36,800	41,850	44,250	42,700	43,350	45,200
Clients (number)	23,700	28,050	29,100	28,500	28,150	29,200
Mean number of support periods per client	1.61	1.65	1.76	1.74	1.73	1.73
Clients per 10,000 population 10+	60	71	72	70	68	69
Nightly average support periods with accommodation	1,250	1,900	1,800	1,450	1,450	2,000
Daily average support periods	5,000	5,400	6,250	6,250	6,100	6,850

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 client and support periods.
2. Number excluded due to errors and omissions (weighted): 8,068 nightly average support periods with accommodation.
3. Number excluded due to errors and omissions (weighted): 3,455 daily average support periods.
4. Numbers of clients in this table relate to clients that ever received assistance from a SAAP agency in Victoria.
5. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided with Victoria.
6. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 years and over in the general population become SAAP clients. 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 prior to the reporting period.
7. Support period figures have been weighted to adjust for agency non-participation.
8. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Administrative Data and Client Collections.

**Table 10.3: SAAP clients: age of client by reporting period, Victoria, 1997–98 to 2001–02 (per cent)**

<b>Age of client</b>	<b>1997–98</b>	<b>1998–99</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>
Under 15 years	1.2	1.7	1.5	1.6	1.4
15–17 years	11.8	12.0	10.4	9.3	8.6
18–19 years	11.4	10.6	10.3	9.7	9.6
20–24 years	19.1	19.4	18.8	19.5	18.6
25–29 years	14.9	14.9	15.4	14.8	14.7
30–34 years	13.1	13.4	13.8	14.1	15.1
35–39 years	10.4	10.6	10.8	11.2	11.5
40–44 years	7.1	7.2	7.7	8.0	8.5
45–49 years	4.2	3.9	4.6	4.5	4.9
50–54 years	2.8	2.6	2.8	3.1	3.2
55–59 years	1.5	1.5	1.7	1.7	1.7
60–64 years	1.0	0.9	0.9	1.0	1.0
65 years and over	1.6	1.3	1.3	1.4	1.4
<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>28,050</b>	<b>29,050</b>	<b>28,400</b>	<b>28,050</b>	<b>29,000</b>
<b>Mean age (years)</b>	<b>29.4</b>	<b>29.1</b>	<b>29.7</b>	<b>30.0</b>	<b>30.5</b>
<b>Median age (years)</b>	<b>27</b>	<b>27</b>	<b>27</b>	<b>28</b>	<b>29</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 482.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 10.4: SAAP closed support periods: existence of a support plan by reporting period, Victoria, 1997–98 to 2001–02 (per cent)**

Existence of support plan	1997–98	1998–99	1999–00	2000–01	2001–02
<i>Support plan</i>	58.6	64.9	67.5	64.9	59.8
All goals achieved	n.a.	n.a.	n.a.	13.9	16.5
Most or some goals achieved	n.a.	n.a.	n.a.	32.2	35.3
No goals achieved	n.a.	n.a.	n.a.	3.1	2.6
No information given	n.a.	n.a.	n.a.	15.7	5.5
<i>No support plan</i>	14.2	8.9	6.6	10.8	14.2
<i>Not appropriate</i>	27.2	26.2	25.9	24.3	26.0
<i>Total</i>	100.0	100.0	100.0	100.0	100.0
<b>Total (number)</b>	<b>27,650</b>	<b>28,750</b>	<b>29,350</b>	<b>25,500</b>	<b>31,050</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 17,160.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. 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.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 10.5: SAAP closed support periods: length of support by reporting period, Victoria, 1997-98 to 2001-02 (per cent)**

Length of support	1997-98	1998-99	1999-00	2000-01	2001-02
Less than 1 day	28.8	29.5	29.9	35.7	32.9
1 day	5.6	6.0	5.6	5.1	4.7
2 days	2.7	2.5	2.4	2.3	1.8
3 days	2.0	2.0	2.1	1.8	1.7
4 days	1.6	1.4	1.3	1.4	1.2
5 days	1.4	1.3	1.2	1.0	0.9
6 days	1.5	1.3	1.2	1.0	1.1
7 days	1.7	1.8	1.6	1.5	1.5
>1-2 weeks	7.1	6.6	6.8	5.4	5.7
>2-4 weeks	9.9	9.4	8.9	7.7	8.0
>4-13 weeks	21.1	21.6	20.7	19.4	22.0
>13-26 weeks	8.8	9.5	9.3	9.2	9.7
>26-52 weeks	4.7	4.6	5.6	5.3	5.3
>52 weeks	3.0	2.6	3.3	3.3	3.5
<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>36,400</b>	<b>38,400</b>	<b>37,300</b>	<b>38,150</b>	<b>39,150</b>
<b>Mean length (days)</b>	<b>60</b>	<b>57</b>	<b>63</b>	<b>61</b>	<b>63</b>
<b>Median length (days)</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>8</b>	<b>13</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,882.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.



