

SAAP NDCA REPORT SERIES 8

Demand for SAAP assistance by homeless people 2002–03

A report from the SAAP National Data Collection

Australian Institute of Health and Welfare
Canberra

AIHW cat. no. HOU 110

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ISBN 1 74024 411 7

Suggested citation

Australian Institute of Health and Welfare 2004. Demand for SAAP assistance by homeless people 2002–03: a report from the SAAP National Data Collection. AIHW cat. no. HOU 110. Canberra: AIHW (SAAP NDCA report. Series 8).

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Dr Richard Madden

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Any enquiries about or comments on this publication should be directed to:

Manager
SAAP National Data Collection Agency
Australian Institute of Health and Welfare
GPO Box 570
Canberra ACT 2601
Phone: 02 6244 1206

Published by the Australian Institute of Health and Welfare
Printed by Pirion Printing

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Preface

This publication is one of the Series 8 reports on the Supported Accommodation Assistance Program (SAAP) National Data Collection for 2002–03. The series provides information on people who were homeless and people who were at risk of being homeless who accessed SAAP in 2002–03. This report looks at the demand for SAAP services and the ability of agencies to meet this demand.

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. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of SAAP.

The partnership is built on shared goals and mutual trust. The key is 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 SAAP agencies in Australia continue to provide data for this report is testimony to their collective commitment to, and confidence in, the collection. Statistical adjustments to annual figures have been made to account for the relatively small proportion of agencies that did not participate.

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.

Richard Madden

Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

Acknowledgments

This report was written and prepared by staff of the SAAP National Data Collection Agency at the Australian Institute of Health and Welfare: Anne Giovanetti, Felicity Murdoch and Carmen D'Costa. Justin Griffin, Gloria Jackson and Diane Gibson provided helpful comments on the draft report.

Table programming and production was carried out by Qasim Shah. Data entry was managed by Mandi Rawlings. Without the efforts of Kay Grzadka, Paul Halliday, Neil Angel, Ashfaq Hussain, Manjiree Kulkarni, Stirling Lewis, Joan Reid, Toni Stepniak and Natalie Sugden, who ensured that the data were collected and processed, this report would not have been possible.

The SAAP Information Sub-committee (comprising government, community and expert representatives) and the Australian Government 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 Ainsley Morrissey and Lauren Di Salvia in preparing the report for publication. Raylee Singh undertook final editing with considerable care.

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, client and potential client information, and of the Australian Government Department of Family and Community Services and state and territory funding departments, which provided administrative data.

Abbreviations and symbols

Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
NDC	National Data Collection
NDCA	National Data Collection Agency
SAAP	Supported Accommodation Assistance Program
SMART	SAAP Management and Reporting Tool

Symbols

..	When used in a table, means not applicable.
–	When used in a table, means nil or rounded to zero (including null cells).
n.a.	not available
n.e.s.	not elsewhere specified

Glossary

Accompanying child	<p>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.</p> <p>The term accompanying child is also used to describe a person aged under 18 years who accompanies a parent(s) or guardian(s) to a SAAP <i>agency</i> but whose parent's or guardian's request for accommodation cannot be met.</p>
Accompanying child support period	<p>Refers to each <i>support period</i> in which a 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. A child may not be supported for the entire duration of the parent's or guardian's <i>support period</i>. However, it can be reasonably assumed that accompanying children have the same support period start and end dates as their parent or guardian in the majority of cases.</p>
Agency	<p>An organisation or establishment that receives a specified amount of SAAP funds to provide services.</p>
Alpha code	<p>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.</p>
Birthplace	<p>The country in which a person was born. Countries are divided into:</p> <ul style="list-style-type: none">• Australia;• other English-speaking countries (Canada; the Republic of Ireland; New Zealand; South Africa; England, Scotland, Wales and Northern Ireland; and the United States of America); and• mainly non-English-speaking countries.
Casual client	<p>A person who:</p> <ul style="list-style-type: none">• receives assistance from a SAAP <i>agency</i> for less than 1 hour on a given day; and• does not establish an <i>ongoing support relationship</i> with the SAAP <i>agency</i>. <p>A <i>casual client</i> may receive <i>one-off assistance</i> from a SAAP <i>agency</i> on one or more occasions.</p>

Client	<p>A person aged 18 years or more, or a person of any age not accompanied by their parent or guardian, who:</p> <ul style="list-style-type: none"> • 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 • is accommodated by a SAAP <i>agency</i>; or • enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.
Closed accompanying child support period	An <i>accompanying child support period</i> associated with a <i>closed support period</i> .
Closed support period	A <i>support period</i> that had finished before the end of the reporting period – 30 June.
Homeless person	<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"> • damages, or is likely to damage, their health; or • threatens their safety; or • marginalises them through failing to provide access to: <ul style="list-style-type: none"> - adequate personal amenities; or - the economic and social supports that a home normally affords; or • places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or • has no security of tenure – that is, they have no legal right to continued occupation of their home. <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>
Invalid unmet request for accommodation	<p>An unmet request for assistance is invalid if:</p> <ul style="list-style-type: none"> • the request is made at an <i>agency</i> of an inappropriate target group; • the person or group is inappropriate for the <i>agency</i>; • there is no fee-free accommodation available at the <i>agency</i>; • the proffered assistance is refused. <p>All other <i>unmet requests for accommodation</i> are said to be valid.</p>
Met request for accommodation	A request for accommodation is met if the <i>agency</i> offers <i>supported accommodation</i> to the person or group requesting accommodation and that offer is accepted. All <i>met requests for accommodation</i> are considered to be valid as the accommodation could be provided.
Occasion of support	See <i>support period</i> .

One-off assistance	Assistance provided to a person who is not a <i>client</i> . It might include the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a <i>referral</i> . Instances of unmet need for one-off assistance are not recorded in the SAAP National Data Collection.
Ongoing support relationship	<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. 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 one of the criteria used to establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
Potential client	<p>A person aged 18 years or more, or a person of any age not accompanied by a parent or guardian, who requests <i>supported accommodation</i> from a SAAP <i>agency</i> but who is not provided with that accommodation.</p> <p>People are not considered <i>potential clients</i> if their only <i>unmet requests for accommodation</i> are <i>invalid</i>.</p> <p>A potential client for one SAAP <i>agency</i> may at the same time be a client of another. A potential client may receive <i>one-off assistance</i> or <i>support</i> from a SAAP <i>agency</i> after making an <i>unmet request for accommodation</i>. Information on potential clients who make requests for <i>support</i> only are not collected.</p>
Record	A unit of analysis. In any particular situation, it can refer to a <i>client</i> , an <i>occasion of support</i> , an <i>unmet request for accommodation</i> , and so on.
Referral	A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another <i>agency</i> (SAAP or non-SAAP) and that <i>agency</i> 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.
Substantial support or assistance	<i>Support</i> or <i>supported accommodation</i> provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the <i>client</i> .
Support	Assistance, other than <i>supported accommodation</i> , provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the <i>client</i> . <i>Support</i> also includes contact with, or work on behalf of, a client for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in a group.
Support period	<p>An occasion of <i>support</i> provided to a SAAP <i>client</i>. A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> • the <i>client</i> ends the relationship with the <i>agency</i>; or • the <i>agency</i> ends the relationship with the <i>client</i>.

If it is not clear whether the *agency* or the *client* has ended the relationship, the *support period* is assumed to have ended if no assistance has been provided to the *client* for 1 month. In such a case, the date the *support period* ended is 1 month after the last contact with the *client*.

Supported accommodation (SAAP/CAP accommodation)

Accommodation paid for or provided directly by a SAAP *agency*. The accommodation may be provided at the *agency* or may be purchased using SAAP funds – at a motel, for example.

Unmet need

An unmet need occurs when a *client* expresses a need for a particular support service, or either directly or indirectly acknowledges a need for a particular support service during their *support period*, and that service is not provided or referred.

Unmet request for accommodation

An unmet request for accommodation occurs when a person requests, but does not receive, *supported accommodation*; that is, the person wishes to become a *client* of a SAAP *agency* but is not accepted, or the person does not accept the *agency's* offer of *supported accommodation*.

A person whose request for *supported accommodation* cannot be fulfilled might be given *one-off assistance*. Such a person would be a *casual client*, but not a *client*, of the *agency*.

Valid unmet request for accommodation

An *unmet request for accommodation* is valid if:

- the request is made at an *agency* of an appropriate target group;
- the *agency* cannot offer accommodation because insufficient accommodation is available or the *agency* is a referral *agency* with no vacancies on the books;
- the *agency* cannot offer accommodation because the type of accommodation requested is not provided by the *agency*;
- the *agency* cannot offer accommodation because there are insufficient staff to provide support;
- the *agency* cannot offer accommodation because facilities for special needs are not available;
- the request is made at a domestic violence *agency* and the age of the male child is inappropriate;
- proffered accommodation is not refused.

All other unmet requests for accommodation are said to be *invalid*.

Summary

In 2002-03, 1,282 non-government, community or local government organisations were funded nationally under the Supported Accommodation Assistance Program (SAAP) (Chapter 2). This report provides information on the wide range of substantial support services provided by these agencies to people experiencing homelessness or at imminent risk of becoming homeless. An analysis of one-off or casual assistance provided by SAAP agencies on a daily basis is also included.

Additionally, the report presents information about the level of unmet need in SAAP, as agencies cannot always meet all of the requests from existing SAAP clients, or any of the requests from potential clients. A major focus of this report is the level of unmet demand for accommodation, as the provision of accommodation is one of the core activities of SAAP.

Support provided to clients

- During 2002-03, SAAP agencies provided an estimated 97,600 people with accommodation and/or support, and 26% of these clients received more than one period of support during the year. In 2002-03 there was a total of 176,300 support periods (Chapter 3).
- There were 964,400 distinct services requested by clients in a total of 147,900 closed support periods. This equated to approximately 6.5 service types requested in each of these support periods (derived from Table 3.1).
- Eighty-eight per cent (851,200) of requested services were provided by SAAP agencies and 5% (46,300) were referred to other organisations, leaving 67,000 (7%) of requested services not met by the end of support (Table 3.1).
- The three broad service types that were most commonly provided were basic support, such as meals and showers (98%), SAAP/CAP accommodation (93%), and general support or advocacy (92%).
- Referrals were generally more frequent for the services with higher levels of unmet needs. For example, employment and training assistance was not provided in 60% of requests for this service, but had the second highest proportion of referrals (13%).

Unmet needs of clients

- During 2002-03 there was a total of 67,000 expressed needs that were not met in 29,500 closed support periods (Table 3.3). The largest proportion of unmet needs were for housing or accommodation services (30%).
- Both financial or employment services and general support or advocacy services accounted for 21% of unmet needs each.

Support provided to accompanying children

- Children required 145,400 distinct services within 34,400 associated closed accompanying child support periods. Of these requested services, 94% were provided directly by agencies and 3% were referred. This left 3% of required services unmet (Table 3.2).

- Basic support services, such as meals, showers and hygiene services, had the highest number of requests (67,700 in 25,000 associated closed accompanying child support periods) and these requests were provided in 98% of cases. There were 26,600 requests for SAAP accommodation and these were met in 96% of cases.
- Specialist services were the least frequently requested services (7,300 requests in 6,500 accompanying child support periods) and were provided less often than other services (79%). However, specialist services were the most likely to be referred (16%).

Unmet needs of accompanying children

- During 2002–03, there were 4,000 unmet needs in a total of 2,400 closed accompanying child support periods (Table 3.4). The broad groups of SAAP services requested that were most commonly not provided or referred were counselling services and basic support and other services (both 23% of unmet needs).
- School liaison or child care accounted for 21% of unmet needs.

One-off assistance

The following points relate to data collected during the Casual Client Collection period (20 February to 5 March 2003):

- There were 30,200 casual contacts by individuals and groups for one-off assistance. These casual contacts relate to 32,620 individuals (Table 4.1).
- A daily average of 2,380 individuals received some type of one-off assistance (not associated with more substantial support) from SAAP agencies (Table 2.1).
- On average, 1.9 services were provided during a casual client contact, with information, meals and referrals being the most common forms of one-off assistance (Table 4.1).
- The number of casual contacts dropped considerably on weekends compared with weekdays (Table 4.4).

Unmet requests for SAAP accommodation

The following points relate to data collected during the Demand for Accommodation Collection period (9 to 15 December 2002 and 7 to 13 May 2003):

- Around 7,430 valid unmet requests for accommodation were reported by individuals and groups (Table 5.1). The most common reason for unmet requests was insufficient accommodation (63% of valid unmet requests).
- A daily average of 531 valid unmet requests for accommodation were made (Table 5.3). Of these requests, 326 (61%) were made by individuals or couples without children and 205 (39%) were made by individuals or couples with children.
- Fifty-six per cent of all valid unmet requests for accommodation were for immediate accommodation and 33% were for accommodation required after 48 hours. Only around 11% of valid unmet requests were for accommodation required within 24 to 48 hours.

Number of people making unmet requests for SAAP accommodation

On a daily basis, some people made more than one valid unmet request for accommodation during the Demand for Accommodation Collection period (9 to 15 December 2002 and 7 to 13 May 2003). This section refers to the number of people making those requests:

- A daily average of 449 potential clients and 274 accompanying children had valid unmet requests for accommodation. Overall, this averaged 723 people per day (Table 6.1).
- There was a daily average of 250 potential clients without children who requested accommodation (that is, people who presented alone or with a group of individuals without children), 154 potential clients who presented with children, 29 potential clients who presented as a couple with children, and 16 potential clients who presented as a couple without children.
- There was a daily average of 249 potential clients with valid unmet requests who required accommodation *within* 24 hours (Table 6.3). Of these, 56% were female. There was a higher proportion of female potential clients requiring accommodation *after* 24 hours – 66% of the 200 potential clients requiring accommodation after 24 hours (Table 6.4).

Meeting the demand for accommodation: turn-away rates

The following points relate to data collected during the Demand for Accommodation Collection period (9 to 15 December 2002 and 7 to 13 May 2003). The data indicate that SAAP agencies are operating to capacity, with the demand for SAAP accommodation unable to be completely met.

Daily requests for accommodation

- Of the 442 people (adults or unaccompanied children) requesting immediate accommodation on an average daily basis, 51% (225) were turned away without being accommodated (Table 7.1).
- A daily average of 24 people obtained SAAP accommodation after making an unsuccessful attempt(s) earlier in the day, and 193 people obtained SAAP accommodation on their first attempt.
- Individuals who presented without children had the lowest daily turn-away rate (44%) (Figure 7.1). Couples with children had the greatest difficulty obtaining SAAP accommodation, with 80% of couples with children turned away by the end of each day.
- Of the 204 children who required immediate accommodation with their parent(s) or guardian(s) on an average day, 127 were not accommodated – a turn-away rate of 62% (Table 7.2).

Total demand for accommodation

- Of all people (adults or unaccompanied children) continuing their accommodation or requesting immediate accommodation on a daily basis (7,735), 3% (225) could not be accommodated (Table 8.1).
- Couples without children had the highest overall turn-away rate (4%) (Table 8.3).
- Of all accompanying children continuing their accommodation or requiring immediate accommodation with their parent or guardian (4,788), 3% (127) could not be accommodated (Table 8.2).

1 Introduction

The overall aim of the Supported Accommodation Assistance Program (SAAP) is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence. SAAP is an important part of Australia's overall response to homelessness and represents a broader social safety net designed to assist people in crisis in the community. With the exception of SAAP, CAP and Reconnect, there are very few programs directed specifically at homeless people.

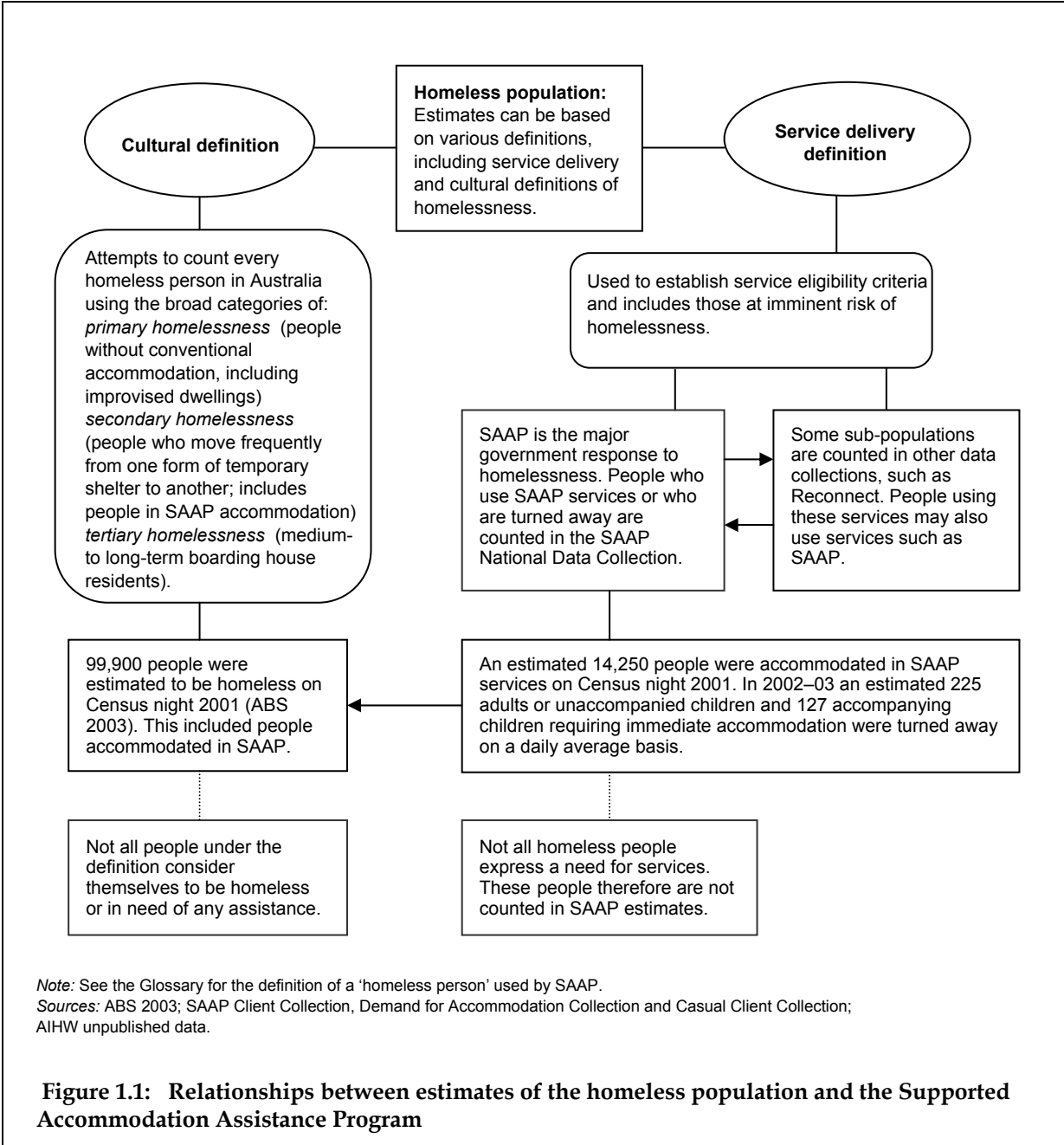
This report contains 2002–03 data from the SAAP National Data Collection, the main source of data about how SAAP is meeting its objectives. Included in this report is an overview of the assistance provided to people accessing SAAP services and their unmet needs. In addition, estimates are provided of the number of people who made requests for SAAP accommodation and could not be provided with it. This is the first *Demand for SAAP assistance* report to include turn-away rates for accompanying children. It is important to note, however, that the estimates provided on people accessing and turned away from SAAP do not represent the total homeless population. Figure 1.1 illustrates where SAAP fits into the bigger picture of homelessness, and how different definitions of homelessness produce different estimates of the homeless population.

Estimating the number of homeless people

A key issue for estimating the extent of homelessness lies in defining it. Different definitions of homelessness have been proposed to accommodate the extensive range of circumstances that could be considered to be a homeless experience – from a person having no shelter at all, to a person occupying shelter that compromises their health or safety (AIHW 2003c:390–3).

The definition of a 'homeless person' underpinning the SAAP National Data Collection (see Glossary) is a 'service delivery' definition that establishes criteria for the provision of assistance. It includes people who have no shelter at all, as well as people who are at risk of homelessness because their housing places them in circumstances which adversely affect the adequacy, safety, security or affordability of that housing. The estimates of the number of homeless people or people at imminent risk of homelessness accessing SAAP services are an important indicator of the performance of SAAP as the major program assisting those people.

In contrast, the Australian Bureau of Statistics (ABS) applied the 'cultural definition' of homelessness devised by Chamberlain and MacKenzie in the 2001 Census of Population and Housing homeless enumeration strategy (ABS 2003:10). Cultural definitions of homelessness suggest that homelessness should be defined by reference to the community standards for housing of the place and time where the definition is to be used. The 2001 Census results showed that there were 99,900 homeless people in Australia on Census night 2001. The Census used a household-based collection methodology, which would under-count highly mobile people with no permanent residence, but includes in its count people who are inadequately housed but have not sought assistance from a homeless program. The ABS count of homeless people includes a total of 14,250 people (adults or unaccompanied children) in SAAP accommodation on Census night 2001 (ABS 2003:32).



There are difficulties with directly comparing the number of people in SAAP accommodation with the 2001 Census because of the different definitions. The major service delivery count (that is, SAAP clients) will be smaller than the cultural definition because there are people who need services but do not seek them. Also, there are people who are defined as homeless under the cultural definition, but do not consider themselves as homeless (for example, people living in boarding houses).

Structure of this report

The analysis in the remainder of this report is divided into seven chapters. Chapter 2 provides an overview of the number of people who received SAAP assistance and the number of people with unmet requests for SAAP assistance in 2002–03. Chapter 3 focuses on

the level of service provision to clients and accompanying children. Chapter 4 discusses one-off assistance, that is, assistance provided to casual clients.

Chapter 5 discusses the number of unmet requests for SAAP accommodation made by individuals and groups and also the immediacy of these unmet requests. As individuals and groups can have more than one unmet request in a day, Chapter 6 gives the number of people with unmet requests for accommodation and demographic information about these people.

Chapter 7 provides an analysis of the daily average number of adults and children who could not be accommodated by SAAP agencies, and gives the rate of people turned away relative to the total number of people who had met and unmet requests for SAAP accommodation. Chapter 8 discusses the overall demand for SAAP accommodation by providing the rate of people turned away relative to the total number of people making met and unmet requests on a particular day plus the number of people who are continuing their SAAP accommodation from the previous day.

Appendix 1 provides a summary diagram of the demand for SAAP accommodation in 2002–03. Appendix 2 provides an overview of the methodologies used in the Client Collection, Demand for Accommodation Collection and the Casual Client Collection. Also included are agency participation rates and the number of forms returned during the different collections. Explanations of the key terms used in this report are provided in the Glossary.

2 Total demand for SAAP assistance

In 2002–03, 1,282 non-government, community and local government organisations were funded nationally under SAAP (AIHW 2003b:6). These organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. Each agency targets a particular client group, such as young people, single men, single women, women escaping domestic violence, families, or a combination of client groups.

SAAP agencies support many individuals on a daily basis, but there are still instances when an agency cannot provide the support or accommodation requested by people in crisis. This chapter gives an overview of the SAAP National Data Collection and the total demand for SAAP assistance in 2002–03. The extent to which this demand was met is also discussed. There is a particular emphasis on the demand for accommodation, as the provision of accommodation is one of the core activities of SAAP.

2.1 The SAAP National Data Collection

The SAAP National Data Collection is the main source of data regarding the provision of services by SAAP. It consists of a number of distinct components, and each can be regarded as a separate collection. There were four components in 2002–03: the Client Collection, the Demand for Accommodation Collection, the Casual Client Collection, and the Administrative Data Collection. This report is based on the analysis of the first three of these collections, which are described briefly below. Further details are provided in Appendix 2 and the forms used for collecting the data can be found in Appendix 3.

There are overlaps between all three collections. Figure 2.1 displays the relationships between assistance provided by SAAP agencies and the data collected related to this assistance.

The Client Collection

The Client Collection consists of information about clients receiving SAAP support that lasts for more than 1 hour. The information is collected throughout the year and includes data on services required by and provided to each client, information concerning clients' situations before and after receiving SAAP support, and some basic socio-demographic data. Details about accompanying children are also obtained through the Client Collection.

The main findings from the Client Collection are published in the national and state and territory SAAP NDC annual reports (see, for example, AIHW 2003b). Chapter 3 of this report also contains summary information on the distinct types of services provided to clients and accompanying children.

The Casual Client Collection

The Casual Client Collection covers 2 weeks each year and consists of information about people receiving SAAP assistance that lasts for less than 1 hour – termed 'one-off assistance'. For each casual contact, the different types of one-off assistance provided are recorded. In

2002–03 the Casual Client Collection was conducted during the fortnight of 20 February to 5 March 2003.

The Casual Client Collection gathers information on all cases where one-off assistance is provided, regardless of whether the person receiving assistance requested more substantial support or accommodation. Consequently, one-off assistance provided to those who sought more substantial assistance is recorded in the Casual Client Collection and also through a question on the Demand for Accommodation form. However, the reference period for the Casual Client Collection is different from that for the Demand for Accommodation Collection.

A Casual Client Collection form may be filled out for an existing client if that client also receives one-off assistance from another agency – for example, a soup kitchen.

The Demand for Accommodation Collection

The Demand for Accommodation Collection covers 2 weeks each year. In 2002–03 it was conducted from 9 to 15 December 2002 and from 7 to 13 May 2003.

The Collection measures the levels of met and unmet demand for SAAP accommodation by collecting information about requests for accommodation by individuals or groups. SAAP agencies were required to fill out a form every time a person or group sought accommodation. This included when a request for accommodation was met and also when the potential client(s) were turned away. These data are used in conjunction with Client Collection data to calculate two turn-away rates for the demand for SAAP accommodation. It should be noted that in 2001–02 demand data were collected through the Unmet Demand Collection form and the Met Demand Collection form. As a result, comparison between years is not possible.