# Appendix 1 The data

General information to help readers interpret the tables presented in this report is given in Appendix 1 of the national report. Additional information relevant only to the tables for Victoria follows.

## A1.1 Agency participation

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by region and primary target group, Victoria, 2001–02**

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
Region	Number	%	Number	%	%
Eastern Metropolitan	40	97.5	8,073	93.3	91.3
Northern Metropolitan	57	96.5	3,975	76.4	73.6
Southern Metropolitan	67	95.5	8,922	88.0	87.0
Western Metropolitan	48	100.0	7,316	89.6	88.1
Barwon South Western	23	95.7	2,646	82.3	81.7
Gippsland	25	96.0	1,550	85.9	84.7
Grampians	30	100.0	2,086	89.4	87.6
Hume	24	95.8	2,221	90.0	88.7
Loddon Mallee	28	82.1	3,872	89.8	88.8
Statewide	6	100.0	2,472	86.2	85.4
<b>Total</b>	<b>348</b>	<b>96.0</b>	<b>43,133</b>	<b>88.0</b>	<b>86.5</b>
<b>Primary target group</b>					
Young people	133	95.5	9,722	90.3	89.2
Single men only	13	100.0	2,367	93.9	93.4
Single women only	20	100.0	1,643	87.6	86.1
Families	34	100.0	3,202	80.4	79.4
Women escaping domestic violence	59	96.6	8,443	83.3	81.2
Cross target/multiple/general	89	93.3	17,756	89.6	88.0
<b>Total</b>	<b>348</b>	<b>96.0</b>	<b>43,133</b>	<b>88.0</b>	<b>86.5</b>

### 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 only provide support to other agencies or that only provide 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).
4. Of the 43,133 forms returned, 4,322 were high-volume forms. After adjusting for agency non-participation (see Section A1.2.1 of the national report), high-volume agencies accounted for 4,600 of the 45,200 support periods.

Source: SAAP Administrative Data and Client Collections.

## A1.2 Additional counting rules

In the tables in this report, when counting clients or support periods in particular groups, the following rules have been used in addition to those outlined in Appendix 1, Section 1.4 of the national report.

<b>Region</b>	<p>Administrative regional classifications developed by the Victorian Department of Human Services are used in the report. The State's administrative regions, which consist of four metropolitan regions, five rural regions and one statewide classification, are as follows:</p> <ul style="list-style-type: none"><li>• Eastern Metropolitan</li><li>• Northern Metropolitan</li><li>• Southern Metropolitan</li><li>• Western Metropolitan</li><li>• Barwon South Western</li><li>• Gippsland</li><li>• Grampians</li><li>• Hume</li><li>• Loddon Mallee</li><li>• Statewide.</li></ul>
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# **Appendix 2 SAAP NDCA Client Collection forms**





# CLIENT FORM

JULY 2001 – JUNE 2002



AGENCY NUMBER	<input type="text"/>				OFFICE USE ONLY
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"/>	
SUPPORT PERIOD NOT ENDED BY					
30 June 2002	Yes <input type="checkbox"/>	1			
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	
YEAR OF BIRTH OF CLIENT	<input type="text"/>				

## CHANGES TO THE CLIENT FORM

The 2001 – 2002 Client Collection commences on 1 July 2001. A number of changes have been made to the new Client Form and a new Collectors Manual has been prepared.

- Changes to the form are explained fully in the *Collectors Manual July 2001*.
- Part B—Accompanying and/or Assisted Children section includes all questions related to children accompanying clients to your agency.
- Either a shaded square ■ or ellipse ● defines question numbers. The ellipse denotes questions that require the informed consent of the client to be completed. The square denotes questions that should be completed even without the informed consent of the client.
- When transferring information from the old form to the new form in July 2001 for clients who are ongoing at 30 June 2001, check the *Collectors Manual July 2001* for instructions about answering questions that have been changed.

**Prior to 1 July please read the *Collectors Manual July 2001* and quick reference information card carefully and ensure that your agency members are aware of the changes to the form and procedures to complete it. It is important that all workers at your agency are aware of these changes.**

You should begin using the revised client forms on Sunday 1 July 2001. The new forms should be used for any client who begins a support period on or after 1 July and existing clients who are receiving support from your agency on 1 July.

## REMINDER

As a worker in a SAAP agency, you should complete the form based on information provided by the client. It is not appropriate for clients to complete the form on their own. You should use the Collection Manual to help complete the form accurately.

**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](mailto:ndca@aihw.gov.au)

**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
- other (please specify) \_\_\_\_\_  999
- don't know/no information  0

**2. Person(s) receiving assistance**

*please tick one box only*

- WITH** child(ren)
- person with child(ren)  3
- couple with child(ren)  4
- WITHOUT** child(ren)
- person alone or with unrelated person(s)  1
- couple without child(ren)  2
- other (please specify) \_\_\_\_\_  999

**3. Gender of client**

- female  1
- male  2

**IF CONSENT NOT OBTAINED PLEASE GO TO QUESTION 19**

**4. Country of birth of client**

- Australia  1
- other (please specify) \_\_\_\_\_  2

**5. 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

**6. What language does the client mainly speak?**

- English  1 go to **8.**
- other (please specify) \_\_\_\_\_  2

**7. How well does the client speak English?**

- very well  1
- well  2
- not well  3
- not at all  4

**8. Cultural identity of the client?**

(please specify) \_\_\_\_\_

**9. 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
- don't know /no information  0

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**10. Main 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     33
- Austudy Payment - for students aged 25 years of age and over     28
- community development employment program (CDEP)     8
- ABSTUDY     31
- disability support pension     12
- age pension     13
- parenting payment (single) - formerly sole parent pension     14
- parenting payment (partnered)     32
- special benefit     15
- sickness allowance     16
- partner allowance     17
- DVA support pension     29
- DVA disability pension     30
- other type of allowance or benefit     18

**Other Income**

- workcover/compensation     19
- maintenance/child support     20
- wages/salary/own business     21
- spouse/partner's income     22
- other (please specify) \_\_\_\_\_     999
- don't know/no information     0

**11. 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
- don't know/no information     0

**12. Presenting reasons for seeking assistance**

please tick as many circles as apply

- usual accommodation unavailable     19
- eviction/previous accommodation ended/asked to leave     9
- time out from family/other situation     2
- relationship/family breakdown     3
- interpersonal conflict     4
- physical/emotional abuse     5
- domestic violence     6
- sexual abuse     7
- financial difficulty     8
- drug/alcohol/substance abuse     10
- gambling     20
- emergency accommodation ended     11
- recently left institution     12
- psychiatric illness     13
- recent arrival to area with no means of support     14
- itinerant (moving from place to place)     15
- other (please specify) \_\_\_\_\_     999
- other (please specify) \_\_\_\_\_     998
- don't know/no information     0

**13. Main presenting reason for seeking assistance**

Please write the appropriate code number from Question 12

--	--	--

**14. Current period of unsafe, insecure or inadequate housing (i.e. homelessness)**

- at imminent risk     888
- less than one week     1
- 1 week - 1 month     2
- 1-3 months     3
- 3-6 months     4
- 6-12 months     5
- 1-2 years     6
- 2-5 years     7
- more than 5 years     8
- don't know/no information     0

**15. Location before the period of unsafe, insecure or inadequate housing in question 14 (i.e. homelessness or at imminent risk)**

state    

--	--	--

suburb/town    

--

postcode    

--	--	--	--

overseas     9998

don't know/no information     0

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**16. Type of housing/accommodation *immediately* before and after this 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
- don't know/no information  0

**17. Who was the client living with *immediately* before and after this support period?**

*please tick one box only in each column*      **Before**    **After**

- alone  10
- 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
- with friend(s) - temporary  11
- with friend(s) - long term  12
- living with other unrelated persons  13
- other (*please specify*) \_\_\_\_\_  999
- don't know/no information  0

**18. Was the client the subject of a legal order or legal processes before or after support?**

**Before**    **After**

no  1

*OR tick as many circles as apply*

- protection or guardianship order (including wardship or equivalent)  2
- intervention/protection/restraining order/ apprehended violence order (as a result of violence perpetrated AGAINST the CLIENT)  3
- intervention/protection/restraining order/ apprehended violence order (as a result of violence perpetrated BY the CLIENT)  6
- other legal processes  999
- don't know/no information  0

**19. Has a case management/support plan been agreed to by the end of the support period?**

*please tick one box only*

- yes  1 go to question 20
- no  2 go to question 21
- not appropriate  3 go to question 21