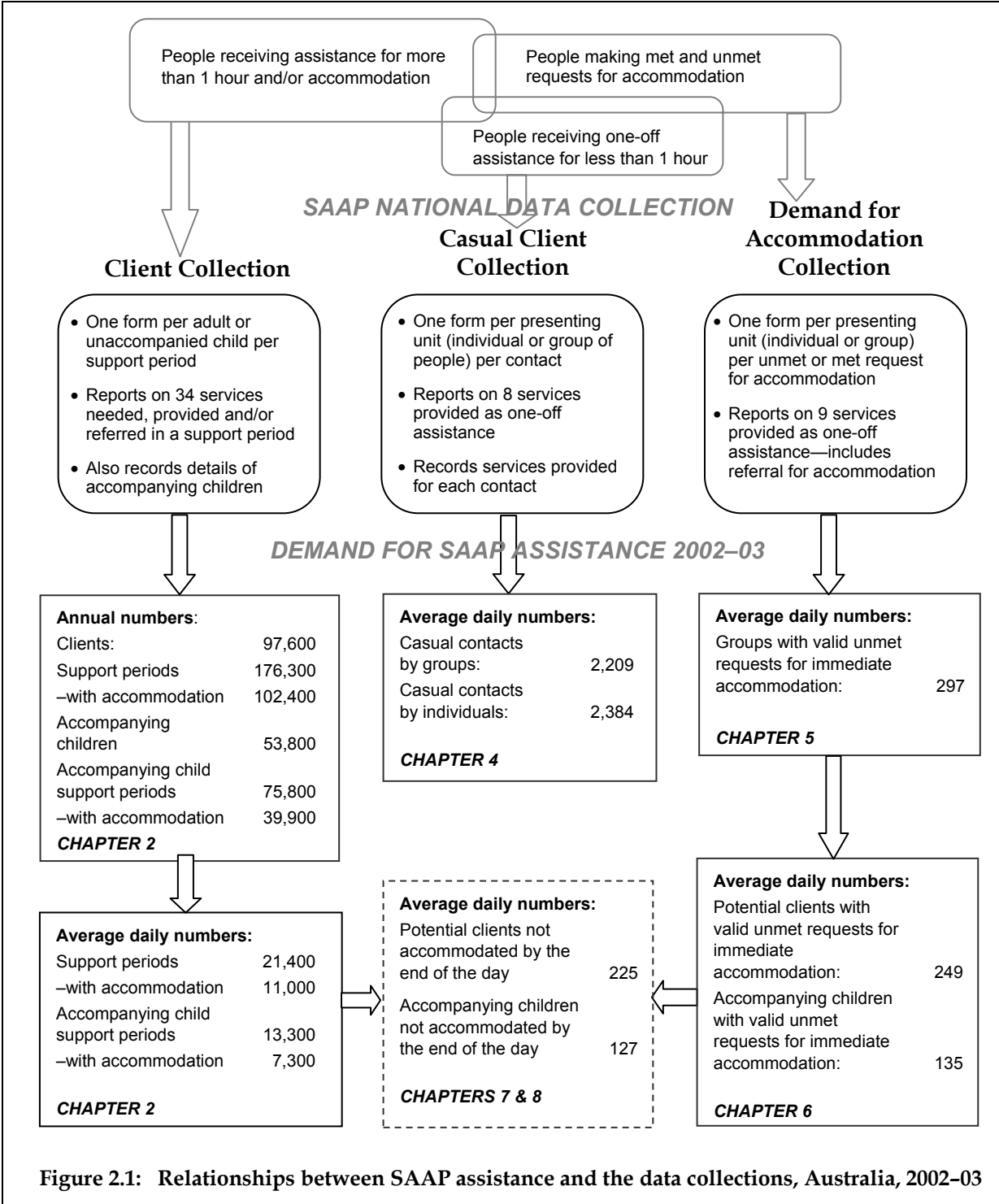
Often when a request for accommodation is not met, agencies are still able to provide one-off assistance to the person or group. For example, when an agency is unable to provide accommodation but able to provide a referral for accommodation. This information is also collected on the Demand for Accommodation form.

2.2 Total assistance provided

According to data from the Client Collection and the Casual Client Collection, it was estimated that on a daily basis there were between 18 and 19 people using SAAP services for every 10,000 people in the general population.¹

The remainder of this section presents the number of clients and accompanying children and their associated support periods on a daily average and annual basis. The number of casual client contacts made during the 2-week Casual Client Collection (20 February to 5 March 2003) is also discussed.

¹ The population as at 30 June 2003 was 19,880,600 (ABS 2004). The lower limit of use per 10,000 is derived as $10,000 \times (21,400 \text{ support periods} + 13,300 \text{ accompanying child support periods}) / 19,880,600 = 17.5$. (This figure should in fact be slightly lower because an individual may have multiple support periods on any day. The number of support periods and accompanying child support periods are used as a rough indicator only). The upper limit of use per 10,000 is derived as $10,000 \times (21,400 + 13,300 + 2,380 \text{ casual client contacts by individuals}) / 19,880,600 = 18.7$.



Clients

Data from the 2002-03 Client Collection show that, on a daily basis, SAAP agencies provided an average of 21,400 support periods to adults or unaccompanied children, with 11,000 (51%) of these being support periods with accommodation. In the remaining 10,400 support periods, clients received other types of substantial support (Table 2.1).

Victoria had the highest daily average number of support periods (7,300). Around 40% of these support periods involved accommodation (derived from Table 2.1). New South Wales

had a higher proportion of support periods involving accommodation (62% of 5,400 support periods). The higher proportion of support periods with accommodation in New South Wales compared to Victoria is attributable to two factors: New South Wales has a higher proportion of agencies targeting clients who have many short periods of accommodation (mostly single men with substance abuse issues); and in Victoria, many people are accommodated in Transitional Housing Management properties (THMs) and this accommodation is not always recorded in the SAAP National Data Collection.

On an annual basis, approximately 97,600 clients received 176,300 periods of support, with 102,400 (58%) of these being support periods with accommodation (Table 2.2). As with daily average numbers, it is also the case with annual numbers that THMs and varying patterns in length of accommodation influence the proportions of support periods with accommodation in each state and territory.

In general, jurisdictions with higher average lengths of accommodation have lower proportions of support periods involving accommodation. For example, Victoria has a much lower annual proportion of support periods with accommodation (28% compared to 58% nationally) due to THMs and having the highest average length of accommodation (84 days compared to 33 days nationally). In contrast, the Northern Territory has the shortest average length of accommodation (15 days) and the highest proportion of support periods with accommodation (82%). The reasons for variations in length of accommodation are complex and relate to the different client and agency profiles in each state and territory. More information can be found in the SAAP NDCA 2002–03 annual report (AIHW 2003b) and associated supplementary reports.

Accompanying children

In general, the proportions of support periods with accommodation on a daily average and an annual basis for accompanying children follow the same pattern as for clients across the states and territories. The daily average number of accompanying child support periods was 13,300. In 7,300 (55%) of these support periods, accompanying children were accommodated. It should be noted that support period and accommodation period start and end dates are not collected for accompanying children, and a child may not be supported for the entire duration of the parent's or guardian's support period. However, it can be reasonably assumed that accompanying children have the same support period and accommodation period start and end dates as their parent or guardian in the majority of cases.

In 2002–03 there were 53,800 accompanying children. These children received 71,200 periods of support (AIHW 2003b:58). The number of accompanying children is actually higher than this figure because the alpha code, which allows the number of accompanying children to be estimated, is not collected on the form used in high-volume SAAP agencies. The number of accompanying child support periods is 75,800 when the high-volume records are included.

Casual clients

There were 30,930 casual contacts by individuals or groups during the 2 weeks of the Casual Client Collection. These casual contacts corresponded to approximately 33,380 contacts by individuals in which one-off assistance was provided. This equates to an estimated daily average of 2,384 contacts by individuals. Queensland had a significantly larger number of casual client contacts by groups (748) and individuals (811) on a daily average basis than the other states and territories. In comparison, Victoria had the second highest numbers of 499 contacts by groups and 544 contacts by individuals.

2.3 Demand for accommodation

The number of valid requests from the Demand for Accommodation Collection is discussed in Chapter 5 and the number of people making these requests is discussed in Chapter 6. Tables 2.1 and 2.2 provide a summary of the information in those chapters.

During the 2 weeks of the Demand for Accommodation Collection, there was a daily average of 297 valid unmet requests for immediate accommodation relating to 384 people (249 potential clients and 135 accompanying children). Around 352 people (225 potential clients and 127 accompanying children) with valid unmet requests for immediate SAAP accommodation could not be accommodated on a daily average basis (Table 2.1).

Chapter 7 provides the turn-away rate for daily requests for accommodation, and Chapter 8 provides the total demand for accommodation turn-away rate. Both of these turn-away rates are given for each state and territory by people with and without children, by primary target group and by broad regions (e.g. capital city and remote area). Appendix 1 provides a summary diagram of the demand for SAAP accommodation in 2002–03.

2.4 Tables

Table 2.1: Total demand for SAAP assistance: summary table, by state and territory, Australia, 2002-03 (daily average number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Client Collection (ongoing)									
Clients
Support periods									
With accommodation	3,350	2,950	1,850	950	1,150	300	250	200	11,000
Without accommodation	2,050	4,350	1,100	800	1,150	750	150	100	10,400
<i>Total support periods</i>	<i>5,400</i>	<i>7,300</i>	<i>2,950</i>	<i>1,750</i>	<i>2,300</i>	<i>1,000</i>	<i>400</i>	<i>350</i>	<i>21,400</i>
Accompanying children (general form)
Accompanying child support periods									
With accommodation	1,650	2,100	1,400	550	1,050	200	150	150	7,300
Without accommodation	750	2,750	650	600	700	300	100	100	6,000
<i>Total accompanying child support periods</i>	<i>2,400</i>	<i>4,900</i>	<i>2,050</i>	<i>1,150</i>	<i>1,750</i>	<i>550</i>	<i>250</i>	<i>250</i>	<i>13,300</i>
Casual Client Collection (20 February – 5 March 2003)									
Casual contacts by groups	439	499	748	227	176	39	52	30	2,209
Casual contacts by individuals	467	544	811	235	197	42	54	35	2,384
Demand for Accommodation Collection (9–15 December 2002 and 7–13 May 2003)									
Valid unmet requests for immediate accommodation	78	70	68	26	26	11	14	4	297
Potential clients with valid unmet requests for immediate accommodation	66	53	60	21	24	10	12	4	249
<i>Potential clients with valid unmet requests for immediate accommodation who could not be accommodated by the end of the day</i>	<i>60</i>	<i>47</i>	<i>54</i>	<i>19</i>	<i>22</i>	<i>9</i>	<i>11</i>	<i>3</i>	<i>225</i>
Accompanying children with valid unmet requests for immediate accommodation	30	18	39	16	17	8	6	2	135
<i>Accompanying children with valid unmet requests for immediate accommodation who could not be accommodated by the end of the day</i>	<i>28</i>	<i>14</i>	<i>38</i>	<i>16</i>	<i>16</i>	<i>8</i>	<i>6</i>	<i>2</i>	<i>127</i>

Notes

1. Support periods excluded due to missing data: 244.
2. Accompanying child support periods excluded due to missing data: 142.
3. Adjustments have been made for missing data for data from the Demand for Accommodation Collection (see Appendix 2).
4. Number of clients and accompanying children within a state or territory relates to clients and accompanying children who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
5. Support periods and accompanying child support periods have been weighted to adjust for agency non-participation.
6. Client and accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
7. Figures from the Demand for Accommodation and Casual Client Collections are unweighted.
8. Client Collection and Demand for Accommodation Collection figures only include data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection. Consequently the figures understate the level of activity in SAAP agencies.

Sources: SAAP Client Collection, Demand for Accommodation Collection and Casual Client Collection.

Table 2.2: Total demand for SAAP assistance: summary table, by state and territory, Australia, 2002–03 (annual number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Client collection (ongoing)									
Clients	25,400	30,500	18,900	9,300	9,400	4,300	1,800	3,100	97,600
Support periods									
With accommodation	34,300	13,600	27,700	11,600	6,900	2,700	1,900	3,700	102,400
Without accommodation	13,600	35,200	9,200	3,400	7,200	3,900	600	800	73,900
<i>Total support periods</i>	<i>47,900</i>	<i>48,800</i>	<i>36,900</i>	<i>14,900</i>	<i>14,100</i>	<i>6,600</i>	<i>2,500</i>	<i>4,500</i>	<i>176,300</i>
Accompanying children (general form)	9,900	19,900	9,200	6,000	5,400	2,300	800	1,900	53,800
Accompanying child support periods									
With accommodation	8,600	8,200	9,200	6,400	4,100	1,100	600	1,600	39,900
Without accommodation	4,400	17,500	4,000	1,700	5,700	1,800	400	600	35,900
<i>Total accompanying child support periods</i>	<i>12,900</i>	<i>25,700</i>	<i>13,200</i>	<i>8,000</i>	<i>9,800</i>	<i>2,900</i>	<i>1,000</i>	<i>2,200</i>	<i>75,800</i>
Casual Client Collection (20 February – 5 March 2003)									
Casual contacts by groups	6,150	6,980	10,470	3,180	2,460	550	730	420	30,930
Casual contacts by individuals	6,540	7,610	11,350	3,290	2,760	590	750	490	33,380
Demand for accommodation Collection (9–15 December 2002 and 7–13 May 2003)									
Valid unmet requests for immediate accommodation	1,090	980	960	360	370	160	200	60	4,160
Potential clients with valid unmet requests for immediate accommodation	920	740	840	290	330	140	160	60	3,490
<i>Potential clients with valid unmet requests for immediate accommodation who could not be accommodated by the end of the day</i>	<i>840</i>	<i>650</i>	<i>760</i>	<i>270</i>	<i>310</i>	<i>130</i>	<i>160</i>	<i>50</i>	<i>3,150</i>
Accompanying children with valid unmet requests for immediate accommodation	410	250	550	230	230	110	80	30	1,890
<i>Accompanying children with valid unmet requests for immediate accommodation who could not be accommodated by the end of the day</i>	<i>390</i>	<i>200</i>	<i>530</i>	<i>230</i>	<i>220</i>	<i>110</i>	<i>80</i>	<i>20</i>	<i>1,780</i>

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data for data from the Demand for Accommodation Collection (see Appendix 2).
3. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Support periods and accompanying child support periods have been weighted to adjust for agency non-participation.
5. Client and accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
6. Figures from the Demand for Accommodation and Casual Client Collections are unweighted.
7. Demand for Accommodation figures only include data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection. Consequently the figures understate the level of activity in SAAP agencies.

Sources: SAAP Client Collection, Demand for Accommodation and Collection Casual Client Collection.

3 Support provided and unmet needs

The diverse nature of client needs is reflected in the considerable range of services SAAP agencies provide to people who are homeless or at imminent risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally lasting more than 1 hour.

During 2002–03, SAAP agencies provided an estimated 97,600 people with accommodation and/or support, and 26% of these clients received more than one period of support during the year. In 2002–03 there was a total of 176,300 support periods (AIHW 2003b:10).

The provision of accommodation is one of the core activities of SAAP agencies, and this is reflected in the high proportion of clients who receive this type of assistance. Both existing clients and potential clients can have unmet requests for accommodation; however, unmet requests for existing clients cannot be considered alongside unmet requests for potential clients. This is because the number of occasions on which unmet requests are made by existing clients is not reported. As a result, unmet demand for accommodation by existing clients is discussed here and that by potential clients is discussed in Chapters 5, 6, 7 and 8.

A detailed discussion on the support given to SAAP clients and accompanying children is contained in the 2002–03 national annual report (AIHW 2003b). This chapter provides a summary of the services clients and accompanying children requested during their support periods and whether these services were provided, referred, or not provided or referred.

3.1 Service provision and referral

In addition to providing accommodation, agencies commonly offer a wide range of other support services which are reported under the 34 categories on the Client Collection form (see Appendix 3). The services are combined into eight groups in Table 3.1, with SAAP/CAP accommodation reported separately from other types of accommodation services.

Among other things, the Client Collection obtains information on the assistance needed by existing clients and whether that assistance was provided and/or referred. The requested services can be reported only once for a client in a particular support period: the total number of times a particular service is requested, provided or referred is not recorded. For example, a client may receive financial assistance 3 times in a support period, but the Collection shows only that financial assistance was provided, not that it was provided 3 times.

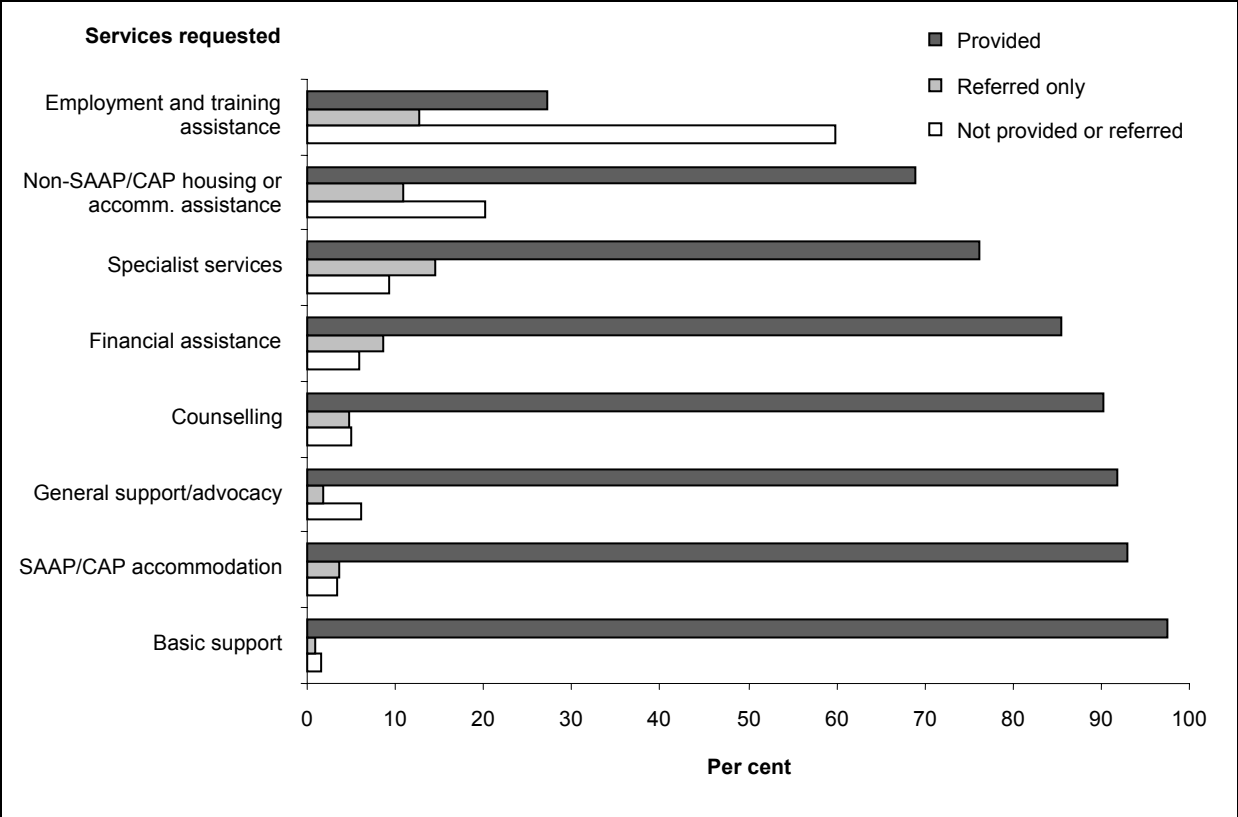
The ability of SAAP agencies to meet the needs of their clients can be measured only after a client has finished receiving support. For this reason, it is necessary to look at closed support periods when examining the provision of the requested services by potential clients.

A client might request many services in a single support period, but in some cases SAAP agencies might not be able to meet all the client's requests directly. In these instances referrals to appropriate organisations might be arranged. For some requested services, however, it might not be possible to either provide the service or refer the client on. Section 3.2 contains a more detailed discussion of the unmet needs of existing clients.

During 2002–03, there were 964,400 distinct services requested by clients in a total of 147,900 closed support periods. This equated to approximately 6.5 service types requested by clients in these support periods (derived from Table 3.1). Of the services requested, 88% were directly provided by SAAP agencies and 5% were referred to other organisations, leaving 7% (67,000) of requested services not met by the end of support.

Figure 3.1 shows the proportions of closed support periods in which agencies provided (or provided and referred), referred, or did not provide broad types of services. The three broad service types that were most commonly provided were basic support, such as meals and showers (98%), SAAP or CAP accommodation (93%), and general support or advocacy (92%). Referrals were generally more frequent for the services with higher levels of unmet needs. For example, employment and training assistance was not provided in 60% of requests for this service, but had the second highest proportion of referrals (13%). Requests for assistance to obtain or maintain non-SAAP housing were unmet in 20% of cases and were referred in 11% of cases.

There were 46,300 referrals made where a request for a service was not met directly by the agency, and a further 58,000 referrals in addition to a service being provided directly (Table 3.1). However, these figures are likely to be underestimates because, as with service provision, a referral may have been arranged for a particular service more than once. It should be noted that there is no information about client outcomes from referrals. In the context of the NDC, a referral means that an agency (SAAP or non-SAAP) has accepted the client for an appointment or interview. However, providing a client with a referral does not guarantee that their needs will then be met.



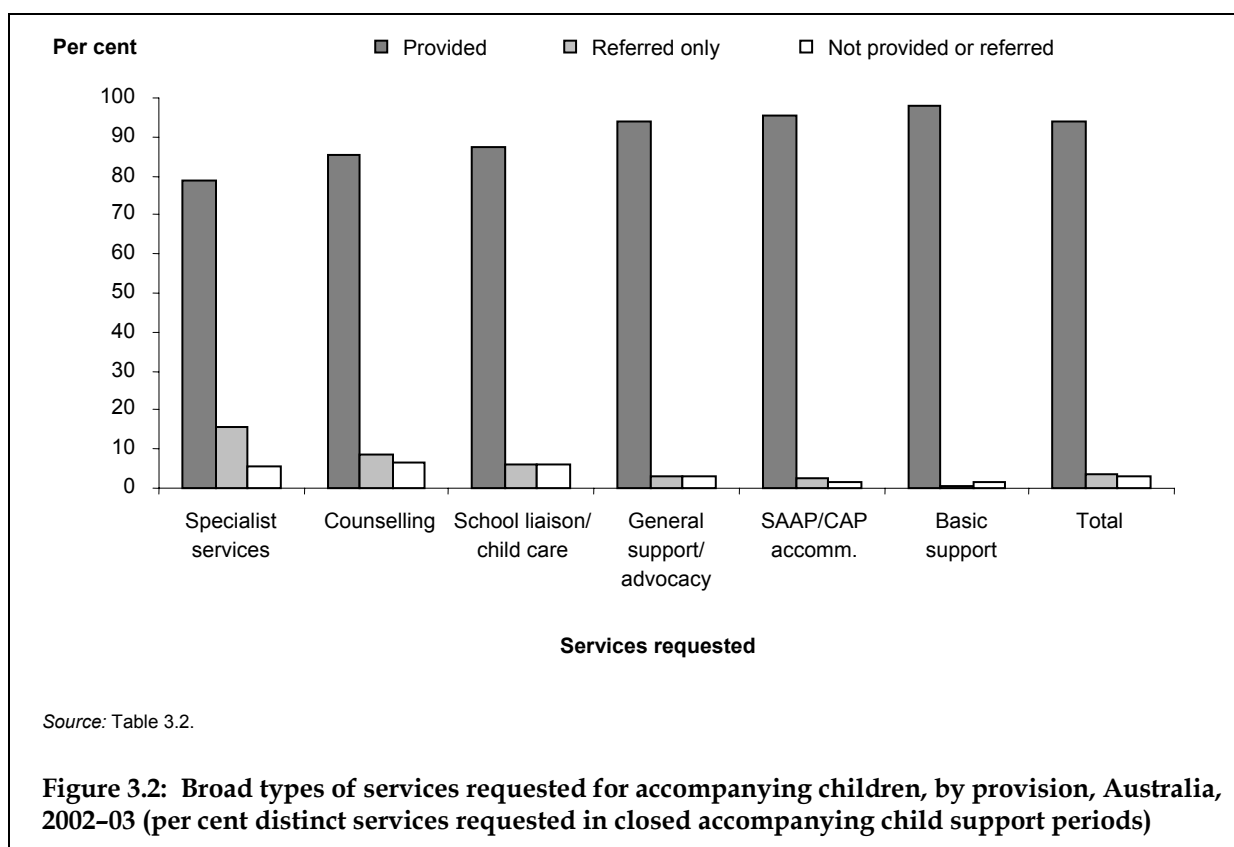
Source: Table 3.1.

Figure 3.1: Broad types of services requested by clients, by provision, Australia, 2002–03 (per cent distinct services requested in closed support periods)

Children's needs

During 2002–03, agencies reported that children required 145,400 distinct services within 34,400 associated closed accompanying child support periods. Of these requested services, 94% were provided directly by agencies and 3% were referred. This left 3% of required services neither provided nor referred (Table 3.2).

Figure 3.2 illustrates that some requested services were provided more often than others. Basic support services, such as meals, showers and hygiene services, recreation and transport, had the highest number of requests (67,700 in 25,000 associated closed accompanying child support periods) and these requests were provided in 98% of cases. There were 26,600 requests for SAAP accommodation and this was provided in 96% of cases. Specialist services were the least requested services (7,300 requests in 6,500 closed accompanying child support periods), and were provided less often than other services (79%). However, specialist services were the most likely to be referred (16%).



3.2 Unmet needs by state and territory

Requested SAAP services cannot always be provided to clients. During 2002–03 there were 67,000 needs that were not met in 29,500 closed support periods (Table 3.3). Overall, Queensland accounted for the largest number of requests that were neither provided nor referred (30,000), followed by Victoria (16,500) and New South Wales (11,000).

The broad service type with the largest proportion of unmet needs was housing or accommodation (30%). Unmet requests for this broad group ranged from 18% in the Australian Capital Territory to 35% in Victoria. Assistance to obtain and/or maintain independent housing had the highest proportion of unmet needs of all the individual service

types and accounted for 20% of unmet needs in the housing or accommodation broad service group.

Both financial or employment services and general support or advocacy services accounted for 21% of unmet needs. Queensland had the highest proportion of unmet needs for both (30%). These figures are influenced by the much higher proportions of unmet needs for the individual service types of employment or training assistance and living skills or personal development (both 27%) in Queensland than in the other states and territories.

Specialist services, including psychological services and drug and alcohol support or intervention, accounted for 13% of unmet needs. These unmet needs ranged from 3% in Queensland to 32% in the Northern Territory. Counselling services accounted for 9% of unmet needs, ranging from 3% in Queensland to 16% in Western Australia.

Unmet needs for accompanying children

During 2002–03, there were 4,000 unmet needs in a total of 2,400 closed accompanying child support periods (Table 3.4). The broad groups of SAAP services requested that were most commonly not provided or referred were counselling services and basic support and other services (both 23% of unmet needs). Counselling services ranged from 11% in the Northern Territory to 29% in both Tasmania and the Australian Capital Territory. Basic support and other services ranged from 17% in Victoria to 40% in the Northern Territory.

School liaison or child care accounted for 21% of unmet needs, ranging from 14% in Queensland to 39% in Western Australia. The individual service type with the highest proportion of unmet needs was child care (12%), and in Western Australia unmet needs for this service were almost 3 times this figure (35%). Accommodation and specialist services accounted for a smaller proportion of unmet needs (11% and 10% respectively), with accommodation varying from 7% in New South Wales to 25% in the Northern Territory.

The proportions of unmet needs for specialist services in the three larger states – New South Wales (12%), Victoria (11%) and Queensland (11%) – were approximately double the proportions of the three smallest states (the Northern Territory had 6% and the Australian Capital Territory and Tasmania had 5% each). South Australia, however, had almost double the proportion of unmet needs for specialist services compared to the more populous Western Australia (12% compared to 7%).

3.3 Summary

During 2002–03, 964,400 distinct services were requested by clients in 147,900 closed support periods. SAAP agencies provided 88% of the services requested and 5% were referred to other organisations, leaving 7% (67,000) of requested services unmet by the end of support. The broad service types with the largest proportion of unmet needs were housing or accommodation (in 30% of support periods), financial or employment and general support or advocacy (both 21%) and specialist services (13%).

There were 145,400 distinct services requested for accompanying children in 34,400 closed support periods. Of these requested services, 94% were provided directly by agencies, 3% were referred and 3% (4,000) were unmet. The broad groups of services that had the highest proportions of unmet needs were counselling services and basic support and other services (both 23% of unmet needs).