**20. To what extent have the client's case management goals been achieved by the end of the support period?**

*please tick one box only*

- not at all  1
- some  2
- most  3
- all  4
- not applicable/appropriate  5

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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](mailto:ndca@aihw.gov.au)

**21. Was SAAP/CAP accommodation provided?**

No  go to question 22  
 Yes  please provide types and dates of SAAP/CAP supported accommodation provided to the client (including THM's and other SAAP managed properties)

1. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	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									

2. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	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									

3. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	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									

4. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	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									

5. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	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									

**22. Support to client**

*please tick as many circles as apply*

	Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	43
assistance to obtain/maintain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
assistance to obtain/maintain benefit/pension/ other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
incest/sexual assault counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8
domestic violence counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
emotional support/ other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<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"/>	<input type="radio"/>	25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
brokerage services	<input type="radio"/>	<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"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
assistance with immigration issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999

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**PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN**

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

**23. Does this client have children reported on this form or another form for this period of support?**

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

please tick one box only

Yes, child(ren) recorded on this form  1 No, child(ren) recorded on 'other adults' form  2 not applicable  3

**24.**

CHILD 1				CHILD 2				CHILD 3			
ALPHA CODE				ALPHA CODE				ALPHA CODE			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				YEAR OF BIRTH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				YEAR OF BIRTH <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			

**25. Country of birth of the child(ren)**

Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1
other (please specify) <input type="checkbox"/> 2	other (please specify) <input type="checkbox"/> 2	other (please specify) <input type="checkbox"/> 2

**26. Number of homes the child(ren) has lived in during the past year**

homes <input type="checkbox"/> <input type="checkbox"/>	homes <input type="checkbox"/> <input type="checkbox"/>	homes <input type="checkbox"/> <input type="checkbox"/>
---	---	---

**27. Age of child(ren)**

0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1
5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2
13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3
16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4

**28. Gender of child(ren)**

female <input type="checkbox"/> 1	female <input type="checkbox"/> 1	female <input type="checkbox"/> 1
male <input type="checkbox"/> 2	male <input type="checkbox"/> 2	male <input type="checkbox"/> 2

**29. Support to child(ren)**

no assistance

OR tick as many circles as apply

	Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
liaison with kindergarten/school access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
culturally sensitive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
showers/hygiene support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
general counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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CHILD 4	CHILD 5	CHILD 6	CHILD 7
<b>ALPHA CODE</b>	<b>ALPHA CODE</b>	<b>ALPHA CODE</b>	<b>ALPHA CODE</b>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND &amp; 3RD LETTERS OF FIRST NAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND &amp; 3RD LETTERS OF FIRST NAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND &amp; 3RD LETTERS OF FIRST NAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND &amp; 3RD LETTERS OF FIRST NAME</small>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>1ST &amp; 2ND LETTERS OF SURNAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>1ST &amp; 2ND LETTERS OF SURNAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>1ST &amp; 2ND LETTERS OF SURNAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>1ST &amp; 2ND LETTERS OF SURNAME</small>
<input type="text"/> <input type="text"/> <small>LAST LETTER OF SURNAME</small>	<input type="text"/> <input type="text"/> <small>LAST LETTER OF SURNAME</small>	<input type="text"/> <input type="text"/> <small>LAST LETTER OF SURNAME</small>	<input type="text"/> <input type="text"/> <small>LAST LETTER OF SURNAME</small>
<input type="text"/> <input type="text"/> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <small>M/F FOR MALE OR FEMALE</small>
YEAR OF BIRTH <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	YEAR OF BIRTH <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	YEAR OF BIRTH <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	YEAR OF BIRTH <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Australia <input type="checkbox"/> 1 other (please specify) ..... <input type="checkbox"/> 2 homes <input type="text"/> <input type="text"/>	Australia <input type="checkbox"/> 1 other (please specify) ..... <input type="checkbox"/> 2 homes <input type="text"/> <input type="text"/>	Australia <input type="checkbox"/> 1 other (please specify) ..... <input type="checkbox"/> 2 homes <input type="text"/> <input type="text"/>	Australia <input type="checkbox"/> 1 other (please specify) ..... <input type="checkbox"/> 2 homes <input type="text"/> <input type="text"/>
0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4	0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4	0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4	0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4
female <input type="checkbox"/> 1 male <input type="checkbox"/> 2	female <input type="checkbox"/> 1 male <input type="checkbox"/> 2	female <input type="checkbox"/> 1 male <input type="checkbox"/> 2	female <input type="checkbox"/> 1 male <input type="checkbox"/> 2