3.4 Tables

Table 3.1: SAAP services requested by clients in closed support periods: broad type of service by provision, Australia, 2002–03 (per cent distinct services requested)

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal			
	% distinct services requested							Number	Number
SAAP/CAP accommodation	3.4	3.7	7.1	89.3	3.6	92.9	100.0	100,100	100,100
Assistance to obtain non-SAAP/CAP housing or accommodation	20.2	10.8	31.0	56.9	12.1	69.0	100.0	82,400	62,500
Employment and training assistance	59.9	12.8	72.7	19.2	8.1	27.3	100.0	15,900	15,900
Financial assistance	5.9	8.6	14.5	74.9	10.7	85.6	100.0	81,200	62,500
Counselling	5.1	4.7	9.8	82.6	7.6	90.2	100.0	119,100	76,900
General support/advocacy	6.2	1.8	8.0	86.2	5.7	91.9	100.0	228,400	107,600
Specialist services	9.3	14.5	23.8	65.1	11.1	76.2	100.0	89,600	52,500
Basic support and services n.e.s.	1.6	0.8	2.4	96.4	1.2	97.6	100.0	247,800	98,000
Total (%)	6.9	4.8	11.7	82.2	6.1	88.3	100.0
Total (number)	67,000	46,300	113,300	792,700	58,500	851,200	..	964,400	147,900

Notes

- Number excluded due to errors and omissions (weighted): 7,779 closed support periods (including cases with no information on service requirements or provision).
- 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.
- Clients were able to receive multiple services so percentages do not total 100. The 34 individual service types have been grouped into 8 major classifications as follows:
 - SAAP or CAP accommodation;
 - assistance to obtain/maintain non-SAAP/CAP housing or accommodation—assistance to obtain/maintain short-term accommodation and assistance to obtain/maintain independent housing;
 - employment and training assistance;
 - financial assistance—assistance to obtain/maintain a benefit or pension or other government allowance, financial assistance or material aid, and financial counselling and support;
 - counselling—incest or sexual assault counselling and support, domestic violence counselling and support, family or relationship counselling and support, emotional support and other counselling, and assistance with problem gambling;
 - general support or advocacy—living skills or personal development assistance, assistance with legal issues or court support, advice or information, retrieval, storage or removal of personal belongings, advocacy or liaison on behalf of clients, assistance with immigration issues, and brokerage services;
 - specialist services—psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and
 - basic support and services n.e.s.—meals, laundry or shower facilities, recreation, transport, and other support not elsewhere specified.
- Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.2: SAAP services requested for accompanying children in closed support periods: broad service type by provision, Australia, 2002–03

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed accompanying child support periods
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total			
	% distinct services requested							Number	Number
Accommodation	1.7	2.6	4.3	92.4	3.3	95.7	100.0	26,600	26,600
School liaison/ child care	6.2	6.2	12.4	78.9	8.7	87.6	100.0	13,400	11,400
Counselling	6.4	8.5	14.9	74.1	11.1	85.2	100.0	14,600	10,800
General support/ advocacy	3.1	3.0	6.1	83.6	10.2	93.8	100.0	15,600	10,900
Specialist services	5.6	15.5	21.1	63.2	15.8	79.0	100.0	7,300	6,500
Basic support and services n.e.s.	1.3	0.7	2.0	96.0	1.9	97.9	100.0	67,700	25,000
Total (%)	2.8	3.3	6.1	88.6	5.3	93.9	100.0
Total (number)	4,000	4,900	8,900	128,800	7,700	136,500	..	145,400	34,400

Notes

- Number excluded due to errors and omissions (weighted): 24,966 closed accompanying child support periods (including cases with no information on service requirements or provision).
- Table excludes high-volume records because not all items were included on the high-volume form.
- 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.
- The 18 individual service types have been grouped into 6 major classifications as follows:
 - SAAP or CAP accommodation;
 - school liaison and child care;
 - counselling—including help with behavioural problems, sexual or physical abuse counselling or support, skills education, and general counselling or support;
 - general support or advocacy—including access arrangements, advice or information, brokerage services and advocacy;
 - specialist services—including culturally sensitive services and health or medical services; and
 - basic support and services not elsewhere specified—including meals, showers or hygiene services, recreation, transport and other support not elsewhere specified.
- Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.3: SAAP services requested by the client in closed support periods that were neither provided nor referred: individual service type by state and territory, Australia, 2002–03 (per cent unmet needs)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
	% unmet needs								
Housing/accommodation	19.1	34.8	32.4	28.3	26.7	29.4	18.1	23.2	29.9
SAAP/CAP accommodation	3.1	11.6	2.4	4.3	6.4	2.5	1.9	4.2	5.1
Assistance to obtain/maintain short-term accommodation	5.1	10.4	1.1	14.3	9.9	5.3	4.2	9.4	5.3
Assistance to obtain/maintain independent housing	10.9	12.8	28.9	9.7	10.3	21.6	12.1	9.6	19.6
Financial/employment	12.3	15.1	29.8	12.8	19.8	17.3	14.7	10.2	21.4
Assistance to obtain/maintain government payment	3.0	2.4	0.7	3.7	2.6	1.8	3.2	1.9	1.8
Employment/training assistance	3.4	3.1	27.4	3.2	5.8	3.4	5.8	1.9	14.2
Financial assistance/material aid	3.3	5.6	1.2	3.5	5.4	8.4	2.3	3.8	3.1
Financial counselling	2.6	4.0	0.5	2.4	6.1	3.7	3.4	2.6	2.2
Counselling	14.6	13.9	2.7	16.4	14.0	9.9	12.3	14.3	9.0
Incest/sexual assault	1.4	1.2	0.2	1.1	1.2	1.0	1.6	0.5	0.8
Domestic violence	3.5	3.0	0.5	6.2	2.9	2.6	3.2	3.5	2.1
Family/relationship	5.0	5.3	0.9	5.3	5.3	2.6	5.2	5.5	3.2
Emotional/other	4.2	4.0	1.0	3.6	4.2	3.3	1.4	4.4	2.6
Assistance with problem gambling	0.7	0.4	0.1	0.2	0.4	(*)—	0.9	0.5	0.3
General support/advocacy	14.2	13.9	29.6	13.0	15.7	23.0	17.5	11.3	21.3
Living skills/personal development	4.5	3.0	27.6	2.1	3.7	4.3	5.0	5.0	14.4
Assistance with legal issues/court support	2.9	3.8	0.5	3.6	3.8	2.5	3.0	2.6	2.1
Advice/information	2.1	1.9	0.5	2.3	2.2	2.6	1.1	0.8	1.3
Retrieval/storage/removal of belongings	1.8	2.3	0.7	2.4	2.1	2.2	4.2	1.4	1.5
Advocacy/liaison on behalf of client	2.0	2.4	0.3	2.5	2.9	2.7	1.9	1.2	1.4
Brokerage services	0.9	0.6	—	0.2	1.0	8.7	2.4	0.4	0.6
Specialist services	27.7	16.0	3.0	17.1	17.2	10.7	26.9	31.6	12.5
Psychological services	2.4	2.3	0.3	1.1	2.1	1.1	5.8	4.7	1.5
Psychiatric services	3.3	1.9	0.3	1.5	1.6	1.2	8.2	3.5	1.5
Pregnancy support	0.6	0.7	0.1	0.6	0.9	0.6	0.4	0.9	0.4
Family planning support	0.6	0.5	0.1	0.3	0.5	(*)—	0.4	0.6	0.3
Drug/alcohol support or intervention	14.3	4.5	0.8	4.8	6.0	4.5	5.5	12.6	4.7
Physical disability services	0.3	0.3	—	0.1	(*)—	(*)—	(*)—	—	0.2
Intellectual disability services	0.3	0.4	0.1	0.4	0.4	(*)—	0.6	(*)—	0.2
Culturally appropriate support	0.6	1.0	0.2	2.1	0.6	(*)—	(*)—	1.2	0.6
Interpreter services	0.3	0.5	—	0.4	—	(*)—	—	0.6	0.2
Assistance with immigration issues	0.1	0.3	—	(*)—	—	—	0.4	—	0.1
Health/medical services	4.8	3.7	1.0	5.6	4.9	2.0	5.3	7.4	2.9
Basic support and services n.e.s.	12.0	6.4	2.5	12.4	6.5	9.8	10.5	9.5	6.0
Meals	3.4	1.1	0.9	2.5	0.9	1.9	2.4	1.9	1.5
Laundry/shower facilities	2.5	0.8	0.4	3.1	0.9	1.6	1.3	2.3	1.1
Recreation	2.5	1.5	0.5	2.7	1.7	1.6	2.0	1.7	1.3
Transport	3.3	1.9	0.5	3.4	2.2	4.4	2.1	3.1	1.6
Other	0.4	1.1	0.1	0.6	0.9	(*)—	2.7	0.6	0.5
Total unmet needs (number)	11,000	16,500	30,000	2,300	3,800	1,200	1,100	1,100	67,000
Total closed support periods with unmet needs (number)	5,500	8,100	10,900	1,400	1,800	700	500	600	29,500
Total closed support periods (number)	40,700	38,900	33,100	12,700	11,500	4,900	2,000	4,100	147,900

Notes

1. Number excluded due to errors and omissions (weighted): 7,779 closed support periods (including cases with no information on service requirements or provision).
2. For individual types of services, a need can be recorded only once within a support period.
3. To ensure confidentiality some cells in this table have been replaced with '(*)—'.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.4: SAAP services requested in closed accompanying child support periods that were neither provided nor referred, individual service type by state and territory, Australia, 2002–03 (per cent unmet needs)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
	% unmet needs								
Accommodation	6.6	15.7	11.2	8.3	10.9	10.5	19.6	24.8	11.3
SAAP/CAP accommodation	6.6	15.7	11.2	8.3	10.9	10.5	19.6	24.8	11.3
School liaison/child care	16.2	20.1	14.1	39.1	21.0	18.4	16.1	14.9	20.7
School liaison	8.0	13.0	6.4	3.8	6.8	—	—	7.9	8.4
Child care	8.1	7.1	7.7	35.3	14.2	18.4	16.1	6.9	12.4
Counselling	23.3	23.8	25.1	19.2	26.1	28.9	28.6	10.9	23.1
Help with behavioural problems	7.9	7.0	12.3	6.7	13.2	(*)_	17.9	7.9	8.6
Sexual/physical abuse counselling/support	5.1	3.4	4.8	4.0	3.0	(*)_	—	(*)_	4.0
Skills education	2.5	3.1	3.1	0.7	1.4	(*)_	—	—	2.3
General counselling/support	7.9	10.3	4.9	7.8	8.5	13.2	10.7	(*)_	8.2
General support/advocacy	14.5	13.4	12.5	7.3	11.5	10.5	8.9	4.0	12.2
Access arrangements	2.7	3.8	2.4	1.4	3.4	—	(*)_	(*)_	2.8
Advice/information	6.2	5.2	4.0	4.0	3.7	—	(*)_	—	4.8
Brokerage services	1.2	0.6	(*)_	—	(*)_	7.9	—	—	0.8
Advocacy	4.3	3.7	5.5	1.9	3.4	(*)_	(*)_	(*)_	3.8
Specialist services	11.5	10.5	10.6	6.6	11.9	(*)_	5.4	5.9	10.1
Culturally sensitive services	3.6	2.3	3.1	2.9	2.0	—	—	(*)_	2.8
Health/medical services	7.9	8.3	7.5	3.6	9.8	(*)_	5.4	5.0	7.3
Basic support and other services n.e.s.	28.0	16.5	26.6	19.6	18.6	26.3	21.4	39.6	22.5
Meals	5.9	2.7	5.5	4.5	2.7	10.5	—	10.9	4.5
Showers/hygiene	5.1	2.8	5.1	4.0	2.7	10.5	(*)_	7.9	4.1
Recreation	8.1	3.4	6.6	3.1	6.1	(*)_	8.9	6.9	5.5
Transport	8.0	4.0	6.8	4.5	2.7	(*)_	5.4	7.9	5.6
Other	(*)_	0.6	0.7	(*)_	1.7	—	(*)_	—	0.6
Further other	0.7	3.1	1.8	3.1	2.7	—	(*)_	5.9	2.2
Total unmet needs (number)	1,100	1,200	600	600	300	<50	100	100	4,000
Total closed accompanying child support periods with unmet needs (number)	500	700	300	400	200	<50	<50	100	2,400
Total closed accompanying child support periods (number)	7,700	7,500	7,200	5,500	3,200	1,000	600	1,600	34,400

Notes

1. Number excluded due to errors and omissions (weighted): 24,966 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. For individual types of services, a need can be recorded only once within a support period.
4. To ensure confidentiality some cells in this table have been replaced with '(*)_’.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

4 Casual clients

This chapter examines one-off assistance given to casual clients in 2002–03, drawing on data from the Casual Client and Demand for Accommodation Collections. The first part of the chapter examines the casual contacts made during the fortnight of the Casual Client Collection, and the different types of one-off assistance that were provided. Lastly, one-off assistance provided to people with unmet requests for accommodation is discussed.

4.1 The Casual Client Collection

One-off assistance might include being given a meal, a shower, transport, money, clothing, telephone advice, information, or a referral. People who receive one-off assistance may be potential clients, clients from another SAAP agency, or people who only want one-off assistance (see Figure 2.1). For example, a person might be accommodated at one SAAP agency, but seek meals from another agency.

During the 2 weeks of the Casual Client Collection (20 February to 5 March 2003), there were 30,200 casual contacts by individuals and groups. This corresponded to approximately 32,620 contacts by individuals where one-off assistance was provided (Table 4.1), and this equates to an estimated daily average of 2,380 contacts by individuals.² It is estimated that around 28% of casual client contacts were by people seeking more substantial support.³

Presenting groups

On average, 1.9 types of one-off assistance were provided during a casual client contact. The average number of types of assistance provided during a casual contact varied between the different presenting groups. For example, couples who presented without children had the highest average of 2.3 types of assistance provided. The lowest average of 1.7 was for people in the 'other' or unknown group.

People presenting alone accounted for 69% of casual client contacts by individuals. The next largest proportion of casual contacts by individuals was by individuals presenting with children (15%). A relatively small number of casual contacts were by couples with or without children (6% of casual contacts each).

The most common types of one-off assistance provided to casual clients were information (64%), meals (29%), and referrals (27%). However, the level of provision of the eight types of assistance varied between the different presenting groups. Information, referrals, and emotional support were provided in larger proportions of casual contacts by a person with

² The figures for casual client contacts are likely to be an underestimation because not all in-scope agencies participated in the Casual Client Collection. In February–March 2003, 66% of in-scope SAAP agencies participated in the Casual Client Collection (Table A2.3).

³ This estimate is derived as $8,420 (10,340 - 1,920, \text{ from Table 4.5}) / 30,200 (\text{from Table 4.3}) = 0.28$. It is a very rough approximation because of the different collection periods for the Demand for Accommodation Collection (numerator) and the Casual Client Collection (denominator) and because of the different participation rates for the two Collections (90% and 66% respectively – Tables A2.2 and A2.3).

children than any other client groups. Information was provided most commonly to individuals with children and also couples with children (87% in both) and least commonly to people in the 'other' or unknown group (49%).

Referrals were provided most commonly to individuals presenting with children and couples without children (39% and 37% respectively) and least commonly to individuals who presented alone (23%), or in the 'other' or unknown group (18%).

Emotional support was provided most commonly to individuals with children (43%), followed by couples presenting with children (34%). People who presented on their own or as part of an 'other' or unknown group received emotional support in proportionately fewer casual contacts (20% and 19% respectively).

Meals were provided most commonly to people who were in the 'other' or unknown group (47%), followed by people who presented alone (34%) and couples who presented without children (21%). Laundry and/or shower facilities were also most commonly provided to individuals who presented alone (9%), followed by couples presenting without children (4%).

State and territory

During the 2002–03 Casual Client Collection period, the amount of one-off assistance provided varied between the states and territories (Table 4.2). Queensland accounted for 34% (10,310) of contacts where one-off assistance was provided, followed by Victoria (23% or 6,790 contacts) and New South Wales (20% or 5,920 contacts). Not surprisingly, the smaller jurisdictions had much lower proportions of casual contacts: Tasmania and the Australian Capital Territory both had 2% and the Northern Territory had 1%.

Queensland also had the highest number of contacts by individuals (34%) where one-off assistance was provided. This was followed by Victoria (23%) and New South Wales (19%). The smaller jurisdictions had much lower proportions of casual contacts by individuals: Tasmania, the Australian Capital Territory and the Northern Territory all had around 2%.

Agencies in Victoria provided an average of 2.4 types of one-off assistance per contact, more than any other state or territory. Queensland had the lowest average of 1.7 types of one-off assistance per contact.

Agency type

Agencies can be categorised into three main types – general, high-volume and casual client. General and high-volume agencies make up the majority of agencies and provide both substantial support and one-off assistance. Casual client agencies, for example soup kitchens and referral agencies, specialise in providing one-off assistance. During the 2002–03 Casual Client Collection period, general agencies accounted for 68% of contacts for one-off assistance, high-volume agencies accounted for 19% and casual client agencies accounted for 13% (Table 4.3).

The three different agency types displayed different levels of service provision for each type of one-off assistance. General agencies were more likely to provide information (76%), compared with 57% for casual client agencies and 25% for high-volume agencies. Referrals were arranged for 31% of contacts in general agencies and 28% in casual client agencies, compared to 8% in high-volume agencies. General agencies were also more likely to provide emotional support, financial or material aid and transport. Emotional support was provided in 32% of contacts in these agencies, compared with 10% in casual client agencies and 7% in

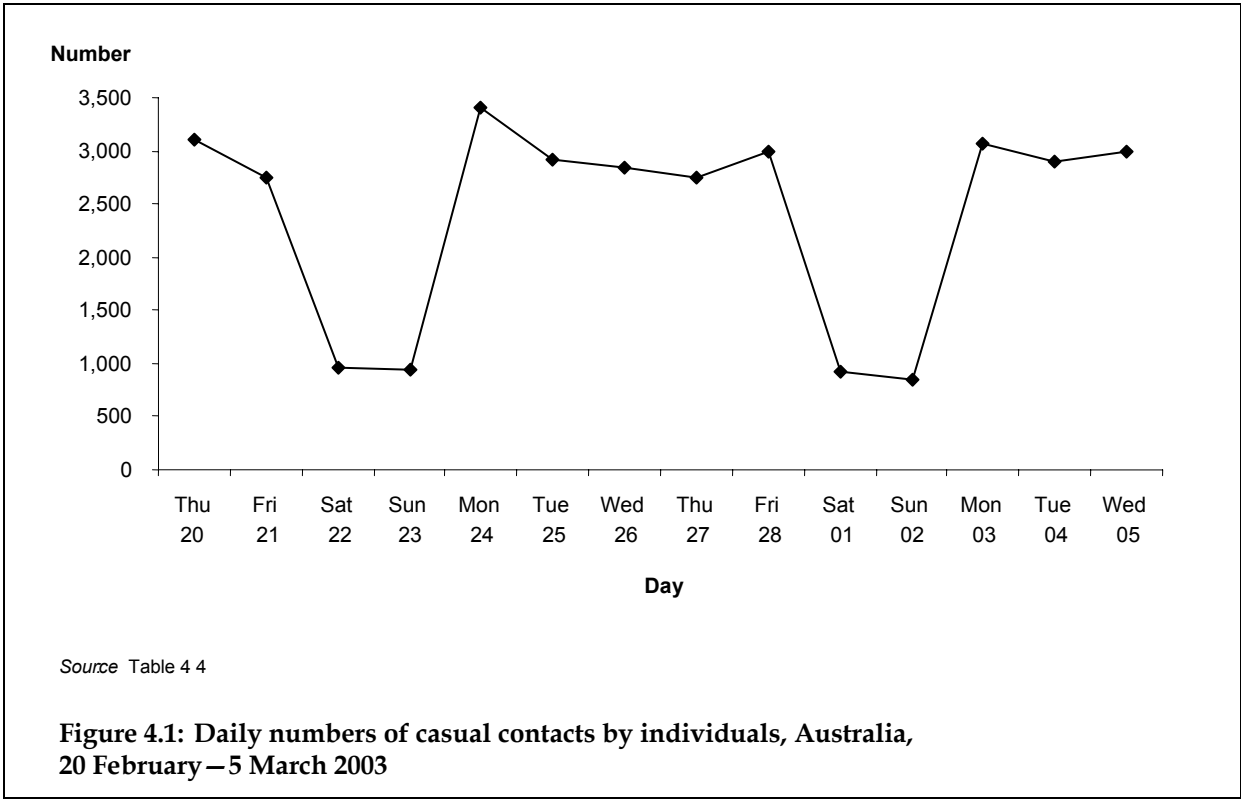
high-volume agencies. Financial or material aid was provided to 16% of contacts in general agencies, 15% in high-volume agencies and 6% in casual client agencies. Transport was provided to 5% of contacts in general agencies, compared with 1% in both high-volume and casual client agencies.

General agencies provided an average of 2.1 types of one-off assistance per contact. Casual client agencies provided an average of 1.7 types of assistance per contact, while high-volume agencies provided an average of 1.5 types of one-off assistance.

Daily assistance

Nationally, the numbers of contacts by individuals receiving one-off assistance showed significant variation and, like new accommodations (Chapter 8), were at their lowest on the weekends (Figure 4.1). However, the Northern Territory had 2 weekdays with an equal number of casual contacts by individuals as the weekends.

On weekdays there were between 2,740 and 3,400 contacts by individuals receiving one-off assistance across Australia; on weekends this number dropped to between 840 and 960. It should be noted here that it is possible for an individual to have more than one instance of one-off assistance on a particular day, either by approaching a number of different agencies or by approaching the same agency a number of times – for example, to receive meals.



4.2 The Demand for Accommodation Collection

Potential clients are able to receive casual assistance; for example, a potential client whose request for SAAP accommodation cannot be met may still receive one-off assistance such as information or a meal. Table 4.5 shows the types of one-off assistance provided to potential

clients with unmet requests for accommodation in each state and territory during the 2 weeks of the Demand for Accommodation Collection (9 to 15 December 2002 and 7 to 13 May 2003). During this period there were 10,340 unmet requests for accommodation made by individuals or groups (derived from Table 4.5). At least one-type of one-off assistance was provided following 81% (8,420) of these requests. On average 1.9 services were provided for each unmet request by an individual or group.

Information was the most common type of one-off assistance, which was provided following 67% of unmet requests for SAAP accommodation. Referrals for accommodation were also frequently arranged, following 51% of unmet requests. Emotional support was provided following 24% of unmet requests, and referrals for non-accommodation services were provided following 16% of unmet requests. All other types of assistance, such as meals and transport, were each provided following 3% to 8% of unmet requests.

There were noticeable differences between states and territories in terms of unmet requests and one-off assistance received. For example, information was provided following 78% of unmet requests in Victoria compared to 54% in Western Australia, Tasmania and the Northern Territory. Emotional support ranged from 14% in the Northern Territory to 31% in Victoria. The proportion of unmet requests where no casual assistance was provided varied from 11% in Victoria to 32% in Tasmania.

4.3 Summary

On average 2,380 individuals received some type of one-off assistance from SAAP agencies on any day during the Casual Client Collection. Casual assistance was considerably higher on weekdays than weekends. Information, followed by meals, were the most common forms of one-off assistance provided to casual clients. One-off assistance was provided mainly by general agencies, followed by high-volume agencies and lastly by casual client agencies. Information and referrals for accommodation were the most common forms of casual assistance provided to potential clients with unmet requests for SAAP accommodation. Of the individuals with unmet requests, 19% were not followed by any form of one-off assistance.

4.4 Tables

Table 4.1: SAAP casual contacts: one-off assistance provided, by presenting group, Australia, 20 February–5 March 2003 (per cent contacts)

One-off assistance provided	Person alone	Person with children	Couple without children	Couple with children	Other/unknown	Total	
						%	Number
Information	57.3	87.4	78.0	86.6	48.9	63.7	19,230
Referral arranged	23.1	39.4	36.9	35.7	17.6	26.5	8,020
Emotional support	19.8	43.3	29.5	34.0	19.3	24.4	7,380
Meals	34.2	5.1	21.1	10.4	47.2	28.6	8,630
Financial/material aid	14.5	13.5	26.4	18.0	10.8	14.8	4,460
Transport	3.9	3.8	3.5	2.8	5.2	3.9	1,180
Laundry/shower facilities	8.6	0.8	4.3	1.2	3.2	6.8	2,060
Other	25.4	23.9	25.8	20.8	15.6	24.7	7,470
Mean number of types of one-off assistance provided	1.9	2.2	2.3	2.1	1.7	..	1.9
Total (% contacts)	74.2	16.6	3.3	3.2	2.7	100.0	..
Total (number of contacts)	22,410	5,000	1,010	960	820	..	30,200
Contacts by individuals (%)	68.7	15.3	6.2	5.9	3.9	100.0	..
Contacts by individuals (number)	22,410	5,000	2,010	1,920	1,280	..	32,620

Notes

1. Cases excluded due to missing data: 725 contacts; 753 contacts by individuals.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. In any casual contact, the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
4. 'Other/unknown' includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
5. Figures are unweighted.

Source: SAAP Casual Client Collection.

Table 4.2: SAAP casual contacts: one-off assistance provided, by state and territory, Australia, 20 February–5 March 2003 (per cent contacts)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	
									%	No.
Information	82.0	79.2	47.7	47.6	57.9	80.4	66.1	75.4	63.7	19,230
Referral arranged	41.6	39.0	13.2	18.4	19.1	33.4	35.1	21.2	26.5	8,020
Emotional support	23.0	35.7	17.4	20.6	23.7	44.0	39.2	17.2	24.4	7,380
Meals	15.3	17.7	40.2	58.7	9.8	8.6	28.3	13.8	28.6	8,630
Financial/ material aid	4.4	25.8	14.3	9.8	19.2	8.2	10.4	22.2	14.8	4,460
Transport	5.5	2.2	4.6	3.5	1.3	6.3	4.5	6.9	3.9	1,180
Laundry/shower facilities	3.9	3.7	9.0	10.6	7.9	3.5	10.6	8.1	6.8	2,060
Other	17.8	35.8	20.5	14.7	36.8	23.9	32.4	40.6	24.7	7,470
Mean number of types of one-off assistance provided	1.9	2.4	1.7	1.8	1.8	2.1	2.3	2.1	..	1.9
Total (% contacts)	19.6	22.5	34.1	10.4	8.0	1.8	2.3	1.3	100.0	..
Total (number of contacts)	5,920	6,790	10,310	3,130	2,410	540	710	410	..	30,200
Contacts by individuals (%)	19.3	22.7	34.3	9.9	8.3	1.8	2.2	1.5	100.0	..
Contacts by individuals (number)	6,310	7,410	11,180	3,240	2,700	580	730	480	..	32,620

Notes

1. Cases excluded due to missing data: 725 contacts; 753 contacts by individuals.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
4. Figures are unweighted.

Source: SAAP Casual Client Collection.

Table 4.3: SAAP casual contacts: one-off assistance provided, by type of agency, Australia, 20 February–5 March 2003 (per cent contacts)

One-off assistance provided	General agencies	High-volume agencies	Casual client agencies	Total	
				%	Number
Information	75.6	25.2	56.8	63.7	19,230
Referral arranged	31.3	8.1	28.2	26.5	8,020
Emotional support	31.9	7.1	10.4	24.4	7,380
Meals	18.9	48.3	50.4	28.6	8,630
Financial/material aid	16.4	15.1	5.9	14.8	4,460
Transport	5.2	1.2	1.0	3.9	1,180
Laundry/shower facilities	5.1	12.2	8.1	6.8	2,060
Other	26.5	31.1	6.6	24.7	7,470
Mean number of types of one-off assistance provided	2.1	1.5	1.7	..	1.9
Total (%)	68.1	18.6	13.3	100.0	..
Total (number)	20,570	5,630	4,010	..	30,200

Notes

1. Cases excluded due to missing data: 725.
2. 'General' agencies include a small number of agencies that operate both general and high-volume outlets.
3. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. As a result, the number of contacts understates the number of contacts by individuals.
4. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
5. Figures are unweighted.

Source: SAAP Casual Client Collection.

Table 4.4: SAAP casual contacts by individuals: daily contacts, by state and territory, Australia, 20 February–5 March 2003 (number)

Day	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Thursday 20 Feb	640	590	1,070	300	310	90	70	40	3,110
Friday 21 Feb	560	600	950	240	250	40	70	40	2,740
Saturday 22 Feb	220	200	320	90	70	20	20	20	960
Sunday 23 Feb	180	150	340	140	70	20	30	30	950
Monday 24 Feb	730	730	1,130	310	300	60	80	70	3,400
Tuesday 25 Feb	580	630	1,030	310	230	50	60	40	2,920
Wednesday 26 Feb	530	720	970	260	220	50	70	40	2,850
Thursday 27 Feb	490	640	1,020	270	200	40	60	30	2,750
Friday 28 March	510	690	1,010	280	380	60	40	20	2,990
Saturday 1 March	210	200	300	110	30	20	20	30	920
Sunday 2 March	180	190	240	130	40	10	30	30	840
Monday 3 March	650	840	1,030	180	230	40	70	40	3,070
Tuesday 4 March	540	750	890	350	200	40	80	40	2,890
Wednesday 5 March	550	690	1,060	330	230	50	60	40	3,000
Daily average	467.0	543.6	810.8	234.9	197.1	42.1	53.5	34.9	2,384.1

Notes

1. Cases excluded due to missing data: 0.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
4. Figures are unweighted.

Source: SAAP Casual Client Collection.

Table 4.5: Groups with unmet requests for SAAP accommodation: one-off assistance provided, by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (per cent contacts by groups)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	
									%	No.
Information	60.9	77.8	67.5	53.5	66.3	53.9	64.9	53.7	66.7	6,900
Referral for accommodation	49.1	51.5	50.8	52.1	49.0	43.9	53.6	65.5	50.6	5,230
Referral for non-accommodation	17.1	17.0	14.3	10.6	14.7	18.2	13.1	13.6	15.6	1,610
Emotional support	20.6	30.9	22.1	17.7	27.2	22.4	20.1	13.6	24.0	2,490
Meals	5.9	3.7	11.5	8.7	5.8	2.4	3.5	8.5	6.6	680
Financial assistance/material aid	4.6	10.2	8.9	8.6	8.3	7.6	4.0	7.9	7.9	810
Transport	5.3	4.9	7.4	5.9	5.2	3.7	4.6	13.6	5.7	590
Laundry/shower facilities	3.0	1.1	7.1	5.5	2.2	1.1	1.1	5.1	3.4	350
Other	3.9	5.2	3.8	4.4	7.1	7.4	2.4	5.1	4.6	480
None	23.3	10.9	16.5	28.0	21.7	32.4	15.8	18.6	18.5	1,920
Mean number of types of assistance provided	1.7	2.0	1.9	1.7	1.9	1.6	1.7	1.9	..	1.9
Total (%)	25.3	27.7	22.5	7.2	8.3	3.7	3.6	1.7	100.0	..
Total (number)	2,610	2,860	2,320	750	860	380	370	180	..	10,340

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. Groups seeking assistance were able to receive more than one type of one-off assistance, so percentages do not total 100.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

5 Demand for accommodation: unmet requests

This chapter focuses on the number of unmet requests for accommodation made by individuals and groups. These requests are the basis for calculating the number of people turned away from SAAP (see Chapters 6, 7 and 8 and Appendix 1).

Information on the demand for accommodation is available for only 2 weeks of the year – from 9 to 15 December 2002 and 7 to 13 May 2003. Given that there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures for requests by individuals and groups cannot be used as a basis for deriving annual figures of unmet requests.

The number of unmet requests presented in this chapter are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate turn-away rates (see Chapters 7 and 8).

5.1 Valid and invalid unmet requests

People may be turned away from a SAAP agency for a variety of reasons and these reasons are classified to determine whether a request is valid or invalid. Invalid requests for accommodation include: people requesting assistance from an agency with the wrong target group (for example, a married couple approaching a single men's agency); when a person or group was inappropriate for the agency (for example, an intoxicated person); when there was no fee-free accommodation available; or when the offer of accommodation was refused by the requesting person or group. All other requests for accommodation are said to be valid.

Invalid requests

Table 5.1 shows that 2,910 (28%) of the 10,340 unmet requests for accommodation made during the collection period were invalid requests. In particular, 43% of invalid requests for accommodation were not met because the requesting person or group was in the wrong target group for the agency they approached. This was most likely to be the case for couples with children (68%), and for persons or groups requesting accommodation in the Australian Capital Territory (60% of invalid requests) (Tables 5.1 and 5.2).

There were 970 (34%) invalid requests where the person or group refused an offer of accommodation (Table 5.1). The proportion of couples with children who had unmet requests for this reason (20%) was lower than any other requesting group. The proportion of invalid requests where a person or group refused an offer of accommodation ranged from 25% in Queensland and the Australian Capital Territory to 42% in the Northern Territory (Table 5.2).

Approximately 20% of invalid requests for accommodation were refused because the person or group was inappropriate for the agency they approached. This was more likely the case for people presenting without children (23%) and for invalid requests made in Western Australia (27%) (Tables 5.1 and 5.2).

Only 3% of invalid requests for accommodation were unmet because there was no fee-free accommodation available (Table 5.1). This was more likely for individuals presenting without children and couples presenting with children (4% in both). On a state and territory basis, the proportion ranged from 0% in the Northern Territory to 8% in Tasmania (Table 5.2).

Valid requests

Valid unmet requests for accommodation accounted for 72% (7,430) of the total unmet requests for SAAP accommodation made during the collection period (Table 5.1). Individuals who presented without children accounted for the largest proportion of valid unmet requests for accommodation (59% or 4,400); they were followed by individuals who presented with children (34% or 2,520). Couples with and without children accounted for only a small proportion of valid unmet requests for accommodation (5% and 2% respectively). On a state and territory basis, Victoria reported the largest number of valid requests for accommodation (2,280 or 31%), while the Northern Territory reported the smallest number (90 or 1%) (Table 5.2).

The most common reason for valid requests not being met was insufficient accommodation (4,670 or 63%) (Table 5.1). Couples with children had the highest proportions of valid unmet requests for this reason (72%). Tasmania had the lowest proportion of valid requests for accommodation being unmet because insufficient accommodation was available (52%), while this reason was cited in 72% of valid unmet requests in Queensland (Table 5.2).

Valid unmet requests resulting from referral agencies having no vacancy on the books accounted for 1,460 (20%) of valid unmet requests. On a state and territory basis, the Northern Territory reported the smallest proportion (9%) and South Australia reported the largest proportion (24%) of valid unmet requests for this reason.

The type of accommodation requested not being provided by an agency accounted for 7% of unmet requests overall (Table 5.1). This was more likely to be the case for couples without children (12%). On a state and territory basis, 14% of valid requests for accommodation in the Northern Territory were unmet for this reason (Table 5.2).

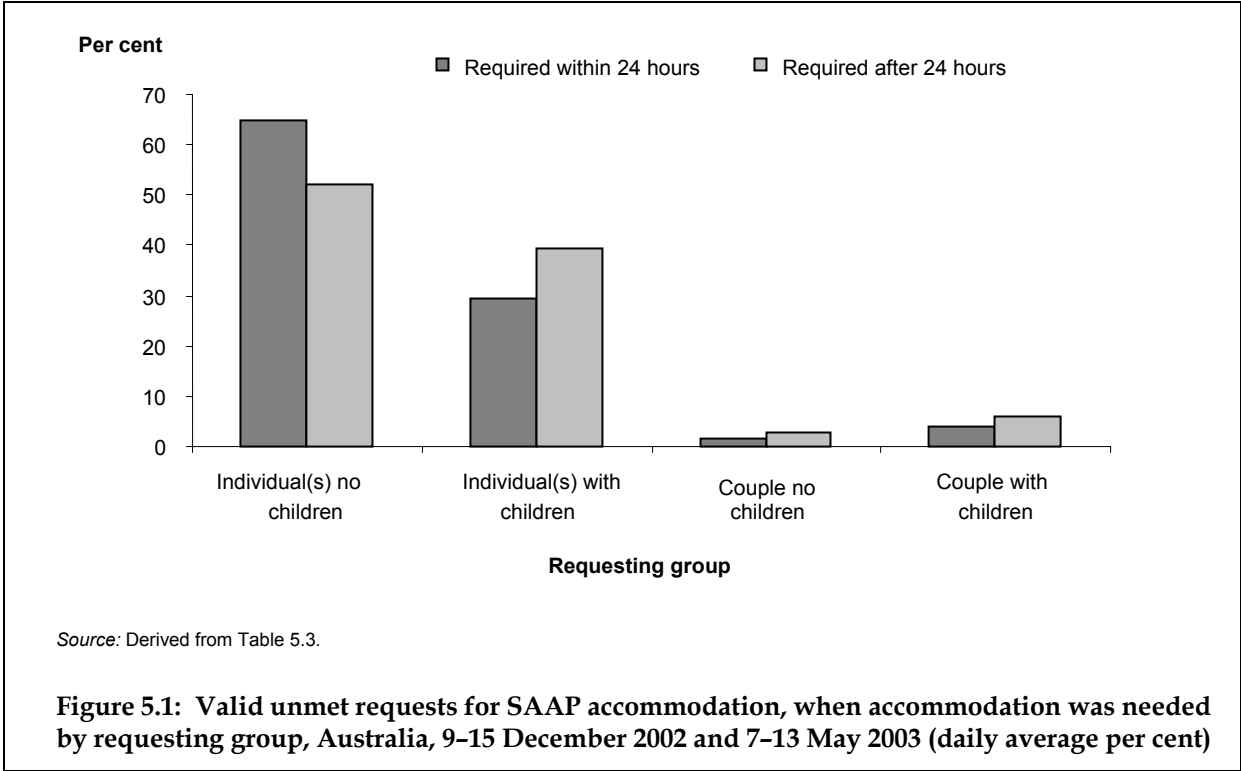
Insufficient staff to provide support and the unavailability of facilities designed to meet disability, cultural and other special needs accounted for very small proportions of valid unmet requests for accommodation (2% and 1%, respectively). These reasons did not differ significantly by requesting group or across states and territories.

5.2 The immediacy of need for accommodation

On any day during the Demand for Accommodation Collection period, an average of 531 valid unmet requests for accommodation were made (Table 5.3). Of these requests, 326 (61%) were made by individuals or couples without children and 205 (39%) were made by individuals or couples with children.

In the context of homelessness, unmet requests for immediate accommodation (that is, accommodation required within 24 hours) is of particular importance. Approximately 56% of all valid unmet requests for accommodation were for immediate accommodation. Valid unmet requests for accommodation required after 48 hours made up a significant proportion of the total (33%). Only 11% of valid unmet requests were for accommodation required within 24 to 48 hours.

Individuals who presented without children made a daily average of 193 valid unmet requests for immediate accommodation, accounting for 65% of valid unmet requests for immediate accommodation (Figure 5.1). Individuals presenting without children also accounted for the largest proportion of valid unmet requests where accommodation was required after 24 hours (52%).



Individuals or couples presenting with children accounted for 34% of all valid unmet requests for immediate accommodation (derived from Table 5.3). However, a significant proportion of valid unmet requests for accommodation required after 24 hours were for individuals or couples who presented with children. Of the 233 average daily valid unmet requests where accommodation was required after 24 hours, 106 requests (45%) were made by these two groups.

Couples who presented without children accounted for around only 2% of valid unmet requests for immediate accommodation and 3% for accommodation required after 24 hours (Figure 5.1).

State and territory

Victoria had the highest daily average of valid unmet requests for SAAP accommodation (163 requests), followed by New South Wales (123), and Queensland (117) (Table 5.4).

Most states and territories had a larger proportion of valid unmet requests for accommodation required immediately, with the exception of Victoria which had 57% of its total valid unmet requests for accommodation required after 24 hours.

New South Wales had the highest proportion of valid unmet requests for immediate accommodation (26%), followed by Victoria and Queensland (both 23%) (derived from Table 5.4).

5.3 Summary

There were 10,340 unmet requests for accommodation during the Demand for Accommodation Collection period. Valid unmet requests for accommodation accounted for 72% (7,430) of the total unmet requests for accommodation. Individuals who presented without children made up the largest proportion of these requests (59% or 4,400) followed by individuals presenting with children (34% or 2,520).

The most common reason for valid unmet requests was insufficient accommodation (4,670 or 63%). Couples presenting with children had the highest proportion of valid unmet requests for this reason (72%).

Twenty-eight per cent (2,910) of requests for SAAP accommodation were invalid. Of these invalid unmet requests, 1,260 (43%) were not met because the requesting person or group was in the wrong target group for the agency they approached.

On any day during the Demand for Accommodation Collection, an average of 531 valid unmet requests for accommodation were made. Around 56% of these were for accommodation required within 24 hours. A high proportion of the total was for accommodation required after 48 hours (33%), while only 11% of valid unmet requests were for accommodation required within 24 to 48 hours.

5.4 Tables

Table 5.1: Unmet requests for SAAP accommodation: main reason why request was not met, by requesting group, Australia, 9–15 December 2002 and 7–13 May 2003 (per cent requests by groups)

Main reason	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Valid requests						
Insufficient accommodation available	59.9	66.3	68.0	72.0	62.8	4,670
Referral agency with no vacancies on books	20.1	19.5	12.4	16.8	19.6	1,460
Type of accommodation requested is not provided	7.9	5.9	12.4	6.4	7.2	540
Insufficient staff to provide support	2.8	1.5	—	0.6	2.2	160
Facilities for disability needs, cultural needs and other special needs not available	1.2	0.7	—	—	1.0	70
Other	8.1	6.2	7.2	4.2	7.2	540
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	59.3	33.9	2.1	4.8	100.0	..
Total (number)	4,400	2,520	150	360	..	7,430
Invalid requests						
Agency inappropriate—wrong target group	40.9	46.0	61.2	67.5	43.4	1,260
Person/group inappropriate for agency	22.8	12.4	11.8	8.8	19.6	570
No fee-free accommodation available	3.9	2.0	2.4	3.8	3.4	100
Person/group refused offer of accommodation	32.4	39.6	24.7	20.0	33.5	970
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	70.8	23.6	2.9	2.8	100.0	..
Total (number)	2,060	690	90	80	..	2,910
Total requests for accommodation	6,460	3,200	240	440	..	10,340

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made to allow for missing data (see Appendix 2).
3. Please refer to Appendix 2 for notes on the composition of the requesting groups.
4. In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.2: Unmet requests for SAAP accommodation: main reason why request was not met, by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (per cent requests by groups)

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Valid requests										
Insufficient accommodation available	57.9	61.0	71.6	68.5	57.1	52.2	68.8	63.4	62.8	4,670
Referral agency with no vacancies on books	22.9	21.9	14.9	14.9	23.9	13.1	15.3	8.6	19.6	1,460
Type of accommodation requested is not provided	6.6	8.3	6.4	3.1	8.8	11.4	5.0	14.0	7.2	540
Insufficient staff to provide support	2.3	2.4	1.3	3.3	0.9	3.7	4.3	3.2	2.2	160
Facilities for disability needs, cultural needs and other special needs not available	1.4	0.7	1.1	0.4	0.6	1.2	0.7	2.2	1.0	70
Other	8.9	5.6	4.8	9.8	8.8	18.4	6.0	8.6	7.2	540
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	23.1	30.6	22.1	6.5	9.1	3.3	4.1	1.3	100.0	..
Total (number)	1,720	2,280	1,640	480	670	250	300	90	..	7,430
Invalid requests										
Agency inappropriate—wrong target group	39.9	39.4	56.3	27.2	46.8	40.0	59.7	38.1	43.4	1,260
Person/group inappropriate for agency	23.9	17.6	16.5	27.2	10.5	17.0	13.9	20.2	19.6	570
No fee-free accommodation available	1.6	5.3	2.5	6.0	5.3	8.1	1.4	—	3.4	100
Person/group refused offer of accommodation	34.6	37.7	24.7	39.6	37.4	34.8	25.0	41.7	33.5	970
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	30.8	20.2	23.4	9.1	6.5	4.6	2.5	2.9	100.0	..
Total (number)	890	590	680	270	190	140	70	80	..	2,910
Total requests for accommodation	2,610	2,860	2,320	750	860	380	370	180	..	10,340

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.3: Estimated valid unmet requests for SAAP accommodation, by requesting group and when accommodation was needed, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average number)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total	
				%	Number
Daily average number of requests					
Individual(s) no children	192.6	27.9	94.1	59.3	314.6
Individual(s) with children	88.0	22.9	68.9	33.9	179.7
Couple no children	4.8	1.7	4.4	2.1	10.9
Couple with children	11.9	4.1	9.6	4.8	25.5
Total	297.3	56.5	176.9	..	530.7
Total (%)	56.0	10.6	33.3	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. Please refer to Appendix 2 for notes on the composition of the requesting groups.
4. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.4: Estimated valid unmet requests for SAAP accommodation, by state and territory and when accommodation was needed, 9–15 December 2002 and 7–13 May 2003 (daily average number)

State/territory	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total	
				%	Number
Daily average (number of requesting individuals/groups)					
NSW	77.9	10.1	34.7	23.1	122.7
Vic	69.6	19.6	73.2	30.6	162.5
Qld	68.4	15.2	33.8	22.1	117.4
WA	25.6	1.9	6.9	6.5	34.4
SA	26.1	4.3	17.6	9.1	48.1
Tas	11.3	2.1	4.1	3.3	17.5
ACT	14.4	2.1	5.0	4.1	21.5
NT	4.0	1.1	1.6	1.3	6.6
Total (number)	297.3	56.5	176.9	..	530.7
Total (%)	56.0	10.6	33.3	100.0	..

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

6 Demand for accommodation: potential clients

People can make more than one request for SAAP accommodation in a day. Figure 6.1 shows that people who make a request for SAAP accommodation can either be successful on the first attempt, make subsequent requests until they are accommodated, have their needs met elsewhere, or give up trying all together. How often people have their needs met by other means and no longer require SAAP assistance cannot be measured at present.

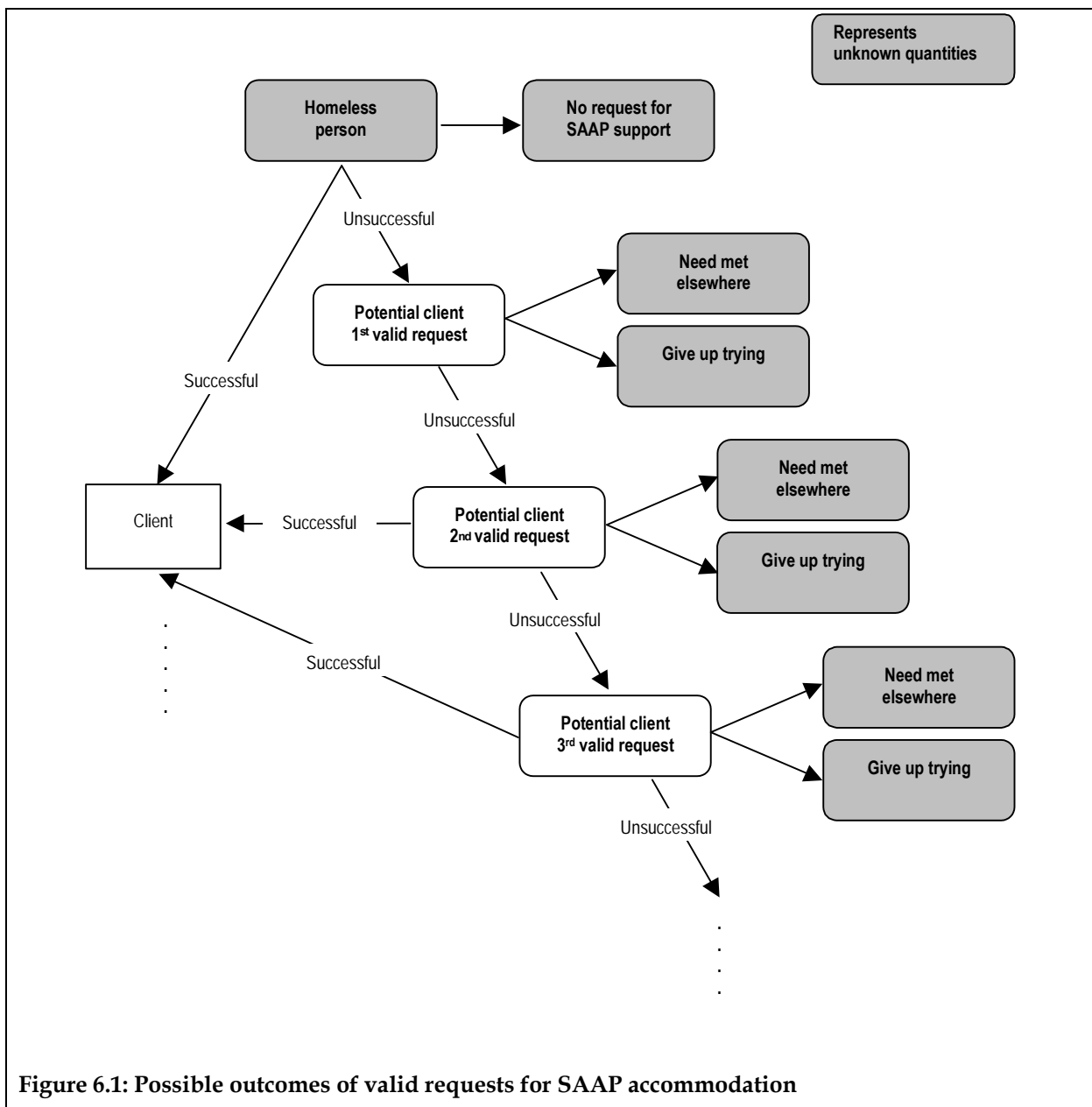


Figure 6.1: Possible outcomes of valid requests for SAAP accommodation

Potential clients are adults or children unaccompanied by a parent or guardian, who request accommodation from a SAAP agency, but are not accommodated. That is, they have made a valid unmet request(s). Chapter 5 presented data about the number of unmet requests made by individuals and groups. As some of these people made more than one unmet request in a day, this chapter relates to the number and characteristics of potential clients and accompanying children who made valid unmet requests for accommodation. Each request is attributed to an individual using a question on the Demand for Accommodation form that asks whether the person or group had been turned away from a SAAP agency earlier that day. This way, numerous requests can be attributed to an estimated number of individuals.

Information on demand for accommodation by potential clients is only available for 2 weeks of the year – 9 to 15 December 2002 and 7 to 13 May 2003. As with data on requests, seasonal factors and the reality that people can make several unmet requests in a year, daily and 2-week figures for potential clients cannot be used as a basis for deriving annual figures.

The numbers of potential clients and accompanying children presented in this chapter are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate turn-away rates (see Chapters 7 and 8).

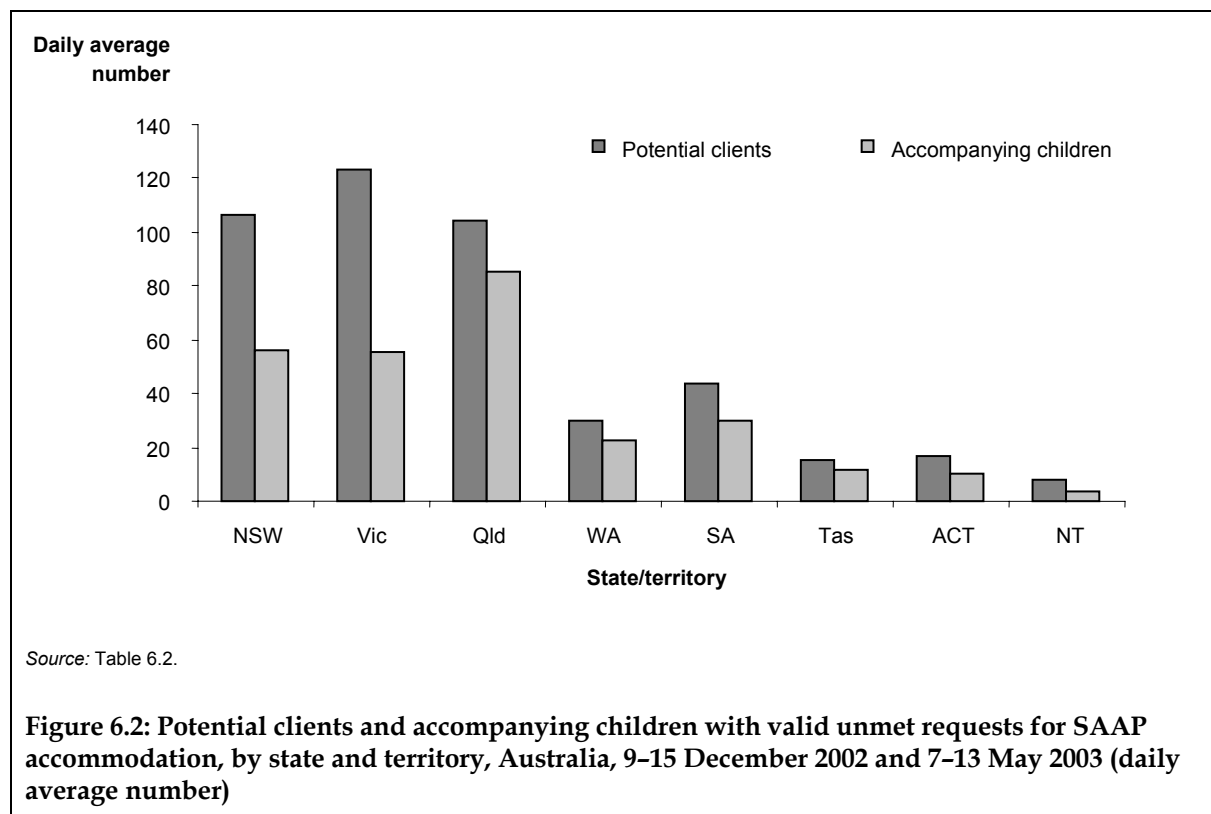
6.1 The number of people making unmet requests for accommodation

People are able to make more than one request for accommodation per day. Additionally, in at least 41% of the 531 valid unmet requests for accommodation reported each day the request involved more than one person (see Table 5.3). On any given day during the collection period, an average of 449 potential clients and 274 accompanying children had valid unmet requests for accommodation. Overall, this averaged 723 people per day (Table 6.1).

There was a daily average of 250 potential clients without children (that is, people who presented alone or with a group of individuals without children) who requested accommodation, 154 potential clients who presented with children, 29 potential clients who presented as a couple with children, and 16 potential clients who presented as a couple without children.