CHILD 4	CHILD 5	CHILD 6	CHILD 7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>	Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>	Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>	Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>
<input type="radio"/> 21 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 999 <input type="radio"/> 998	<input type="radio"/> 21 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 999 <input type="radio"/> 998	<input type="radio"/> 21 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 999 <input type="radio"/> 998	<input type="radio"/> 21 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 999 <input type="radio"/> 998

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## RETURNING FORMS TO THE NDCA

- In the first week of each month, send the forms of *clients who have left your agency in the last month* to the NDCA in the prepaid envelope provided.
- **Forms should reach the NDCA by the 15th of each month.**
- Include a completed Form Return Sheet with your forms. If no clients left your agency in the last month record **zero** forms to return on the Form Return Sheet. This ensures that your agency is counted as participating in the National Data Collection. The NDCA is required to notify State/Territory funding departments of agencies that do not return forms (or Form Return Sheets) each month.

## 30 JUNE 2001 AND 31 DECEMBER 2001

- Twice a year (in the first week of July 2001 and in the first week of January 2002), you should notify the NDCA of clients who are still being supported as at 30 June 2001 and 31 December 2001.
- For clients who are ongoing at 30 June 2001, transfer the information from the old 2000–2001 form to the new 2001–2002 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2001. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

If you do not need materials sent to you, please return them to the NDCA addressed:

REPLY PAID  
SAAP National Data Collection Agency  
Australian Institute of Health and Welfare  
Locked Bag 8900  
Canberra ACT 2601

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# CLIENT FORM

## HIGH VOLUME AGENCIES

JULY 2001 – JUNE 2002



<b>AGENCY NUMBER</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	OFFICE USE ONLY
<b>SUPPORT PERIOD</b>	D	D	M	M	Y	Y	Y	Y				1
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2
<b>Date finished</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	3
<b>SUPPORT PERIOD NOT ENDED BY</b>												4
30 June 2002	Yes	<input type="checkbox"/>	1									5
<b>CONSENT OBTAINED</b>	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2						6
<b>ALPHA CODE</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	7
	2ND & 3RD LETTERS OF FIRST NAME		1ST & 2ND LETTERS OF SURNAME		LAST LETTER OF SURNAME		M/F FOR MALE OR FEMALE					8
<b>YEAR OF BIRTH OF CLIENT</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	9
												10
												11
												12

### 1. Person(s) receiving assistance

please tick one box only

#### WITH child(ren)

person with child(ren)  3

couple with child(ren)  4

#### WITHOUT child(ren)

person alone or with unrelated person(s)  1

couple without child(ren)  2

other (please specify) \_\_\_\_\_  999

### 2. Does this client have children reported on this form or another form for this period of support?

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

please tick one box only

Yes, child(ren) recorded on this form  1

No, child(ren) recorded on 'other adults' form  2

not applicable  3

### 3. Number of accompanying children assisted in each age group

0 – 4 years  1

5 – 12 years  2

13 – 15 years  3

16 – 17 years  4

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

### 4. Gender of client

female  1

male  2

### 5. Main income source at commencement

please tick one box only in each column

#### No Income

no income  1

registered/awaiting benefit  2

#### Government Payments

newstart allowance  4

youth allowance  33

Austudy Payment - for students aged 25 years of age and over  28

community development employment program (CDEP)  8

ABSTUDY  31

disability support pension  12

age pension  13

parenting payment (single) - formerly sole parent pension  14

parenting payment (partnered)  32

special benefit  15

sickness allowance  16

partner allowance  17

DVA support pension  29

DVA disability pension  30

other type of allowance or benefit  18

#### Other Income

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

other (please specify) \_\_\_\_\_  999

don't know/no information  0

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**6. Country of birth of client**

- Australia  1  
 other (please specify) \_\_\_\_\_  2

**7. 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

**8. Cultural identity of the client**

other (please specify) \_\_\_\_\_

**9. Type of housing/accommodation immediately before this support period**

*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  
 don't know/no information  0

**10. Support to client**

*please tick as many circles as apply*

	Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	43
assistance to obtain/maintain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
assistance to obtain/maintain benefit/pension/ other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
incest/sexual assault counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8
domestic violence counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
emotional support/ other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<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"/>	<input type="radio"/>	25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
brokerage services	<input type="radio"/>	<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"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
assistance with immigration issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999

**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

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