The daily average number of accompanying children was highest for children who presented with one potential client or a group of potential clients (243). A daily average of 31 children accompanied couples.

Figure 6.2 presents the number of potential clients and accompanying children who made valid requests for accommodation during the Demand for Accommodation Collection period by state and territory. Victoria reported the highest number of potential clients requesting accommodation on any given day during the collection period (124), accounting for 28% of the total number of potential clients requesting accommodation (Table 6.2). The Northern Territory had the lowest average number of potential clients (8 or 2%) and accompanying children (4 or 1%). Queensland reported the largest number of accompanying children (85 or 31%).



6.2 The immediacy of need for accommodation

The majority of people making valid unmet requests for accommodation required accommodation immediately (within 24 hours) – 56% of the 449 potential clients and 49% of the 274 accompanying children (Table 6.1). This was followed by people requiring accommodation in 5 days or more (26% of potential clients and 28% of accompanying children). This was significantly higher than for people requiring accommodation in 24–48 hours (10% of potential clients and 13% of accompanying children) or in 3–4 days (8% and 10%). These figures indicate that people attempt to make arrangements for an anticipated occasion of homelessness or some other type of insecurity before their situation reaches crisis point.

People who presented with children had different requirements in relation to how soon they required accommodation, compared to people who presented without children. Just over half (52%) of potential clients who presented as an individual or group of individuals with children or a couple with children were seeking accommodation after 24 hours (derived from Table 6.1). This was higher than the figure for potential clients who presented without children, of whom approximately 40% required accommodation after 24 hours.

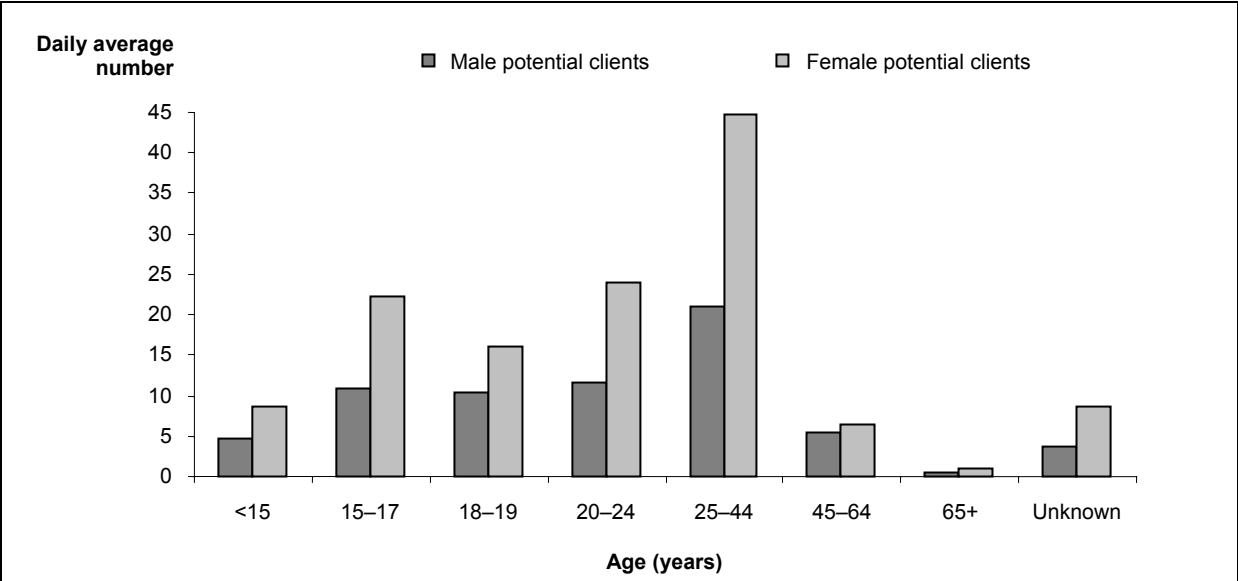
On a daily average basis, New South Wales had the highest proportion of potential clients with valid unmet requests for SAAP accommodation required within 24 hours (27%). The Northern Territory had the smallest proportion (2%) (derived from Table 6.2). For SAAP accommodation required after 24 hours, Victoria had the largest proportion of potential clients (35%). The Australian Capital Territory and the Northern Territory had the lowest proportions for accommodation required after 24 hours (3% and 2%, respectively).

Age by state and territory

On a daily basis there was an average of 249 potential clients with valid unmet requests for SAAP accommodation who required accommodation *within* 24 hours (Table 6.3). Of these, 44% were male and 56% were female (derived from Table 6.3). In particular, people aged 25–44 years had the highest proportion requiring immediate accommodation (38% of males and 35% of females), followed by potential clients aged 20–24 years (17% of males and 18% of females), and potential clients aged 15–17 years (15% and 12%).

There were some significant variations in the age group proportions across states and territories. For example, in South Australia, the highest proportion of male potential clients was aged 25–44 years (50%), while 28% of male potential clients in the Australian Capital Territory were in this age group. In Tasmania, 21% of female potential clients were aged 25–44 years, compared to 43% in South Australia. However, it is important to note that some jurisdictions have reported high proportions of cases where age of the potential client is unknown, in particular, Tasmania and the Australian Capital Territory. In addition, unknown age was more prevalent overall for female potential clients (17%) than male potential clients (8%).

Figure 6.3 shows potential clients with valid unmet requests for SAAP accommodation required *after* 24 hours. On a daily basis there were an average of 200 potential clients with valid unmet requests for SAAP accommodation required after 24 hours and of these, 34% were male and 66% were female (Table 6.4). Potential clients aged 25–44 years had the highest proportion of valid unmet requests required after 24 hours (31% for males and 34% for females). People aged 65 years and over had the lowest proportion of valid unmet requests (1% for both males and females).



Source: Table 6.4.

Figure 6.3: Potential clients with valid unmet requests for SAAP accommodation required after 24 hours, age by when accommodation was needed, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average number)

As has been described above with regard to requests for accommodation within 24 hours there were some significant variations in the age group proportions across states and territories. For example, in Western Australia and Tasmania, the highest proportions of male potential clients were aged 25–44 years (39% in both), while 20% in New South Wales were in this age group. In the Northern Territory, 13% of female potential clients were aged between 25–44 years, compared to 43% in Queensland. Unknown age for potential clients with valid unmet requests for SAAP accommodation required after 24 hours was less prevalent than for potential clients who required accommodation within 24 hours, although unknown age was still more prevalent for female potential clients (7%) than male potential clients (5%).

Table 6.5 shows that accompanying children under the age of 12 had the highest proportion of valid unmet requests for SAAP accommodation that was required both within 24 hours and after 24 hours (70% and 73%, respectively). Accompanying children aged 12–14 years accounted for 9% of valid unmet requests for accommodation required within 24 hours and 14% after 24 hours. Only 3% of accompanying children aged 15–17 years had valid unmet requests for accommodation required within 24 hours and 5% had valid unmet requests requiring accommodation after 24 hours.

Birthplace and Indigenous status

The majority of potential clients and accompanying children with valid unmet requests for accommodation were Australian-born. On a daily basis, an average of 75% of males and 70% of females with valid unmet requests for SAAP accommodation required *within* 24 hours were born in Australia (Table 6.6). In addition to this, 77% of both males and females requiring SAAP accommodation *after* 24 hours were Australian-born (Table 6.7).

The majority of potential clients and accompanying children in the Northern Territory were Australian-born – 97% of males and 96% of females requiring immediate accommodation and 94% of males and 92% of females requiring accommodation after 24 hours. These figures are influenced by the high proportion of Indigenous Australians in the Northern Territory. In the Australian Capital Territory, 50% of male and 41% of female potential clients and accompanying children who required accommodation immediately were Australian-born, and 67% of male and 68% of female potential clients and accompanying children who required accommodation after 24 hours were Australian-born.

Only 3% of both male and female potential clients and accompanying children who required immediate accommodation were born in non-English-speaking countries. However, there was some variation between the states and territories. For example, the proportion of males in this category requiring accommodation within 24 hours ranged from 0% in Queensland, Tasmania and the Northern Territory to 7% in Victoria, while the proportion of females ranged from 0% in Tasmania and the Northern Territory to 5% in Victoria. Of the potential clients and accompanying children with valid unmet requests requiring accommodation after 24 hours, 6% of both males and females were born in non-English speaking countries. The proportion of males in this category requiring accommodation after 24 hours ranged from 2% in Queensland to 8% in Victoria, while the proportion of females ranged from 0% in Tasmania to 9% in Victoria.

Tables 6.6 and 6.7 also show data on Aboriginal and Torres Strait Islander people who had valid unmet requests for SAAP accommodation; however, caution should be exercised in drawing conclusions on the basis of this data because of the large proportion of people of ‘unknown’ status and the large amount of missing information. Aboriginal and/or Torres Strait Islander status was unknown for 24% of male and 30% of female potential clients and

accompanying children with valid unmet requests for accommodation required immediately. Similarly, Aboriginal and/or Torres Strait Islander status was unknown for 18% of both male and female potential clients and accompanying children with valid unmet requests for accommodation required after 24 hours.

The available data show, however, that approximately 14% of people making valid unmet requests for accommodation were of Aboriginal and/or Torres Strait Islander background (derived from Tables 6.1, 6.6, and 6.7). Aboriginal and Torres Strait Islander people were more likely to request accommodation within 24 hours (16% of males and 18% of females) than after 24 hours (15% for both males and females) (Tables 6.6 and 6.7).

6.3 Summary

On average, on any day during the Demand for Accommodation Collection period, there were 723 people with valid unmet requests for accommodation. Of these, 449 were potential clients (adults or unaccompanied children) and 274 were accompanying children. The majority of potential clients were individuals presenting without children (250).

The majority of people making valid unmet requests for accommodation required accommodation *within* 24 hours (56% of potential clients and 49% of accompanying children). Significantly more people required accommodation in 5 or more days of making their request (26% of potential clients and 28% of accompanying children) than needed it within 24–48 hours (10% of potential clients and 13% of accompanying children) or within 3–4 days (8% and 10%).

Just over half (52%) of potential clients who presented as an individual with children or a couple with children were seeking accommodation *after* 24 hours. Approximately 40% of potential clients who presented without children required accommodation after 24 hours.

There was a daily average of 249 potential clients with valid unmet requests who required accommodation *within* 24 hours. Of these, 56% were female. There was a higher proportion of female potential clients requiring accommodation *after* 24 hours – 66% of the 200 potential clients requiring accommodation after 24 hours. Potential clients requiring accommodation either within or after 24 hours were most likely to be aged 25–44 years.

On a daily basis, an average of 75% of males and 70% of females with valid unmet requests for SAAP accommodation required *within* 24 hours were born in Australia, and 77% of both males and females requiring SAAP accommodation *after* 24 hours were Australian-born.

Data on Indigenous status were missing or ‘unknown’ for a large proportion of potential clients. However, the data available show that 14% of people making valid unmet requests for accommodation were of Aboriginal and/or Torres Strait Islander background.

6.4 Tables

Table 6.1: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and requesting group, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total		
					%	Number	
Daily average number of potential clients needing accommodation							
Individual(s) no children	154.4	21.6	17.2	57.2	55.8	250.4	
Individual(s) with children	74.6	18.8	15.8	44.3	34.2	153.5	
Couple no children	6.5	2.6	1.4	5.7	3.6	16.1	
Couple with children	13.4	3.5	2.7	9.1	6.4	28.7	
Total (number)	248.9	46.4	37.1	116.4	..	448.8	
Total (%)	55.5	10.3	8.3	25.9	100.0	..	
Daily average number of accompanying children needing accommodation							
Individual(s) with children	121.3	31.2	24.9	65.4	88.6	242.8	
Couple with children	13.9	3.6	3.2	10.5	11.4	31.2	
Total (number)	135.2	34.8	28.1	75.9	..	274.0	
Total (%)	49.3	12.7	10.3	27.7	100.0	..	

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.2: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and state and territory, 9–15 December 2002 and 7–13 May 2003 (daily average)

State/territory	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total	
					%	Number
Daily average of number of potential clients needing accommodation						
NSW	66.0	8.4	8.0	23.8	23.7	106.2
Vic	52.6	14.2	11.6	45.1	27.5	123.5
Qld	60.1	13.4	9.9	21.1	23.3	104.4
WA	20.9	1.7	1.6	5.7	6.7	30.0
SA	23.8	3.9	3.4	13.0	9.8	44.0
Tas	9.7	1.9	1.0	3.0	3.5	15.6
ACT	11.7	1.5	1.1	2.8	3.8	17.1
NT	4.1	1.5	0.5	1.9	1.8	8.0
Total (number)	248.9	46.4	37.1	116.4	..	448.8
Total (%)	55.5	10.3	8.3	25.9	100.0	..
Daily average of number of accompanying children needing accommodation						
NSW	29.5	5.9	4.4	16.1	20.4	55.9
Vic	17.6	8.4	6.4	23.0	20.2	55.3
Qld	39.4	13.4	10.7	21.5	31.1	85.1
WA	16.4	1.4	1.4	3.7	8.3	22.9
SA	16.6	2.9	3.1	7.1	10.8	29.7
Tas	8.0	1.2	0.7	1.7	4.2	11.6
ACT	5.9	0.9	1.3	2.0	3.6	10.0
NT	1.9	0.8	0.1	0.7	1.3	3.5
Total (number)	135.2	34.8	28.1	75.9	..	274.0
Total (%)	49.3	12.7	10.3	27.7	100.0	..

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.3: Potential clients with valid unmet requests for SAAP accommodation *within 24 hours*: age by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (average per cent daily)

	Accommodation required within 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
Age (years)	Male potential clients									
<15	8.1	3.4	7.9	8.2	1.6	4.3	4.5	8.3	6.1	6.8
15–17	16.0	10.1	22.7	10.9	10.1	13.0	10.4	—	14.7	16.3
18–19	9.8	12.5	8.7	10.9	9.3	6.5	13.4	4.2	10.2	11.3
20–24	12.6	21.5	15.8	14.5	20.2	19.6	11.9	29.2	16.7	18.5
25–44	35.8	41.4	32.0	40.9	50.4	30.4	28.4	45.8	37.5	41.5
45–64	6.0	9.0	6.3	5.5	2.3	8.7	4.5	8.3	6.5	7.2
65+	0.9	0.3	1.1	—	—	—	—	—	0.6	0.6
Unknown	10.7	1.9	5.5	9.1	6.2	17.4	26.9	4.2	7.6	8.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Male total number	30.7	26.9	26.1	7.9	9.2	3.3	4.8	1.7	..	110.6
	Female potential clients									
<15	9.5	3.9	7.6	4.9	3.4	2.2	7.2	8.8	6.5	8.9
15–17	14.4	8.9	14.1	7.1	7.8	5.6	20.6	8.8	11.7	16.2
18–19	5.3	12.5	7.6	4.4	9.8	4.4	4.1	8.8	7.5	10.4
20–24	18.8	22.6	16.8	15.3	18.1	15.6	13.4	23.5	18.3	25.3
25–44	26.7	39.6	38.7	38.3	43.1	21.1	22.7	32.4	34.5	47.7
45–64	3.6	5.3	3.8	5.5	4.4	2.2	4.1	2.9	4.2	5.8
65+	0.4	—	—	0.5	0.5	—	—	5.9	0.3	0.4
Unknown	21.3	7.2	11.4	24.0	12.7	48.9	27.8	8.8	17.0	23.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Female total number	35.3	25.6	33.9	13.1	14.6	6.4	6.9	2.4	..	138.3
Total number	66.0	52.6	60.1	20.9	23.8	9.7	11.7	4.1	..	248.9

Notes

1. Adjustments have been made for missing data (see Appendix 2).
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.4: Potential clients with valid unmet requests for SAAP accommodation *after 24 hours*: age by gender by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (average per cent daily)

	Accommodation required after 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
Age (years)	Male potential clients									
<15	14.8	2.0	10.6	9.1	2.8	3.6	6.3	—	6.7	4.6
15–17	25.4	12.9	15.3	15.2	14.7	14.3	21.9	4.5	16.1	11.0
18–19	16.0	17.5	11.6	9.1	14.7	7.1	12.5	36.4	15.3	10.4
20–24	10.7	23.0	13.9	18.2	16.5	10.7	25.0	4.5	17.1	11.7
25–44	19.5	31.9	35.6	39.4	33.9	39.3	21.9	27.3	30.8	21.1
45–64	7.7	8.0	4.6	—	13.8	17.9	3.1	13.6	7.8	5.4
65+	—	1.4	0.5	—	0.9	3.6	—	—	0.8	0.6
Unknown	5.9	3.2	7.9	9.1	2.8	3.6	9.4	13.6	5.3	3.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Male total number	12.1	24.9	15.4	2.4	7.8	2.0	2.3	1.6	..	68.4
	Female potential clients									
<15	10.2	2.9	6.4	18.1	5.2	9.3	6.8	6.3	6.6	8.6
15–17	15.2	16.7	12.6	19.1	24.1	13.0	22.7	46.9	16.9	22.2
18–19	10.4	14.1	8.7	11.7	16.1	14.8	15.9	9.4	12.2	16.0
20–24	18.0	21.6	15.3	14.9	16.7	20.4	11.4	9.4	18.1	23.9
25–44	31.7	34.3	42.6	26.6	29.3	24.1	34.1	12.5	34.0	44.7
45–64	6.1	6.4	3.7	—	2.9	3.7	2.3	6.3	4.9	6.4
65+	0.3	1.6	0.5	—	—	3.7	—	—	0.8	1.1
Unknown	8.1	2.5	10.1	9.6	5.7	11.1	6.8	9.4	6.5	8.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Female total number	28.1	46.1	28.9	6.7	12.4	3.9	3.1	2.3	..	131.5
Total number	40.2	70.9	44.3	9.1	20.2	5.9	5.4	3.9	..	199.9

Notes

1. Adjustments have been made for missing data (see Appendix 2).
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.5: Accompanying children with valid unmet requests for SAAP accommodation: age by when accommodation was needed, by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (average per cent daily)

Age	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Accommodation required within 24 hours										
Under 12 years	66.1	79.3	72.5	55.5	77.2	55.4	72.0	77.8	69.5	94.0
12–14 years	7.7	7.7	10.0	14.0	8.2	4.5	9.8	11.1	9.1	12.4
15–17 years	3.9	3.7	4.5	1.7	2.2	0.9	1.2	7.4	3.3	4.5
Unknown	22.3	9.3	13.0	28.8	12.5	39.3	17.1	3.7	18.0	24.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	29.5	17.6	39.4	16.4	16.6	8.0	5.9	1.9	..	135.2
Accommodation required after 24 hours										
Under 12 years	74.3	74.1	68.4	78.0	77.7	70.6	81.0	86.4	73.0	101.2
12–14 years	16.2	15.2	12.1	7.7	9.8	17.6	15.5	13.6	13.5	18.8
15–17 years	5.7	6.8	4.4	2.2	2.7	2.0	3.4	—	4.9	6.8
Unknown	3.8	4.4	15.2	13.2	9.8	9.8	—	—	8.7	12.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	26.4	37.7	45.6	6.5	13.1	3.6	4.1	1.6	..	138.8

Notes

1. Adjustments have been made for missing data (see Appendix 2).
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.6: Potential clients and accompanying children with valid unmet requests for SAAP accommodation *within* 24 hours: state and territory and gender by birthplace and Indigenous status, Australia, 9–15 December 2002 and 7–13 May 2003 (average per cent daily)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Males										
Birthplace										
Australia	70.1	77.8	83.1	70.7	84.1	46.3	50.0	96.8	75.3	120.6
Other English-speaking countries	2.4	2.4	1.0	—	—	—	3.1	—	1.5	2.4
Non-English-speaking countries	3.9	6.5	—	3.3	2.0	—	4.2	—	3.0	4.8
Unknown	23.6	13.3	15.9	26.0	13.8	53.8	42.7	3.2	20.3	32.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	38.7	32.8	41.0	15.4	17.6	5.7	6.9	2.2	..	160.2
<i>Missing data</i>	<i>4.7</i>	<i>1.6</i>	<i>3.9</i>	<i>0.6</i>	<i>—</i>	<i>1.3</i>	<i>0.3</i>	<i>0.3</i>	<i>..</i>	<i>12.6</i>
Indigenous status										
Aboriginal and/or Torres Strait Islander	11.0	5.9	17.0	37.3	23.0	2.7	8.7	38.7	15.5	23.2
Not Aboriginal and/or Torres Strait Islander	60.5	72.8	66.2	35.9	60.9	36.0	43.5	51.6	60.3	90.5
Unknown	28.5	21.3	16.8	26.8	16.2	61.3	47.8	9.7	24.3	36.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	35.8	30.2	38.3	14.9	16.8	5.4	6.6	2.2	..	150.1
<i>Missing data</i>	<i>7.6</i>	<i>4.1</i>	<i>6.6</i>	<i>1.1</i>	<i>0.7</i>	<i>1.6</i>	<i>0.6</i>	<i>0.3</i>	<i>..</i>	<i>22.7</i>
Females										
Birthplace										
Australia	63.6	72.5	78.6	61.7	81.7	47.9	41.1	95.8	69.6	131.4
Other English-speaking countries	2.0	5.0	2.2	1.5	0.3	—	0.8	—	2.2	4.1
Non-English-speaking countries	4.8	5.4	1.5	2.6	2.7	—	2.4	—	3.2	6.1
Unknown	29.6	17.1	17.7	34.2	15.3	52.1	55.6	4.2	25.0	47.2
<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>..</i>
Total number	46.4	34.6	46.4	19.2	21.4	8.5	8.9	3.4	..	188.8
<i>Missing data</i>	<i>5.7</i>	<i>1.2</i>	<i>8.1</i>	<i>2.1</i>	<i>1.4</i>	<i>2.2</i>	<i>1.6</i>	<i>0.1</i>	<i>..</i>	<i>22.5</i>
Indigenous status										
Aboriginal and/or Torres Strait Islander	15.0	5.3	20.5	41.0	25.4	0.0	7.4	55.3	18.4	32.9
Not Aboriginal and/or Torres Strait Islander	50.6	69.8	60.6	21.1	58.9	31.2	31.4	29.8	52.0	93.0
Unknown	34.4	24.9	18.9	38.0	15.7	68.8	61.2	14.9	29.6	52.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	44.6	31.0	43.9	19.0	20.5	7.8	8.6	3.4	..	178.8
<i>Missing data</i>	<i>7.4</i>	<i>4.8</i>	<i>10.7</i>	<i>2.3</i>	<i>2.4</i>	<i>2.9</i>	<i>1.8</i>	<i>0.2</i>	<i>..</i>	<i>32.5</i>

Notes

- Adjustments have been made for missing data (see Appendix 2).
- People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
- Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
- Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.7: Potential clients and accompanying children with valid unmet requests for SAAP accommodation *after* 24 hours: state and territory and gender by birthplace and Indigenous status, Australia, 9–15 December 2002 and 7–13 May 2003 (average per cent daily)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Males										
Birthplace										
Australia	73.5	80.0	72.3	85.3	80.0	84.0	66.7	94.3	77.0	96.5
Other English-speaking countries	5.4	1.1	3.2	4.0	0.5	2.0	3.5	—	2.6	3.2
Non-English-speaking countries	7.0	8.0	2.3	6.7	6.8	4.0	3.5	2.9	5.8	7.2
Unknown	14.1	11.0	22.1	4.0	12.6	10.0	26.3	2.9	14.7	18.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	22.4	40.4	33.6	5.4	13.6	3.6	4.1	2.5	..	125.4
<i>Missing data</i>	<i>1.5</i>	<i>2.4</i>	<i>4.8</i>	<i>0.0</i>	<i>0.5</i>	<i>0.1</i>	<i>0.2</i>	<i>0.1</i>	<i>..</i>	<i>9.6</i>
Indigenous status										
Aboriginal and/or Torres Strait Islander	17.6	4.7	19.2	31.9	17.2	2.1	12.0	60.0	14.8	17.7
Not Aboriginal and/or Torres Strait Islander	63.7	80.9	59.4	62.5	70.8	66.0	46.0	37.1	67.7	80.9
Unknown	18.6	14.4	21.4	5.6	12.0	31.9	42.0	2.9	17.5	20.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	21.1	37.8	32.4	5.1	13.7	3.4	3.6	2.5	..	119.5
<i>Missing data</i>	<i>2.8</i>	<i>5.0</i>	<i>6.0</i>	<i>0.2</i>	<i>0.4</i>	<i>0.3</i>	<i>0.7</i>	<i>0.1</i>	<i>..</i>	<i>15.5</i>
Females										
Birthplace										
Australia	76.2	76.3	74.8	82.4	84.7	72.2	67.7	91.7	76.8	143.6
Other English-speaking countries	2.8	2.2	2.5	4.0	—	1.3	—	—	2.2	4.1
Non-English-speaking countries	6.8	9.3	3.5	6.4	3.7	—	3.1	5.6	6.2	11.6
Unknown	14.2	12.3	19.2	7.2	11.6	26.6	29.2	2.8	14.8	27.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	40.1	62.3	45.4	8.9	17.3	5.6	4.6	2.6	..	186.9
<i>Missing data</i>	<i>2.6</i>	<i>3.6</i>	<i>6.1</i>	<i>1.3</i>	<i>2.0</i>	<i>0.2</i>	<i>0.6</i>	<i>0.2</i>	<i>..</i>	<i>16.7</i>
Indigenous status										
Aboriginal and/or Torres Strait Islander	21.3	5.5	16.8	29.3	20.5	1.3	20.3	50.0	15.2	26.4
Not Aboriginal and/or Torres Strait Islander	61.7	79.3	62.1	60.2	61.9	53.9	42.4	50.0	66.5	115.6
Unknown	17.0	15.2	21.1	10.6	17.6	44.7	37.3	—	18.3	31.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	36.9	55.9	42.9	8.8	17.1	5.4	4.2	2.6	..	173.8
<i>Missing data</i>	<i>5.9</i>	<i>10.0</i>	<i>8.6</i>	<i>1.4</i>	<i>2.2</i>	<i>0.4</i>	<i>1.1</i>	<i>0.2</i>	<i>..</i>	<i>29.9</i>

Notes

- Adjustments have been made for missing data (see Appendix 2).
- People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
- Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
- Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

7 Turn-away rates for daily requests for accommodation

This chapter presents the turn-away rate for daily requests for SAAP accommodation, that is, the average daily percentage of people who could not be accommodated relative to all people making a valid request for immediate accommodation. The data presented in this chapter are underestimates. This is because data from agencies that did not participate in both the Client Collection and the Demand for Accommodation Collection are excluded from the analysis, as data from both collections are required to calculate turn-away rates. It must also be noted that there is the possibility that demand for SAAP accommodation varies throughout the year, and the figures presented here are for 2 separate weeks of the year only.

Some of the potential clients with valid unmet requests for immediate SAAP accommodation might subsequently receive accommodation from another SAAP agency on the same day as making a request. Therefore, it is essential to distinguish between people with unmet requests who could not be accommodated at all and people with unmet requests who eventually found SAAP accommodation by the end of each day of the Demand for Accommodation Collection period (9 to 15 December 2002 and 7 to 13 May 2003). To this end, the collection form used in 2002–03 enabled information to be collected both on people with unmet requests for accommodation and on people who had their requests for accommodation met. It also allowed information on the reason that a person or group was turned away earlier in the day, if applicable, to be collected. Appendix 1 provides a summary diagram of the demand for SAAP accommodation in 2002–03.

7.1 Adults and unaccompanied children

Table 7.1 shows the number of people (adults or unaccompanied children) requesting SAAP accommodation on a daily basis, and the percentage of people turned away without being accommodated. On average, of the 442 people requesting immediate accommodation, 51% (225) were unable to be accommodated by the end of the day. Data in Chapter 5 show that the most likely reason for this was that there was insufficient accommodation at the SAAP agency where the request was made.

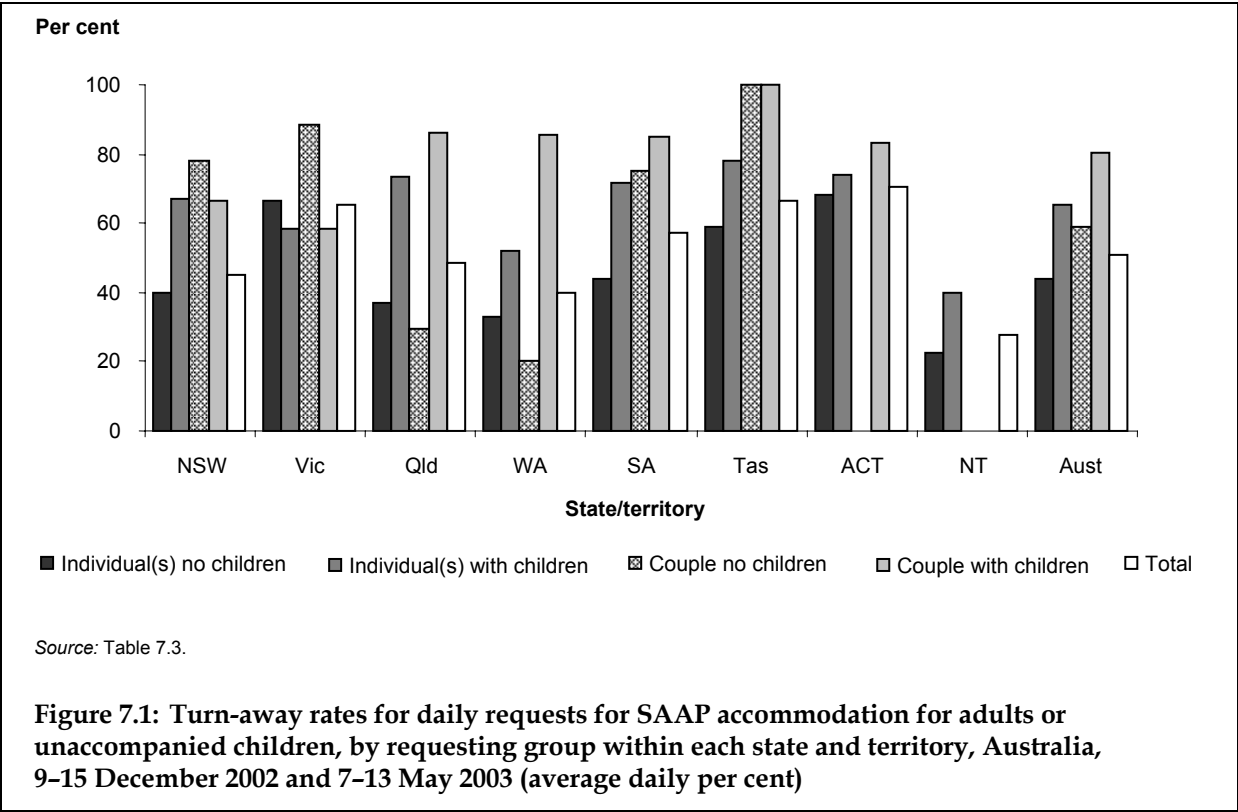
Only 24 people obtained SAAP accommodation after making an unsuccessful attempt(s) earlier in the day. The remaining 193 people obtained SAAP accommodation on their first attempt. These newly accommodated clients may have come from a variety of sources – for example, supported clients being newly accommodated, clients of one SAAP agency being referred to another for accommodation, potential clients taking up referrals arranged on a previous day, people referred by special referral centres, and people approaching a SAAP agency directly for the first time.

On a state and territory basis, the Australian Capital Territory and Tasmania had the highest average daily turn-away rates for people requesting SAAP accommodation (70% and 67%, respectively) (Table 7.1). Victoria and South Australia also reported that people were more often turned away on an average day than had their request for accommodation met (65% and 57%, respectively). However, in the Northern Territory, Western Australia, New South Wales, and Queensland, the number of people who were successful in obtaining

accommodation on an average day was higher than the number of people who could not be accommodated. Their turn-away rates were therefore the lowest, particularly in the Northern Territory where 28% of people were turned away on an average day.

Requesting group

The turn-away rates for the different groups that requested immediate accommodation suggest that, overall, SAAP is more able to provide accommodation for individuals who presented without children: these people had the lowest daily turn-away rate nationally (44%), indicating that they were the only group that was more likely to be accommodated than not on an average day (Figure 7.1). All other requesting groups were more likely to not find accommodation in SAAP, with 59% of couples without children and 66% of individuals with children being turned away. Although they represented only a small proportion of the total number of people requesting accommodation, couples with children had by far the greatest difficulty obtaining SAAP accommodation – 80% of couples with children were turned away at the end of each day.



In Tasmania, couples both with and without children experienced particular difficulty in obtaining SAAP accommodation, with 100% of these groups being turned away daily on average in this state. Individuals with children in Tasmania were also turned away in high proportions, with 78% being turned away on average per day during the collection period. However, it should be noted that the number of people requesting accommodation during the collection period in Tasmania was relatively small (14), with only 9 people on average per day not being able to be accommodated (Table 7.1). However, it does appear that family groups were the most likely to be turned away. The capacity of agencies to provide accommodation to different requesting groups is discussed in Chapter 8.

In New South Wales and Victoria, couples without children were more often turned away than other requesting groups in these states (78% and 88%, respectively) (Table 7.3). However, this was not the case in the other states and territories. In Queensland, Western Australia, South Australia, and the Australian Capital Territory, couples who presented with children were more likely to be turned away than any other requesting groups (in between 83% and 86%). In the Northern Territory, all requesting groups who sought accommodation were more likely to be accommodated than not, with individuals presenting with children turned away most often (40%).

Primary target group

Nationally and across all states and territories with the exception of Tasmania, the turn-away rate was highest in agencies that primarily targeted families, ranging from 67% in the Northern Territory to 90% in South Australia (Table 7.4)⁴. Table 7.3 showed that the group most likely to be turned away on an average day were couples with children. This is supported by data presented in Chapter 5 that showed that couples with children, couples without children and individuals with children reported higher proportions of valid unmet requests for accommodation due to insufficient accommodation being available than individuals without children (72%, 68%, and 66%, respectively) (Table 5.1). The capacity of SAAP to meet the accommodation needs of families is discussed further in Chapter 8.

Agencies that provided services primarily to single men had the lowest daily request turn-away rate by target group overall (25%), with people requesting accommodation from these agencies more likely to be accommodated than not (Table 7.4). Agencies targeting single men were also more likely than not to be able to meet requests for immediate accommodation in all states and territories, with the exception of Victoria and the Australian Capital Territory.

The turn-away rates for the other target groups also varied across the states and territories. For people who requested accommodation from agencies that primarily targeted single women, the turn-away rate varied from 11% in Queensland to 79% in Victoria. In the Australian Capital Territory, agencies that targeted young people had a much higher turn-away rate (82%) than youth agencies elsewhere (between 37% and 63%).

Region

Nationally, the proportion of requests for accommodation in which people were turned away was highest in other metropolitan centres (75%) (Table 7.4). This was also the case in New South Wales, Victoria, and Queensland (74%, 69%, and 76%, respectively). Agencies in Western Australia, Tasmania, the Australian Capital Territory and the Northern Territory had more difficulty accommodating people in capital cities than in other regions in these states and territories (47%, 77%, 70%, and 43%, respectively). South Australian agencies in small rural areas had the highest turn-away rate in this state (58%) and also reported a

⁴ In 2002–03, the Tasmanian Department of Health and Human Services restructured their target group classification. These do not completely correspond to the target groups used by the National Data Collection and the majority of agencies ended up in the cross-target, multiple and general category. There appear to be no agencies in the restructured Tasmanian target groups that are aimed at providing services specifically to families, with the breakdown of the Tasmanian model, as opposed to the National Data Collection model, being 10 agencies that provide services to women and children, 11 that provide services to young people, 3 that provide services to men, and 12 that provide services across target groups.

higher rate than the other states and territories for this type of region. Nationally, and across all states and territories, people in remote areas were more likely to be accommodated than not accommodated.

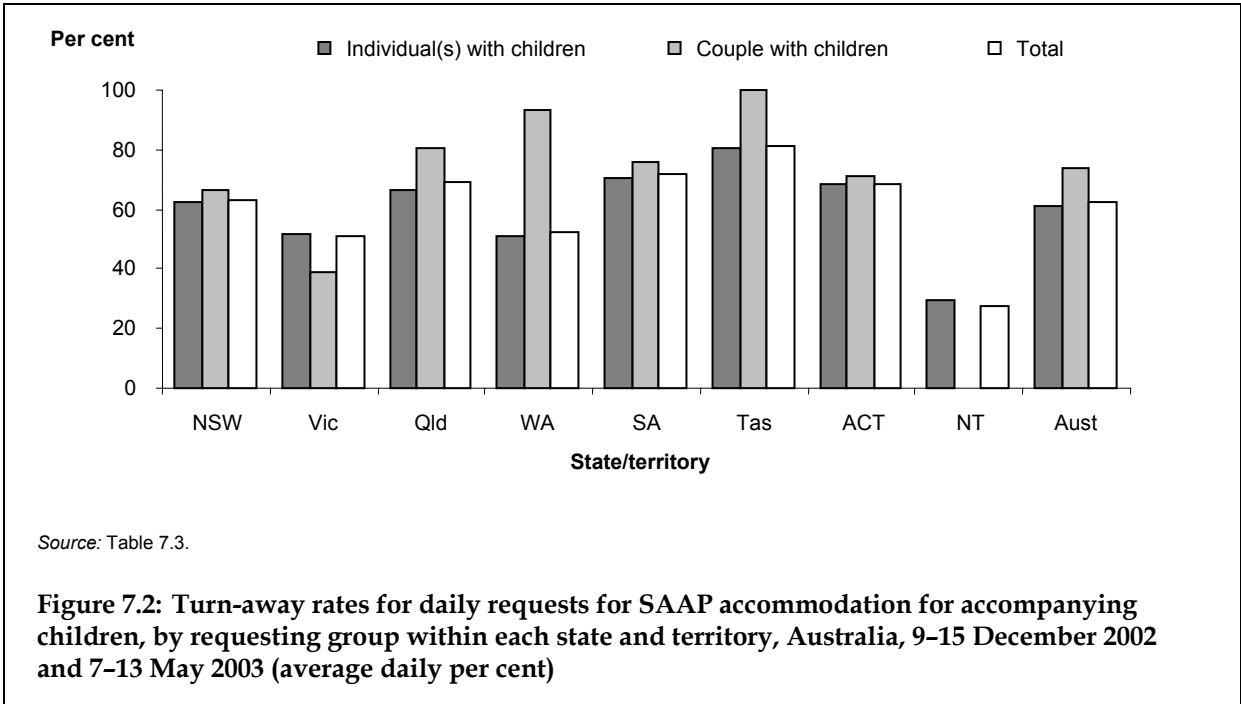
7.2 Accompanying children

Previously, turn-away rates were only provided for adults and unaccompanied children. This is the first *Demand for SAAP Assistance* report to include turn-away rates for accompanying children. For the purposes of calculating these rates, accompanying children are assumed to have the same periods of accommodation as their parent(s) or guardian(s).

Given the higher turn-away rates for family groups, it is not surprising that the turn-away rate for accompanying children is higher than that for adults or unaccompanied children. Of the 204 children who required accommodation with their parent(s) or guardian(s) on an average day during the 2002-03 Demand for Accommodation Collection, 127 were not accommodated, giving a turn-away rate of 62% (Table 7.2).

Children who accompanied an individual(s) to a SAAP agency made up the largest number of accompanying children who were not accommodated (114 compared to 13 children accompanying a couple) (AIHW unpublished data). However, children who accompanied a couple were more likely to be turned away on an average day after their parent or guardian requested immediate accommodation. Seventy-four per cent of children who accompanied this client group were turned away, compared to 61% of accompanying children who presented with individuals (Table 7.3).

Figure 7.2 shows that children who accompanied a couple were also more likely to be turned-away in the majority of states and territories, with the exception of Victoria and the Northern Territory where they were the least likely to be turned away.



7.3 Summary

Nationally, on an average day during the Demand for Accommodation Collection period, people making valid requests for immediate accommodation were more likely to be turned away than accommodated by SAAP agencies as a proportion of total requests for immediate accommodation (51%). However, the proportions of people being turned away from accommodation varied across the states and territories, by requesting group, and by the primary target group of the agency.

By requesting group, couples who presented with children were turned away in high proportions, with 80% of people in this group turned away on average per day. By target group, families were also turned away in high proportions (84%). This could indicate that there are insufficient agencies capable of accommodating families in particular areas or that there is a shortage of capacity in agencies targeting families. The capacity of SAAP to provide accommodation is discussed in Chapter 8 which presents the turn-away rate as a percentage of the total demand for SAAP accommodation.

7.4 Tables

Table 7.1: Adults and unaccompanied children requesting SAAP accommodation and percentage turned away, by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Not accommodated^(a)	59.9	46.6	54.1	18.9	21.9	9.0	11.4	3.4	225.3
Newly accommodated^(b)	72.6	24.7	56.7	28.4	16.3	4.5	4.8	8.9	216.9
Successful first request	66.6	18.8	50.7	26.4	14.4	3.8	4.4	8.1	193.2
Accommodated in subsequent request(s) ^(a)	6.1	5.9	6.0	2.0	1.9	0.7	0.4	0.7	23.6
Total number of adults and unaccompanied children making requests for accommodation	132.6	71.4	110.8	47.3	38.2	13.5	16.1	12.3	442.1
Turn-away rate (%)	45.2	65.4	48.8	40.0	57.4	66.7	70.4	27.9	51.0

(a) People with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that a client will not start more than one period of accommodation on the same day.

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 363 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
6. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period.
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 7.2: Accompanying children requiring SAAP accommodation and percentage turned away, by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Not accommodated ^(a)	27.7	14.2	37.6	16.4	15.9	7.9	5.6	1.5	126.9
Newly accommodated ^(b)	16.4	13.6	17.1	14.9	6.4	1.9	2.6	3.9	76.6
Children accommodated on parent/guardian first request	14.6	10.2	15.3	14.9	5.7	1.7	2.4	3.5	68.3
Children accommodated on parent/guardian subsequent request(s) ^(a)	1.8	3.4	1.8	—	0.6	0.1	0.2	0.4	8.4
Total number of accompanying children requiring accommodation	44.1	27.8	54.7	31.2	22.3	9.7	8.2	5.4	203.5
Turn-away rate (%)	62.8	51.2	68.8	52.4	71.5	80.9	68.7	27.6	62.3

(a) Children accompanying a person/group with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 295 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
5. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period.
6. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 7.3: Adults and unaccompanied children, and accompanying children, who requested SAAP accommodation and were turned away, state and territory by requesting group, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Requesting group	Turn-away rate (%)								
<i>Adults and unaccompanied children</i>									
Individual(s) no children	39.6	66.6	37.1	33.0	43.8	58.8	68.4	22.8	44.1
Individual(s) with children	67.3	58.3	73.3	52.1	71.8	78.1	74.1	40.0	65.5
Couple no children	77.8	88.4	29.4	20.0	75.0	100.0	—	—	59.0
Couple with children	66.7	58.6	86.3	85.7	84.8	100.0	83.3	—	80.2
Total	45.2	65.4	48.8	40.0	57.4	66.7	70.4	27.9	51.0
<i>Accompanying children</i>									
Individual(s) with children	62.6	51.9	66.5	50.9	70.8	80.5	68.3	29.2	61.2
Couple with children	66.7	39.1	80.5	93.3	75.6	100.0	71.4	—	73.9
Total	62.8	51.2	68.8	52.4	71.5	80.9	68.7	27.6	62.3

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 363 (Client Collection, daily average accommodation dates for adults).
3. Cases excluded due to missing data: 295 (Client Collection, daily average accommodation dates for accompanying children).
4. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
5. For the Client Collection, the accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not start more than one period of accommodation on the same day. It can also be reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
6. For the Demand for Accommodation Collection, data include only people with valid unmet requests for immediate accommodation.
7. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Please refer to Appendix 2 for notes on the composition of the requesting groups.
9. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
10. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 7.4: Adults and unaccompanied children who requested SAAP accommodation and were turned away, state and territory by primary target group and region, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Primary target group	Turn-away rate (%)								
Young people	61.1	63.4	61.9	55.9	45.1	47.4	81.6	36.8	60.1
Single men only	19.8	50.8	13.1	26.8	23.5	37.1	58.2	14.3	24.8
Single women only	72.4	78.6	11.1	26.7	60.0	—	70.0	37.5	59.8
Families	79.6	83.0	84.5	83.3	89.8	—	86.4	66.7	84.4
Women escaping domestic violence	63.3	33.5	34.6	40.5	57.8	—	69.0	18.2	48.0
Cross-target/ multiple/general	38.7	79.5	47.9	31.8	88.4	77.0	—	48.3	56.0
Region									
Capital city	39.3	68.5	59.3	47.2	57.5	76.6	70.4	43.0	54.3
Other metropolitan centre	74.2	69.2	76.0	—	—	—	—	—	74.6
Large rural centre	40.5	45.8	26.7	—	33.3	38.2	—	—	31.6
Other rural area	53.0	47.7	44.6	43.5	58.4	58.1	—	—	50.3
Remote area	—	—	36.0	7.2	—	—	—	15.1	15.0
Total	45.2	65.4	48.8	40.0	57.4	66.7	70.4	27.9	51.0

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 363 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. For the Client Collection, the accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not start more than one period of accommodation on the same day.
6. For the Demand for Accommodation Collection, data include only people with valid unmet requests for immediate accommodation.
7. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
9. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

8 Turn-away rates for total demand for accommodation

This chapter presents the turn-away rate based on the total demand for SAAP accommodation. It gives the average daily percentage of people who could not be accommodated relative to people who made requests for SAAP accommodation, and who were continuing their accommodation from the previous day. Daily patterns are also discussed, with the turn-away rate examined for each day of the Demand for Accommodation Collection period.

The analysis in Chapter 7 indicates that obtaining SAAP accommodation can be difficult, with 51% of average daily requests for immediate accommodation left unmet at the end of the day. The turn-away rate discussed here examines the level of unmet demand for accommodation in relation to the overall capacity of SAAP agencies to provide that accommodation.

As mentioned in Chapter 7, the data presented in this chapter will be underestimates because agencies must have participated in both the Client Collection and the Demand for Accommodation Collection in order to calculate the turn-away rates. It must also be noted that there is the possibility that demand for SAAP accommodation varies throughout the year, and the figures presented here are for 2 separate weeks of the year only.

8.1 Adults and unaccompanied children

Table 8.1 shows that on a national basis SAAP agencies are operating to capacity, with the total demand for SAAP accommodation unable to be completely met. On an average day during the Demand for Accommodation Collection period, 7,735 people either requested SAAP accommodation or were accommodated. Of this total:

- 225 people made a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day;
- 217 were newly accommodated; and
- 7,293 were continuing their accommodation from the previous day and into the next day.

This gives a total demand for accommodation turn-away rate of 3%. That is, 225 people out of 7,735 were unable to be accommodated.

People requesting accommodation on a daily basis made up only 6% of the total daily demand for accommodation, with almost equal proportions obtaining accommodation and being turned away (both around 3%) (Table 8.1). This suggests that a 3% increase in bed capacity could satisfy reported unmet demand for accommodation. However, this assumes that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent across geographical locations and target groups. There is sufficient evidence to suggest that this is not the case.

The large number of homeless people enumerated in the 2001 Census of Population and Housing homeless enumeration strategy (only a small proportion of whom were accommodated in SAAP – see Chapter 1) suggests a significant level of hidden need. The low percentage of new requests for SAAP accommodation on a daily basis suggests that people

in need of accommodation may not be approaching SAAP agencies because they are aware of the difficulty of obtaining SAAP accommodation.

That the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that people seeking SAAP accommodation do not make repeated attempts if they fail initially. Tables 5.3 and 6.1 suggest that few potential clients seeking immediate accommodation make more than one attempt at appropriate SAAP agencies (297 valid unmet requests for accommodation divided by the 249 people who made those requests = 1.19). However, unsuccessful groups may split up and retry in other combinations and the extent to which this happens is not known.

Furthermore, referrals for other accommodation are not always obtained once a person has been unsuccessful. Each day, on average, 158 referrals for accommodation were arranged for 297 unmet requests for immediate accommodation (AIHW unpublished data). This may be telling many potential clients that SAAP accommodation is difficult to obtain and that trying at another agency is unlikely to prove successful on that day. They might, however, try again on subsequent days.

Turn-away rates varied across the states and territories, indicating that the demand for accommodation is not uniform across the country. Victoria and the Northern Territory had the lowest overall turn-away rate as a proportion of total daily demand for SAAP accommodation (just over 2% each) (Table 8.1). Western Australia, New South Wales, and South Australia all had a rate of around 3%, Queensland had a rate of 4%, and Tasmania had a rate of 5%. The Australian Capital Territory had the highest turn-away rate of all the states and territories (6%).

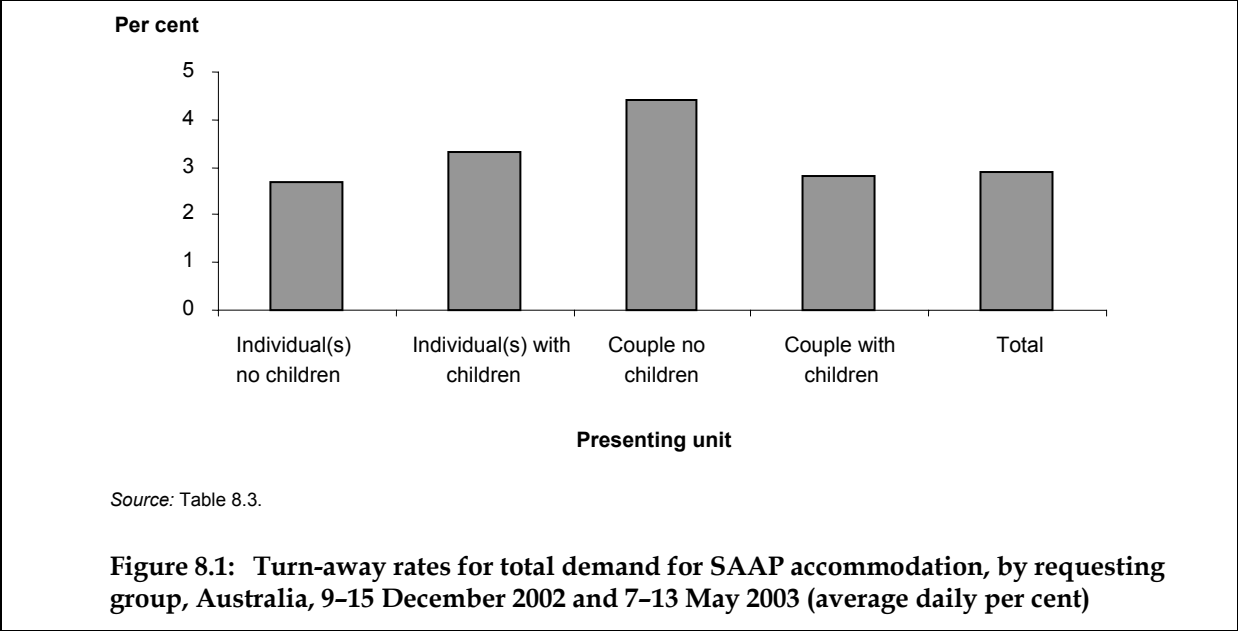
Requesting groups

The total demand for SAAP accommodation turn-away rate varied across requesting groups. However, this variation was not as pronounced as with the turn-away rate presented in Chapter 7 and there were some key differences. As with the daily request turn-away rate, individuals who presented without children had the lowest overall turn-away rate (just under 3%) (Figure 8.1). Couples with children and individuals with children also had a turn-away rate of around 3%.

Contrary to the turn-away rate for daily requests where couples with children had the highest rate, couples without children had the highest overall turn-away rate (4%). The reason for the lower overall turn-away rate for couples with children is due to the large proportion of couples with children who are continuing accommodation as a percentage of their total demand for accommodation – 99% of the total accommodation reported for this client group was continuing accommodation, compared to 96% for couples without children. This is corroborated by the median length of accommodation reported for couples with children in the Client Collection compared to that reported for couples without children. Couples with children had a median length of accommodation of 73 days compared to a median length of 3 days for couples without children (AIHW 2003b:35).

Couples without children experienced particular difficulty obtaining accommodation in Tasmania (20% were turned-away overall), but, as mentioned in Chapter 7, this does not correspond to large numbers of people being turned away. The Australian Capital Territory's turn-away rates for couples with children (7%) and individuals without children (6%) were at least double the national rates (3% for both requesting groups). Victoria and New South Wales had the lowest overall turn-away rates for couples with children (1% each

compared to a national average of 3%). Victoria also had the lowest turn-away rate for individuals with children (less than 2% compared to 3% nationally).



Primary target group

The total demand turn-away rates show that people were more likely to be turned away from agencies that provided services targeted at more than one client group (cross-target, multiple and general agencies) (5%), followed by agencies targeting families (4%) (Table 8.4). Both types of agencies reported relatively equal numbers of people ending their accommodation on an average day as starting accommodation (AIHW unpublished data). This indicates that these agencies, particularly those targeting families, are operating to capacity with limited room to accommodate new clients. It also seems that couples or people with children are reluctant to move on from SAAP accommodation once they secure it because there are no alternatives. As mentioned, data from the *Homeless People in SAAP: SAAP National Data Collection 2002–03 Annual Report* indicate that couples and people with children are accommodated for significantly longer periods than other client groups (AIHW 2003b:35).

The high daily request turn-away rates presented in Chapter 7 for agencies targeting families and the requesting groups couples with children and individuals with children also indicate that families experience particular difficulty obtaining SAAP accommodation. More analysis would indicate whether the high turn-away rate for families is due to families requiring longer support, and hence there being limited availability of places for families, or whether more agencies that are able to accommodate families in particular areas are required. Such an analysis, however, would not be able to determine the extent of any hidden need caused by people not seeking assistance when they need it.

As with the daily request turn-away rate reported in Chapter 7, agencies that primarily targeted single men also had the lowest turn-away rate as a proportion of the total demand for SAAP accommodation (Table 8.4). In general, single men have relatively short periods of accommodation, reporting a median length of accommodation of 3 days for males aged 25 years and over and 7 days for males under 25 years (AIHW 2003b:35). This shorter length of accommodation could partly explain why there are fewer people turned away from single

men's agencies. However, it must be noted that not all male clients are accommodated in agencies for single men. Interestingly, the Australian Capital Territory reported a significantly higher turn-away rate than any other state or territory for this type of agency (7% compared to between 1% and 2% for the other states and territories).

Single women's agencies were more likely to turn people away in the Australian Capital Territory and the Northern Territory than other types of agencies in these territories (10% and 15%, respectively) (Table 8.4). These rates were also considerably higher than in the other states which ranged from under 1% in Queensland to 3% in South Australia. There are only two agencies in the Australian Capital Territory and one agency in the Northern Territory that are targeted specifically at single women, indicating that there are not enough agencies for single women to meet the demand for accommodation. Western Australia and South Australia have a similar number of single women's agencies to the two territories, but the proportions of people being turned away were much smaller. This may be due to the larger number of other agencies, such as cross-target, multiple and general agencies, that are able to accept single women as clients in these states.

Two per cent of people who approached youth agencies were turned away on an average daily basis. As with the daily request turn-away rate presented in Chapter 7, the Australian Capital Territory also had a higher total demand for SAAP accommodation turn-away rate for youth agencies than the other states and territory (5% compared to between 1% and 4%).

Region

Nationally, as a proportion of the total demand for SAAP accommodation, more people were turned away in other metropolitan centres (Table 8.4). This national figure is more than likely influenced by the larger states having more areas classified as other metropolitan centres than the smaller states (see Appendix 2, Section A2.5). The highest turn-away rates for New South Wales (4%), Victoria (3%), and Queensland (8%) were reported in other metropolitan centres, with the rate in Queensland more than double the rate reported for the same type of region in New South Wales and Victoria.

However, the majority of states and territories reported that they were more likely to turn people away in capital cities. This was the case for South Australia (3%), Tasmania (6%), the Australian Capital Territory (6%), and the Northern Territory (4%), which are the smallest jurisdictions in terms of population size. Western Australia was the only state where the turn-away rate was highest in other rural areas (4%); however, the rate for other rural areas in Tasmania was the highest of all the states and territories at 5%. Agencies in remote areas generally reported low turn-away rates. The exact locations where unmet demand is at its highest or lowest cannot be determined using the current methodology for calculating turn-away rates. This is due to agency non-participation in the Demand for Accommodation Collection which, unlike the Client Collection, does not have a scheme for adjusting for non-participation (see Appendix 2 for agency participation rates).

8.2 Accompanying children

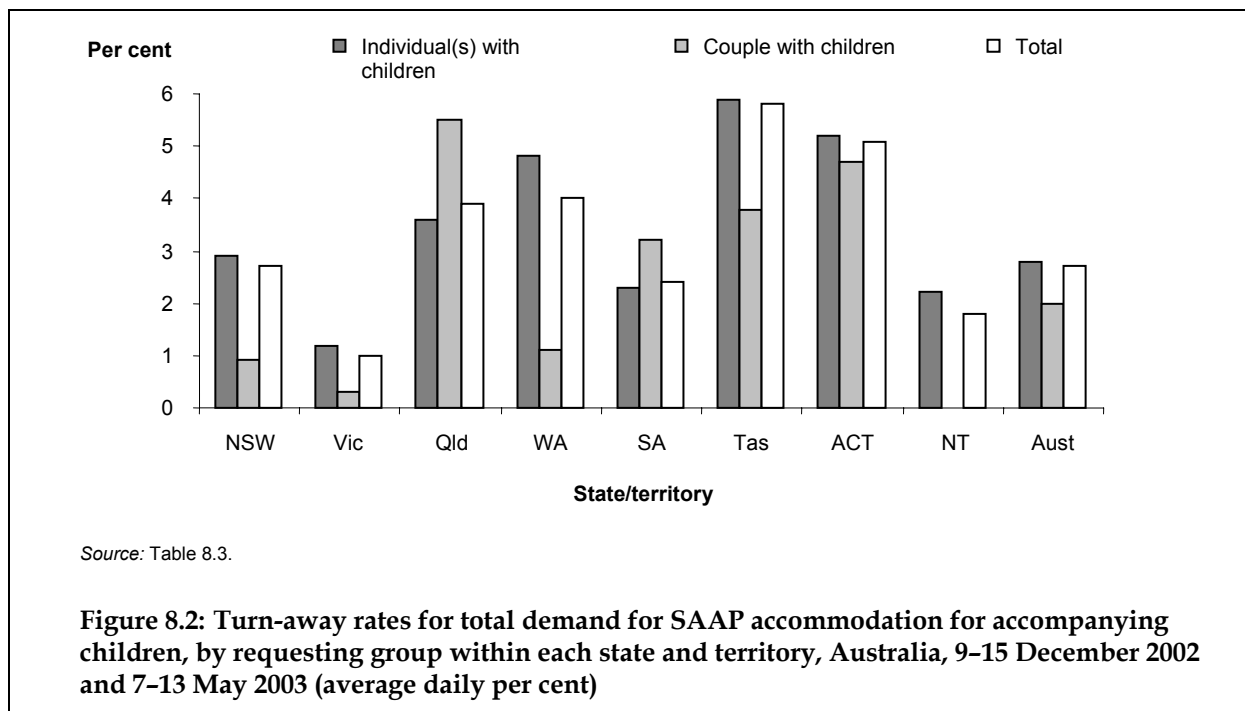
On an average day during the Demand for Accommodation Collection period, 4,788 accompanying children either had SAAP accommodation requested by their parent(s) or guardian(s) or they were accommodated with their parent or guardian (Table 8.2). Of this total:

- 127 accompanying children had a parent or guardian make a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day;
- 77 were newly accommodated; and
- 4,584 were continuing their accommodation from the previous day and into the next day.

This gives a total demand for accommodation turn-away rate of just under 3%. That is, 127 accompanying children out of 4,788 were unable to be accommodated.

Accompanying children were more likely to be turned away in Tasmania than in the other states and territories (6%), followed by the Australian Capital Territory (5%), and Western Australia (4%). Victoria reported the smallest proportion of accompanying children who could not be accommodated (1%).

Figure 8.2 shows that, nationally, children who accompanied an individual or people who were not a couple to a SAAP agency were more likely to be turned away than children accompanying couples (3% and 2%, respectively). This was also true in the majority of states and territories, with the exception of accompanying children in Queensland and South Australia who were more likely to be turned away if they accompanied a couple to a SAAP agency (6% and 3%, respectively).

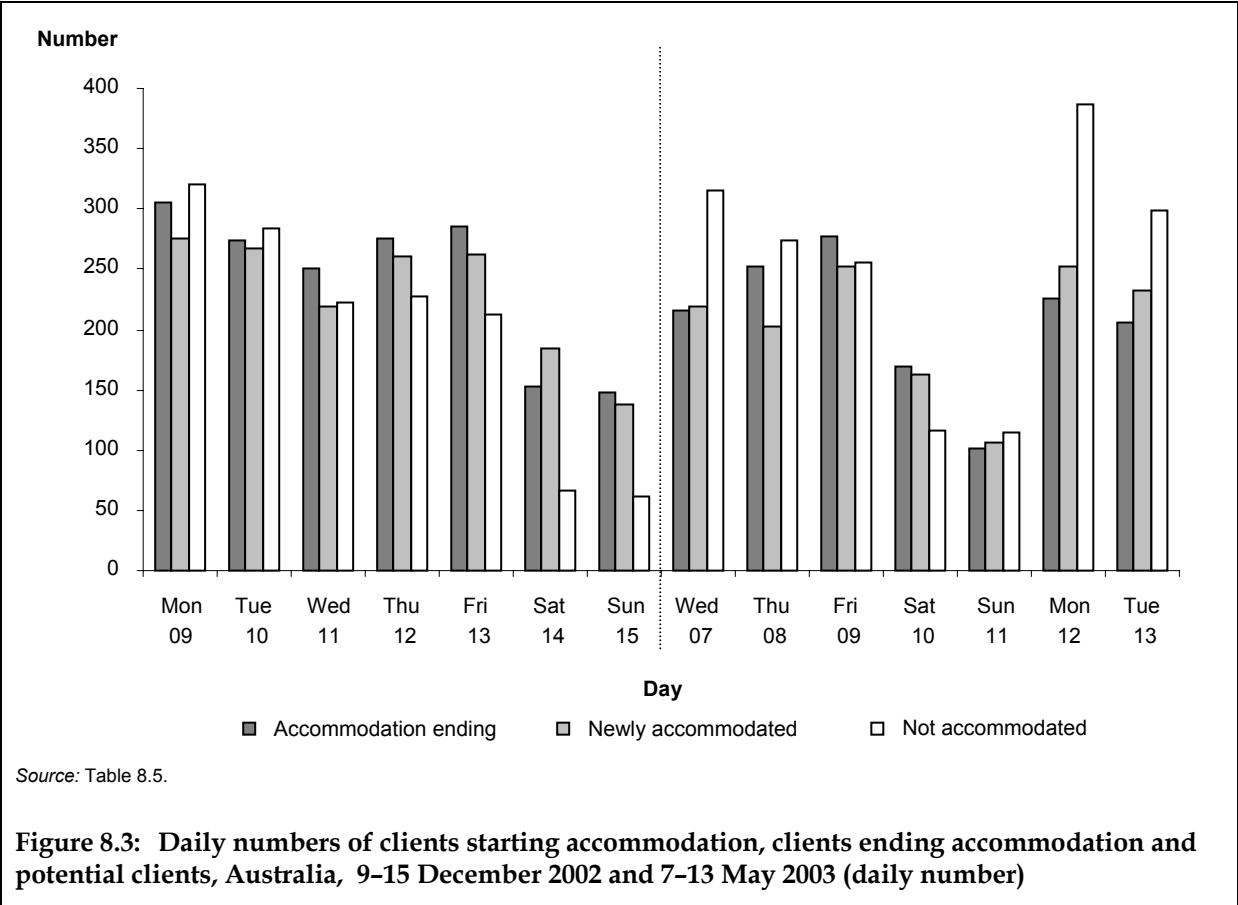


8.3 Daily demand for SAAP accommodation

Whether there is sufficient SAAP accommodation to meet demand can also be examined by looking at demand on a daily basis. Table 8.5 shows the overall demand for SAAP accommodation by adults and unaccompanied children for each day in the 2 weeks covered by the Demand for Accommodation Collection.

As observed in previous *Demand for SAAP Assistance* reports (AIHW 2003a:50, 2002b:25, 2001a:12), in general, the fortnightly patterns are similar for clients starting accommodation, clients ending their accommodation and potential clients not being accommodated (Figure

8.3). Interestingly, weekends saw the smallest numbers of potential clients, clients beginning their stay, and clients leaving their accommodation – these numbers were around half of their weekday averages or lower. For clients continuing their accommodation for another day, the pattern was reversed: these numbers increased at weekends, rising on Saturday and again on Sunday before dropping on Monday (Table 8.5).



The increase in the number of clients continuing their accommodation is consistent with the drop in the number of newly accommodated clients on weekends, assuming that accommodation is difficult to obtain. The fall in the number of people who could not be accommodated is surprising, however, since a greater scarcity of accommodation resulting from people staying on in their accommodation would be expected to lead to a rise in the number of people who were unable to be accommodated. In general, the number of people who could not be accommodated was higher than the number of people starting accommodation on that day. However, from Thursday 12 December to Sunday 15 December and on Saturday 10 May, the number of people who started accommodation was greater than the number who could not be accommodated.

The number of clients accommodated on any particular day fluctuated by only 3% during the 2-week collection period, ranging from 7,414 to 7,613, with a daily average of 7,509. During the collection period, the maximum number of clients beginning their accommodation on any day was 275, on Monday 9 December. This date also had the highest number of clients finishing their accommodation (305). Monday 12 May had the maximum number of people unable to be accommodated (386) and the second lowest number of clients continuing their accommodation (7,194). In line with the higher number of clients starting

accommodation in the preceding days, Sunday 15 December had the highest number of clients continuing their accommodation (7,426).

8.4 Summary

SAAP agencies are operating to capacity with respect to accommodation. The high turn-away rate for daily requests (51%, see Chapter 7), the low daily turnover rate for accommodation (there are relatively few people leaving their accommodation and taking up accommodation compared with those continuing their accommodation), and the relatively low referral rate for those requiring immediate accommodation suggest that finding accommodation in a SAAP agency is difficult for some.

However, the relatively small turn-away rate for total demand for accommodation (3%) suggests that a small increase in capacity could have a significant impact on the level of unmet demand for accommodation. However, this assumes that all those who need SAAP accommodation are currently approaching SAAP agencies and that this level of unmet demand is uniform across geographical locations and target groups and throughout the year.

The analysis in this chapter has shown that during the 2 weeks of the Demand for Accommodation Collection, unmet demand for SAAP accommodation varied according to the requesting group, the primary target group of the agency, region and state and territory. Further analysis of unmet demand would help to determine whether accommodation agencies are generally operating at capacity throughout the year, in which particular areas agencies are needed and who they are needed by. This type of analysis, however, would not reveal the extent of any hidden need caused by people not seeking assistance when they need it.

8.5 Tables

Table 8.1: Demand for SAAP accommodation by adults and unaccompanied children, and adults and unaccompanied children turned away as a percentage of total average daily demand, by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average number of people)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Not accommodated^(a)	59.9	46.6	54.1	18.9	21.9	9.0	11.4	3.4	225.3
Clients^(b)									
<i>Accommodation ending</i>	72.9	28.6	58.1	27.3	15.8	5.4	5.7	10.4	224.1
Newly accommodated	72.6	24.7	56.7	28.4	16.3	4.5	4.8	8.9	216.9
Continuing accommodation	2,203.9	1,947.6	1,225.3	685.5	760.6	164.3	171.8	133.5	7,292.5
Total accommodated	2,276.5	1,972.4	1,282.0	713.9	776.9	168.8	176.6	142.4	7,509.4
Total demand for accommodation	2,336.4	2,019.0	1,336.1	732.8	798.9	177.8	187.9	145.8	7,734.6
Turn-away rate (%)	2.6	2.3	4.1	2.6	2.7	5.1	6.0	2.4	2.9

(a) People with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 363 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period.
6. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in all both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 8.2: Demand for SAAP accommodation for accompanying children, and accompanying children turned away as a percentage of total average daily demand, by state and territory, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average number of people)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Not accommodated^(a)	27.7	14.2	37.6	16.4	15.9	7.9	5.6	1.5	126.9
Accompanying children^(b)									
<i>Accommodation ending</i>	15.2	18.5	17.2	14.7	9.8	2.6	2.4	4.6	85.0
Newly accommodated	16.4	13.6	17.1	14.9	6.4	1.9	2.6	3.9	76.6
Continuing accommodation	985.6	1,359.6	910.0	379.8	641.9	126.3	102.1	78.9	4,584.1
Total accommodated	1,002.0	1,373.2	927.1	394.6	648.3	128.1	104.6	82.8	4,660.8
Total demand for accommodation for accompanying children									
	1,029.7	1,387.4	964.7	411.0	664.2	136.0	110.3	84.3	4,787.6
Turn-away rate (%)	2.7	1.0	3.9	4.0	2.4	5.8	5.1	1.8	2.7

(a) Children accompanying a person/group with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 295 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period.
5. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
6. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 8.3: Adults and unaccompanied children, and accompanying children, turned away as a percentage of total average daily demand, state and territory by requesting group, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Requesting group	Turn-away rate (%)								
<i>Adults and unaccompanied children</i>									
Individual(s) no children	2.4	2.8	3.2	2.0	2.3	4.3	6.3	1.9	2.7
Individual(s) with children	3.4	1.5	5.1	4.8	3.0	6.2	5.4	4.4	3.3
Couple no children	4.9	4.5	6.5	1.0	3.6	20.0	—	—	4.4
Couple with children	1.0	0.9	6.4	1.7	4.4	3.4	7.3	—	2.8
Total	2.6	2.3	4.1	2.6	2.7	5.1	6.0	2.4	2.9
<i>Accompanying children</i>									
Individual(s) with children	2.9	1.2	3.6	4.8	2.3	5.9	5.2	2.2	2.8
Couple with children	0.9	0.3	5.5	1.1	3.2	3.8	4.7	—	2.0
Total	2.7	1.0	3.9	4.0	2.4	5.8	5.1	1.8	2.7

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 363 (Client Collection, daily average accommodation dates for adults).
3. Cases excluded due to missing data: 295 (Client Collection, daily average accommodation dates for accompanying children).
4. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
5. For the Client Collection, the accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day. It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
6. For the Demand for Accommodation Collection, data include only people with valid unmet requests for immediate accommodation.
7. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Please refer to Appendix 2 for notes on the composition of the requesting groups.
9. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
10. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 8.4: Adults and unaccompanied children turned away as a percentage of total average daily demand, state and territory by primary target group and region, Australia, 9–15 December 2002 and 7–13 May 2003 (daily average per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Primary target group	Turn-away rate (%)								
Young people	2.9	1.4	4.1	2.1	1.4	2.1	4.8	2.4	2.4
Single men only	1.1	2.2	0.8	1.4	1.5	2.2	7.7	0.8	1.4
Single women only	1.3	1.7	0.4	1.2	2.8	—	10.4	15.3	2.1
Families	3.3	1.4	5.5	1.7	5.6	—	6.8	1.1	3.6
Women escaping domestic violence	4.3	1.3	3.0	6.1	3.0	—	4.9	2.3	3.5
Cross-target/ multiple/general	2.9	5.2	6.5	2.8	4.8	7.1	—	4.0	4.8
Region									
Capital city	2.2	2.6	3.9	2.5	2.9	5.8	6.0	3.6	2.9
Other metropolitan centre	4.0	2.9	8.1	—	—	—	—	—	5.2
Large rural centre	2.5	1.4	2.9	—	1.2	2.7	—	—	2.5
Other rural area	3.0	1.1	3.2	3.9	2.3	4.9	—	—	2.5
Remote area	—	—	2.2	1.3	—	—	—	1.3	1.5
Total	2.6	2.3	4.1	2.6	2.7	5.1	6.0	2.4	2.9

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 363 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. For the Client Collection, the accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day. It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
6. For the Demand for Accommodation Collection, data include only people with valid unmet requests for immediate accommodation.
7. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
9. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 8.5: Daily demand for SAAP accommodation, adults and unaccompanied children turned away as a percentage of total daily demand, Australia, 9–15 December 2002 and 7–13 May 2003 (number of people per day)

	Mon 9 Dec	Tue 10 Dec	Wed 11 Dec	Thu 12 Dec	Fri 13 Dec	Sat 14 Dec	Sun 15 Dec	Wed 7 May	Thu 8 May	Fri 9 May	Sat 10 May	Sun 11 May	Mon 12 May	Tue 13 May	Daily average
Potential clients (not accomm.)^(a)	321	284	223	228	212	66	62	315	274	255	116	114	386	298	225.3
Clients^(b)															
Accommodation ending	305	274	250	276	286	152	147	215	253	277	170	101	225	206	224.1
Newly accommodated	275	268	219	261	263	185	138	219	202	253	162	106	252	233	216.9
Continuing accommodation	7,338	7,332	7,358	7,302	7,272	7,393	7,426	7,271	7,239	7,172	7,254	7,308	7,194	7,236	7,292.5
Total accommodated	7,613	7,600	7,577	7,563	7,535	7,578	7,564	7,490	7,441	7,425	7,416	7,414	7,446	7,469	7,509.4
Total demand for accommodation	7,934	7,884	7,800	7,791	7,747	7,644	7,626	7,805	7,715	7,680	7,532	7,528	7,832	7,767	7,734.6
Turn-away rate (%)	4.1	3.6	2.9	2.9	2.7	0.9	0.8	4.0	3.6	3.3	1.5	1.5	4.9	3.8	2.9

(a) People with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.

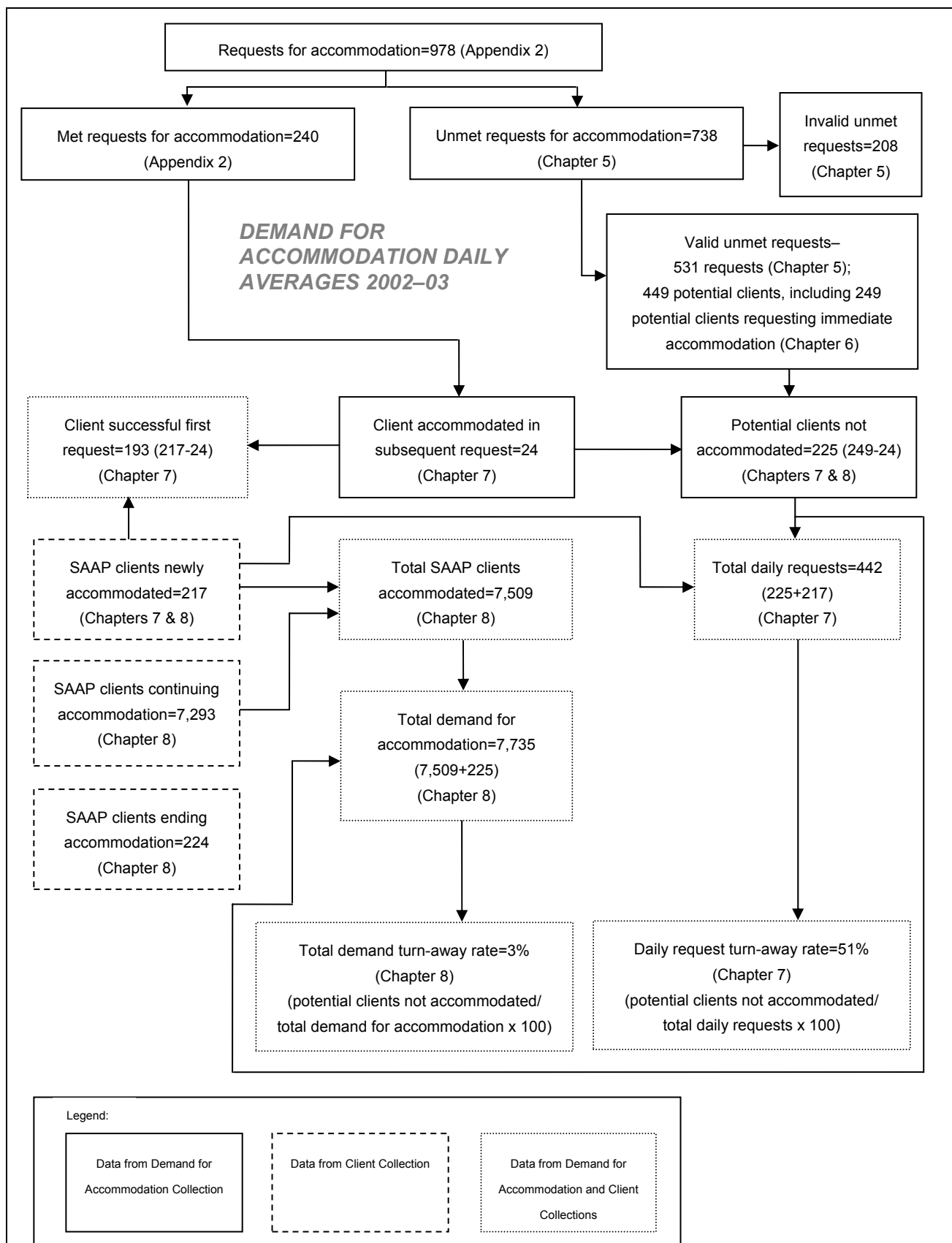
Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 363 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period.
6. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period.
7. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Only data from agencies that participated in both the Client Collection, and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
9. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Appendix 1 Demand for accommodation summary diagram

Figure A1.1 gives a summary of the daily average statistics from the Demand for Accommodation Collection and the Client Collection that have been used in this report to calculate the turn-away rates for adults and unaccompanied children presented in Chapters 7 and 8 of this report.



Note: The AIHW acknowledges the contribution made by Roza Cvetkoska of the Western Australian Department for Community Development.

Figure A1.1: Demand for SAAP accommodation summary diagram for adults and unaccompanied children, Australia, 9-15 December 2002 and 7-13 May 2003 (daily average)

Appendix 2 The data

The analysis in this report uses information collected in three of the four collections conducted for the SAAP National Data Collection in 2002–03. An overview of the three collections follows. The level of agency participation in the collections is discussed, and the estimation methods used to allow for missing data in the Demand for Accommodation Collection are outlined. A note on interpretation of the report's tables is also provided.

A2.1 The Client Collection

The Client Collection is the main component of the National Data Collection. It contains information about all clients receiving support of more than 1 hour's duration under SAAP, or who are accommodated by a SAAP agency, or who enter into an ongoing support relationship with a SAAP agency. Data are recorded by service providers during or immediately following contact with clients and are then forwarded to the National Data Collection Agency after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (30 June). Data collected include basic sociodemographic information, information about the services required by and provided to each client, and information about each client's situation before and after receiving SAAP services.

A high level of participation among SAAP-funded agencies is necessary to ensure that the data accurately reflect the work done under the auspices of the Program. Overall, the participation rate for the Client Collection has been very satisfactory: in 2002–03, 94% of SAAP agencies providing support and/or accommodation participated in the collection (Table A2.1); this is down slightly from the 95% participation rate obtained for 2001–02.

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

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

Nationally, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 88% and 86% of support periods respectively (Table A2.1). These rates were the highest since the inception of the National Data Collection in July 1996. In all states and territories, valid consent was obtained in the majority of cases, ranging from 80% in Tasmania to 89% in the Northern Territory. Except for New South Wales and Tasmania where valid consent rates fell, the 2002–03 valid consent rates were higher for every state and territory compared with the 2001–02 figures. Increases were also reported in the majority of

primary target groups, with the exception of single women only and cross-target, multiple and general agencies which reported a slight decrease in 2002–03 from the rates recorded in 2001–02.

It should also be noted that some participating SAAP agencies are classified as ‘high-volume’ agencies. These agencies, characterised by having a high client turnover, complete high-volume data collection forms which collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items; other tables are restricted to information from general agencies. There were 32,648 high-volume forms returned (20% of the total) during the reporting period (note 4 of Table A2.1).

The Australian Institute of Health and Welfare has developed a scheme – primarily for use when deriving annual estimates – that adjusts for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation, for clients who give valid consent for some support periods but not for others (referred to as ‘mixed consent’), and for clients who do not give consent in any of their periods of support. A description of the scheme is given in the 2002–03 national annual report (AIHW 2003b:81–3). In this current report, only the Client Collection data in Tables 2.1, 2.2, 3.1, 3.2, 3.3, and 3.4 have been adjusted.

Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group for 2002–03, and by reporting period, Australia

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/territory	Number	%	Number	%	%
NSW	388	91.2	43,597	85.6	84.4
Vic	337	94.1	45,662	88.3	86.5
Qld	194	94.3	34,244	89.6	87.8
WA	105	99.0	14,795	88.1	86.3
SA	80	96.3	13,210	87.3	85.4
Tas	36	97.2	6,383	81.6	80.0
ACT	31	93.5	2,361	87.3	86.8
NT	31	100.0	4,455	90.5	89.1
Total	1,202	94.0	164,707	87.6	85.9
Primary target group					
Young people	449	93.3	33,788	84.3	82.8
Single men only	93	95.7	31,326	92.9	92.4
Single women only	47	95.7	4,320	86.3	82.1
Families	111	96.4	8,705	86.0	84.2
Women escaping domestic violence	277	94.9	36,422	86.3	83.7
Cross-target/multiple/general	225	92.0	50,146	87.8	86.2
Total	1,202	94.0	164,707	87.6	85.9
Reporting period					
1998–99	1,163	95.0	155,005	75.0	71.5
1999–00	1,159	93.2	146,793	79.0	76.5
2000–01	1,178	94.1	160,512	81.5	78.8
2001–02	1,211	94.5	166,535	87.0	85.1
2002–03	1,202	94.0	164,707	87.6	85.9

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.
3. 'Valid consent' here refers to all forms with a valid alpha code that were completed with consent, where the alpha code is a predetermined combination of letters from a client's name together with a letter designating the client's gender. It is joined to the client's reported year of birth and encrypted to create a unique client indicator. This is used to combine data from more than one support period without requiring the actual name of the client to be recorded.
4. Of the 164,707 forms returned, 32,648 were high-volume forms.
5. Figures are unweighted.

Sources: AIHW 1997, 1999, 2000a, 2000b, 2001b, 2002c, 2003b.

A2.2 The Demand for Accommodation Collection

The Demand for Accommodation Collection attempts to measure the level of unmet demand for SAAP services and to calculate a turn-away rate using estimates of the number of people with first valid unmet requests for immediate accommodation and the number of people newly accommodated on a particular day after being turned away from a SAAP agency earlier in that day. Previously known as the Unmet Demand and Met Demand Collections, the Demand for Accommodation is conducted annually (in two 1-week periods) and was conducted for the first time in its current format in 2002–03. In 2001–02 it was conducted as two separate collections run in conjunction with each other, the Met Demand Collection and the Unmet Demand Collection. The Unmet Demand Collection was used to gather information on homeless people and people at risk of homelessness who are not accepted as clients of a SAAP agency, while the Met Demand Collection gathered information on clients starting their accommodation during the collection period. In a key difference this year, both data on people that had their request for accommodation met and data on people who had their request unmet are collected on the same form. In 2002–03 the collection was held between 9 and 15 December 2002, and between 7 and 13 May 2003. All SAAP-funded agencies that provide support or accommodation to clients were asked to record each unsuccessful and successful request for accommodation during the collection period; a form was completed for each person (adult or unaccompanied child) or group of people (including accompanying children). In December 2002 and May 2003, 14,034 forms were received (Table A2.2).

The participation rate for the Demand for Accommodation Collection was lower than that for the Client Collection. Nationally, 90% of agencies returned forms following the 2 weeks of the collection period (Table A2.2). The participation rate for 2002–03 ranged from a high of 97% in Tasmania to a low of 87% in the Australian Capital Territory.

In 2002–03, agencies targeting single women had the highest participation rate (94%). Cross-target, multiple-target or general agencies recorded the lowest participation rate (88%).

It is not known whether agencies that did not participate in the Demand for Accommodation Collection received requests they could not meet. Consequently, it is possible that findings from this collection may understate the true extent of unmet demand. In addition, only demand for accommodation data for agencies that participated in the two collections used to calculate the turn-away rate in this report – the Demand for Accommodation and Client Collections – are presented in the tables in Chapters 2, 4, 5, 6, 7 and 8. These agencies accounted for 13,691 Demand for Accommodation Collection forms, and the analysis in those chapters is based on this reduced number of forms and associated people.

Table A2.2: SAAP Demand for Accommodation Collection: agency participation rates and forms returned, by state and territory and primary target group for 9–15 December 2002 and 7–13 May 2003 and by reporting period, Australia

State/territory	Agencies	Participation rate	Forms returned
	Number	%	Number
(9–15 December 2002 and 7–13 May 2003)			
NSW	388	88.7	3,769
Vic	337	89.6	3,692
Qld	194	88.7	3,093
WA	105	90.5	1,165
SA	80	92.5	1,089
Tas	36	97.2	472
ACT	31	87.1	425
NT	31	93.5	329
Total	1,202	89.7	14,034
Primary target group			
(9–15 December 2002 and 7–13 May 2003)			
Young people	449	88.9	4,026
Single men only	93.0	89.2	2,034
Single women only	47.0	93.6	524
Families	111	91.9	1,592
Women escaping domestic violence	277	90.6	2,248
Cross-target/multiple/general	225	88.4	3,610
Total	1,202	89.7	14,034
Reporting period			
13–26 November 1997	1,152	n.a.	7,239
12–25 November 1998	1,168	n.a.	7,001
11–24 November 1999	1,164	n.a.	7,394
29 November – 5 December 2000 and 9–15 May 2001	1,236	n.a.	10,685
22–28 August 2001 and 8–14 May 2002	1,286	n.a.	10,941
9–15 December 2002 and 7–13 May 2003	1,202	89.7	14,034

Notes

1. Based on forms returned from agencies in scope for the Demand for Accommodation Collection.
2. 'Agencies' refers to the number of agencies that were 'in scope'— that is, agencies that should have been participating in the reference period.
3. In December 2002 and May 2003, 974 forms were returned for people who refused assistance.
4. The methodology used to collect the information on the demand for SAAP was changed in 2002–03. In 2002–03 information on requests for SAAP accommodation was collected on a single form which captured both groups that had their request for accommodation met and groups where their request for accommodation was not met. In 2001–02, information was also gathered on the demand for SAAP accommodation both met and unmet; however, two separate forms were used. In the years preceding 2001–02, data on both requests for SAAP assistance and requests for SAAP accommodation were collected for only those requests that could not be met and a single form was used. For these reasons, the participation rate cannot be compared across years.
5. Figures are unweighted.

Sources: SAAP Administrative Data Collection and Unmet Demand Collection; AIHW 1997, 1999, 2000a, 2000b, 2001b, 2003b.

A2.2.1 Estimation methods and adjusting for missing information

In this report, imputed or edited data are included in all tables that use information from the Demand for Accommodation Collection form.

Estimation methods

During the 2002–03 Demand for Accommodation Collection period, SAAP agencies across Australia reported 10,340 requests for accommodation that were not met (Table 5.1). However, many of these requests were made at inappropriate agencies; this includes requests for accommodation at agencies where the person did not fall within the agency's target group, where the person or group was inappropriate for the agency, or where there was no fee-free accommodation available. It also includes those people who refused an agency's offer of accommodation. Consequently, the number of valid unmet requests is a more useful measure of unmet demand. In addition, not all valid unmet requests involve immediate accommodation. In the context of homelessness, the level of unmet requests for immediate accommodation is of particular importance. It must also be emphasised that the number of valid unmet requests does not represent the actual number of people, since a person can make requests on more than one occasion and of more than SAAP agency. There are thus two types of estimates of primary interest for unmet demand: numbers of valid unmet requests and numbers of people with valid unmet requests.

Invalid requests may be followed by successful requests at another agency, especially if a referral has been arranged, that is, a proportion of people who make an unsuccessful request for accommodation might subsequently receive accommodation from another SAAP agency on the same day. For this reason, when calculating a turn-away rate it is important to count the number of times this occurred (see Chapters 7 and 8). During the 2002–03 Demand for Accommodation Collection period, SAAP agencies across Australia reported 3,355 requests for accommodation that were met (AIHW unpublished data) Met requests for accommodation are not analysed separately in this publication, rather they are used to estimate the number of people who had a valid unmet request earlier in the day but were subsequently accommodated later that day (3,037, Table 7.1).

Several difficulties are associated with estimating the number of valid unmet requests and the number of people who make these requests. First, a proportion of people who make an unsuccessful request for accommodation may subsequently receive accommodation from another SAAP agency, quite possibly soon after the initial request. Use of a linkage key (the alpha code) has proved unworkable in the context of unmet need, so previously it was not possible to identify when this situation occurred. Second, people may have their needs met by other means and no longer require SAAP assistance. Third, a person may make several requests for accommodation – again, without a linkage key related requests cannot be identified with certainty. Finally, data required to identify valid unmet requests may be missing from returned forms. These possibilities pose four main problems:

- Estimates of the number of unmet requests obtained from the collection may overstate the actual level of unmet demand.
- Estimates of the number of valid unmet requests may be too low as a result of missing data.
- The number of people making valid unmet requests cannot be obtained directly from the collection.
- An accurate final turn-away rate for those seeking assistance cannot be calculated.

Although it is not currently possible to resolve the first of these problems, a method has been developed for deriving estimates of both the number of valid unmet requests and the number of individuals, or potential clients, whose valid requests were not met each day of the 2-week collection period. It should be noted, however, that the resulting estimate of potential clients would overstate the number of people involved if people make requests for accommodation on different approaches to SAAP agencies within the collection period. Additionally, because people might make several approaches on the same day to SAAP agencies throughout the year, the daily figure cannot be pro-rated up to give an estimate of the number of people turned away from SAAP agencies annually. People often approach SAAP services more than once within 12 months, as is illustrated by the fact that nationally 26% of SAAP clients had more than one support period in 2001-02 (AIHW 2003b).

On any day from 9 to 15 December 2002 and from 7 to 13 May 2003, there was an estimated daily average of 7,430 valid unmet requests for immediate SAAP accommodation (Table 5.3). Furthermore, it is estimated that a daily average of 449 potential clients made these requests and that these people were accompanied by a total of 274 children (Table 6.1). The method used to derive these estimates is outlined in the following section.

To address the fourth concern, it was decided to combine the collection of met and unmet demand into one collection, the Demand for Accommodation Collection. Using the estimated number of people mentioned above in conjunction with the number of people with met requests for accommodation and the Client Collection, it is now possible to estimate the number of people with a valid prior request on a particular day who successfully gained SAAP accommodation later that day, as well as the estimated number of people who were turned away with their needs unmet. The method used to derive these estimates is outlined in the following section and the analysis is provided in Chapters 7 and 8.

Adjusting for missing information

There are several key estimates required for estimating both unmet and met demand. These are:

- the number of valid unmet requests for immediate accommodation;
- the number of potential clients (ie. people with valid unmet requests for immediate accommodation); and
- the number of potential clients with subsequent met request(s) for accommodation.

These estimates are crucial because they show the volume of requests for immediate accommodation, indicate the number of people with unmet needs within the collection period and how much of that demand is later met, and are used in conjunction with data from other collections to examine total demand for SAAP services. Missing data in items used to derive these estimates will therefore affect the estimates' utility because they lead to estimates being too low.

Unmet demand

The information used to derive the unmet demand estimates is elicited through seven questions on the Demand for Accommodation Collection form (see Appendix 3):

- question 2, asking the number of adults or unaccompanied children seeking accommodation;

- question 3, asking the number of children accompanying a parent or guardian seeking accommodation that require accommodation;
- question 4, asking about immediacy of the need for accommodation;
- question 5, asking whether an offer of accommodation was made by the agency;
- questions 6a and 6b, asking if the person refused an offer of accommodation and if so, why;
- question 8, asking if the person made a valid request – that is, sought support from an appropriate agency; and
- questions 13a and 13b, asking whether or not the same request for accommodation had been made and turned away earlier that day and the reason for that turn-away, if applicable.

Missing information for any of these questions affects estimates of valid unmet requests and/or estimates of potential clients. To maximise the utility of estimates from the Demand for Accommodation Collection, an answer was imputed where information was missing for questions 4, 5, 6a, 6b, 8, 13a and 13b. The imputation itself was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions.

Some editing on questions 2 and 3 was undertaken to help minimise the impact of erroneous or missing responses to these questions. For example, editing was carried out based on the presenting unit and where accompanying children were erroneously recorded in both questions 2 and 3.

An estimate of the total number of valid unmet requests can then be derived by identifying forms that correspond to valid unmet requests. This is done using both the original and the imputed answers: initially, valid requests are identified using questions 6 and 8 and any requests in which an offer of assistance was refused or where the reason for the agency refusing indicates that it was an invalid request are excluded. Question 4 can then be used to divide these valid unmet requests into requests for immediate accommodation and other requests.

Unmet potential clients are identified by finding those valid unmet requests that correspond to first valid unmet requests. This can partly be done by excluding repeat requests at agencies (identified via question 13) from identified valid unmet requests (estimated as described). In addition to this, however, to estimate the number of potential clients one further piece of information is needed – whether a first (invalid) request at an inappropriate agency later becomes an unmet (valid) request at an appropriate agency. This information is very difficult to obtain. In reports before the 1999–00 *Demand for SAAP Assistance* report (AIHW 2001a), adjustments were made for this gap in information at the state and territory level. The adjustments were based on the ratio of valid second (or further) unmet requests to the total number of first unmet requests. In the 2001–02 analysis, this ratio was also applied, but it was used at the form level to provide an estimate of the probability of an invalid first unmet request later becoming a valid unmet request. Using this probability, a proportion of invalid first unmet requests were imputed to become first valid unmet requests. These imputed first valid unmet requests were then combined with observed first valid unmet requests to estimate the total number of potential clients. This ‘unit-level’ approach allowed for greater flexibility in the tables that were produced than the ‘state-level’ adjustments. In 2002–03, information was gathered on whether a person had made an unmet request earlier that day and the reason for prior turn-away, meaning that the number of first invalid unmet

requests that later became valid unmet requests could now be estimated using information gathered in question 13 (a and b).

Met demand

Missing information on the number of people accommodated and about whether a client was previously turned away affects estimates of met potential clients, that is, the number of people who successfully gained accommodation later in the day on which they had made an unmet request. For met demand, the information used to derive the estimated number of clients who were potential clients earlier on the same day is elicited through questions 5, 6a, 7, 13a and 13b on the Demand for Accommodation form (see Appendix 3) which determine if the request is met, ask how many people were accommodated, whether the person or group had made a request for accommodation earlier that day, and if they were unsuccessful the reason why. The turn-away rate in this report uses only met potential clients who received immediate accommodation. This information is elicited through question 4 on the form.

For the purposes of this report, only people with a met request who had a valid unmet request earlier in the day are considered as met potential clients (people who were accommodated in subsequent requests, see Chapter 7). Whether the request was valid is determined on the basis of the response recorded against question 13b on the form. Invalid requests include those made for accommodation where the person did not fall within the agency's target group, where the person or group was inappropriate for the agency and where the person or group refused the offer of accommodation due to not wanting to split, because the agency was in the wrong area or where they refused accommodation for other reasons. The number of people who were accommodated in subsequent requests is subtracted from the number of people who had a first valid unmet request for accommodation to estimate the number of people who were not accommodated daily (potential clients).

The imputation for questions 4, 5, 6a, 7, 13a and 13b was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions (see also previous section on unmet demand). Some editing was carried out on question 7 based on the presenting unit.

A2.2.2 Matching requesting groups

The Demand for Accommodation Collection form collected requesting group in a different format than used in the Client Collection. The following table outlines the combinations used in this report:

Name of requesting group	Client Collection requesting groups	Demand for Accommodation Collection requesting groups
Individual(s) no children	Person alone or with unrelated person	Person without child(ren)
	Other, with no record of accompanying children in Part B of the form (see Appendix 3)	Persons without child(ren)
	Requesting group missing, with no record of accompanying children in Part B of the form (see Appendix 3)	Requesting group missing, with no record of accompanying children in Question 3 or Question 7 of the form (see Appendix 3)
Individual(s) with children	Person with child(ren)	Person with child(ren)
	Other, with record of accompanying children in Part B of the form (see Appendix 3)	Persons with child(ren)
	Requesting group missing, with record of accompanying children in Part B of the form (see Appendix 3)	Requesting group missing, with record of accompanying children in Question 3 or Question 7 of the form (see Appendix 3)
Couple no children	Couple without child(ren)	Couple without child(ren)
Couple with children	Couple with child(ren)	Couple with child(ren)

A2.3 The Casual Client Collection

The 2-week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people and people at risk of homelessness. In 2002–03 it was conducted from 20 February to 5 March 2003. A total of 30,925 records were returned for the collection period (Table A2.3).

The participation rate for this collection was relatively low, with 66% of agencies across Australia returning forms. This was an increase from 63% in 2001–02. It should be noted that the methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections during the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client Collection forms had also participated in the Casual Client Collection. For the years 1997 to 2000, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because this latter rate is based only on agencies that returned data for the Casual Client Collection (see, for example, AIHW 2001a).

There was some variation in participation across states and territories – 81% of agencies in Tasmania participated, compared with 52% of agencies in the Australian Capital Territory. The participation rates in the majority of jurisdictions increased from those recorded for 2001–02, with the exception of Western Australia and the Australian Capital Territory which had slight decreases in participation. The largest increase in participation was recorded in South Australia, where the rate rose from 58% in 2001–02 to 68% in 2002–03.

Variation also occurred across target groups. Participation was highest among agencies targeting families (77%) and lowest among agencies targeting single men (60%). Compared with 2001–02, the 2002–03 participation rates were higher for every primary target group. In particular, the participation of agencies targeting single women increased significantly, from 62% in 2001–02 to 72% in 2002–03.

Table A2.3: SAAP Casual Client Collection: participation rates and forms returned, by state and territory and primary target group for 20 February – 5 March 2003, and by reporting period, Australia

	Agencies	Participation rate	Records returned
State/territory	Number	%	Number
(20 February – 5 March 2003)			
NSW	393	65.9	6,149
Vic	341	62.8	6,981
Qld	197	73.1	10,469
WA	112	65.2	3,176
SA	81	67.9	2,461
Tas	36	80.6	547
ACT	33	51.5	725
NT	31	71.0	417
Total	1,224	66.4	30,925
Primary target group			
(20 February – 5 March 2003)			
Young people	453	63.6	6,348
Single men only	93.0	60.2	2,878
Single women only	47.0	72.3	669
Families	111	76.6	2,411
Women escaping domestic violence	278	65.8	3,150
Cross-target/multiple/general	242	69.0	15,469
Total	1,224	66.4	30,925
Reporting period			
22 May – 4 June 1997	1,127	n.a.	40,762
21 May – 3 June 1998	1,175	n.a.	25,257
20 May – 2 June 1999	1,183	n.a.	27,050
18 May – 31 May 2000	1,173	n.a.	30,050
22 February – 7 March 2001	1,196	66.5	30,302
21 February – 6 March 2002	1,234	63.3	33,530
20 February – 5 March 2003	1,224	66.4	30,925

Notes

1. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
2. The methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections for the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client forms had also participated in the Casual Client Collection. For the years 1997 to 2001, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because the latter rate is based only on agencies that returned data for the Casual Client Collection.
3. Figures are unweighted.

Sources: SAAP Administrative Data Collection and Casual Client Collection; AIHW 1997, 1999, 2000a, 2000b, 2001b, 2002c, 2003b.

A2.4 Interpretation of the tables

When interpreting the tables in this report, readers should note the following:

- The reference period for the table is specified in the title. This may vary from table to table, depending on the collection being used.
- The population to which the table refers is specified in the title. A number of tables use data from more than one collection, so a table may have two reference populations. This is specified in the title.
- The main unit used in the table (for example, percentages or numbers) is usually shown at the end of the table title; if no unit is given there, the units used are given in the body of the table. Two-week estimates based on the Demand for Accommodation Collection and all figures from the Casual Client Collection are rounded to the nearest 10. Annual estimates derived from the Client Collection are rounded to the nearest 100 or nearest 50 if they are state or territory based. Average daily estimates are rounded to 1 decimal place.
- Adjustments have been made for agency non-participation in Client Collection data in Tables 2.1, 2.2, 3.1, 3.2, 3.3, and 3.4 (see A2.1).
- Adjustments have been made for agency non-participation and client non-consent in Tables 2.1 and 2.2 (see A2.1).
- Unless otherwise indicated, records with missing data (resulting from errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high – as a rule of thumb, more than one-third as big as the number of records included in the table.
- Components may not add to totals due to rounding.
- In a number of tables, people may have had more than one response, so percentages do not total 100. A note to the table indicates whether this is the case.
- Where percentages sum to 100, the rows above the 'Total' row sum to 100. In the 'Total (%)' row, the figures to the left of '100.0' sum to 100.

In general, numbered notes at the bottom of the tables indicate the following:

- the number of records excluded from the table because of missing data. The number missing for each collection used in the table is given separately;
- whether an adjustment for non-participation and/or client non-consent has been made;
- whether any imputed data have been used (see Section A2.2.1); and
- any additional information needed to interpret the table.

A2.5 Counting rules and other definitions used in the analysis

In this report the following rules have been used. For detailed descriptions of categories, please refer to the SAAP collectors' manual (AIHW 2001c).

Accompanying child requiring assistance	An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 29 of the general client form, Appendix 3).
Accompanying child support period	The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.
Agency	<p>A SAAP agency is included in the analyses if information about recurrent allocations was provided for 2002–03 and the agency operated for some part of the period 1 July 2002 to 30 June 2003. Agencies that were operational only in June 2002 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses.</p> <p>The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or target groups. These changes are determined by state and territory government departments.</p>
Client	<p>Client forms from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none">• the client's support period ended in the reporting period; or• the client's support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period. <p>Tables detailing the characteristics of individual clients generally present data collected during the client's first support period in the reporting period.</p>
Missing values	<p>Records or forms that are not available for analysis are shown in table notes.</p> <p>In tables involving subpopulations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.</p>

Daily average

The daily average figures for support are calculated by summing the number of active support periods on each day of the year, and dividing by the number of days in that year.

The daily average figures for support periods with accommodation are calculated by summing the number of support periods with active accommodation periods on each night of the year, and dividing by the number of nights in that year.

The daily average figures for the Demand for Accommodation Collection are calculated by summing the number of requests or potential clients and dividing the number by the number of days in the collection period (14).

The daily average figures for the Casual Client Collection are calculated by summing the number of requests by groups or requests by individuals and dividing the number by the number of days in the collection period (14).

Ongoing support period

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

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

Percentages

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

Period of accommodation

Within a support period a client may have no periods or one or more periods where they are provided with supported accommodation (SAAP/CAP accommodation). The dates on which each period of accommodation began and ended during the support period are collected. Periods of accommodation should not overlap and should fall within the support period.

Details on the dates of accommodation are not collected for accompanying children. An accompanying child may not be accommodated for the entire duration of the parent’s or guardian’s period of accommodation. However, it can be reasonably assumed that an accompanying child will have the same accommodation period start and end dates as their parent or guardian in the majority of cases.

Region

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

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

The classification is based on 1991 populations and statistical local areas. Further details of the classification are provided in Rural, Remote and Metropolitan Areas Classification 1991 census edition (Department of Human Services and Health & Department of Primary Industries and Energy 1994).

Support

The Client Collection specifies 33 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents the broad types of services in the following classifications:

- SAAP or CAP accommodation;
- assistance to obtain/ maintain short-term accommodation, and assistance to obtain/ maintain independent housing;
- employment and training assistance – employment/ training assistance;
- financial assistance – assistance to obtain/ maintain a government payment, financial assistance or material aid, and financial counselling;
- counselling – incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling, emotional support and other counselling, and assistance with problem gambling (not previously separately specified);
- general support and advocacy – living skills and personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; advocacy or liaison on behalf of clients; and brokerage services;
- specialist services – psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, assistance with immigration issues (not previously separately specified), and health or medical services;

Support to assisted children

- basic support and services not elsewhere specified – meals, laundry or shower facilities, recreation, transport, and other support. Note that brokerage services were previously included in this classification.

The SAAP Client Collection specifies 17 distinct types of support to assisted children and allows agencies to record other types of support not listed on the data form. The different types of support have been combined into the following groups for this report:

- accommodation;
- school liaison and child care;
- counselling – including help with behavioural problems, sexual or physical abuse counselling, skills education and general counselling;
- general support and advocacy – including access arrangements, advice and information, brokerage services and advocacy;
- specialist services – including culturally sensitive services and health or medical services;
- basic support and services not elsewhere specified – including meals, showers or hygiene, recreation and transport.

Support for assisted children is recorded on only one parent's form when a couple presents to an agency.

Primary target group

The primary target group of an agency refers to the primary characteristics of persons to whom a SAAP service is targeted. There are six classifications used by the SAAP National Data Collection. These are:

- young people;
- single men only;
- single women only;
- families;
- women and children escaping domestic violence; and
- cross-target/multiple/general.

Appendix 3 Collection forms



CLIENT FORM

JULY 2002 – JUNE 2003



AGENCY NUMBER	<input type="text"/>				<input type="text"/>				<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"/>									
Date finished	<input type="text"/>		<input type="text"/>		<input type="text"/>									
SUPPORT PERIOD NOT ENDED BY														
30 June 2003	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"/>													

THE 2002–2003 CLIENT FORM

The 2002–03 Client Collection commences Monday 1 July 2002. The only change on this year's form is the addition of a shaded square at the end of the Agency Number, at the top right hand corner of the front page. Please use this space to write in your agency's new alphabetic check digit. **Your new agency id is your previous four digit agency number plus an alphabetic check digit (eg. 9999 X).**

Important points to remember:

- Either a shaded square or ellipse indicates if informed consent is required. The ellipse indicates the questions that *require* the *informed consent* of the client. The square indicates questions that should be completed *even without* the *informed consent* of the client.
- You should begin using the new pink client forms on Monday 1 July 2002. The new forms should be used for any client who begins a support period on or after 1 July. All support details for existing ongoing clients should be transferred to the new form from 1 July.

Prior to 1 July please read the *Collector's 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.

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.

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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

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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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			
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish			
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			
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish			
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			
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish			
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			
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish			
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			
Medium/long term	<input type="checkbox"/> 2	<input type="checkbox"/> 5	Finish			
Other SAAP	<input type="checkbox"/> 3	<input type="checkbox"/> 6				

22. Support to client

	Needed	Provided	Referral Arranged	Not provided or referred
<i>please tick as many circles as apply</i>				
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 43
assistance to obtain/maintain short-term accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 39
assistance to obtain/maintain independent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 42
assistance to obtain/maintain benefit/pension/ other government allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 37
employment and training assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 5
financial assistance/material aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 6
financial counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 7
incest/sexual assault counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 8
domestic violence counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 9
family/relationship counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 10
emotional support/ other counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 11
psychological services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 12
psychiatric services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 13
living skills/personal development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 14
pregnancy support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 33
family planning support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 34
drug/alcohol support or intervention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 16
physical disability services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 17
intellectual disability services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 18
culturally appropriate support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 19
interpreter services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 20
meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 21
laundry/shower facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 22
recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 23
transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 24
assistance with legal issues/ court support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 25
health/medical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 26
advice/information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 27
brokerage services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 28
retrieval/storage/removal of personal belongings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 29
advocacy/liaison on behalf of client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 30
assistance with problem gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 36
assistance with immigration issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 38
other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 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="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"/>	<input type="text"/>
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="text"/>				YEAR OF BIRTH <input type="text"/>				YEAR OF BIRTH <input type="text"/>			

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

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

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

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	<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
access arrangements	<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
culturally sensitive services	<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
meals	<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
showers/hygiene support	<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
recreation	<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
transport	<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
advice/information	<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
brokerage services	<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
skills education	<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
advocacy	<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
health/medical services	<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
general counselling/support	<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
ALPHA CODE	ALPHA CODE	ALPHA CODE	ALPHA CODE
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND & 3RD LETTERS OF FIRST NAME 1ST & 2ND LETTERS OF SURNAME LAST LETTER OF SURNAME M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND & 3RD LETTERS OF FIRST NAME 1ST & 2ND LETTERS OF SURNAME LAST LETTER OF SURNAME M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND & 3RD LETTERS OF FIRST NAME 1ST & 2ND LETTERS OF SURNAME LAST LETTER OF SURNAME M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND & 3RD LETTERS OF FIRST NAME 1ST & 2ND LETTERS OF SURNAME LAST LETTER OF SURNAME 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"/>																
<table border="0" style="width:100%;"> <tr> <td style="width:25%;">Needed</td> <td style="width:25%;">Provided</td> <td style="width:25%;">Referral Arranged</td> <td style="width:25%;">Not provided or referred</td> </tr> </table>	Needed	Provided	Referral Arranged	Not provided or referred	<table border="0" style="width:100%;"> <tr> <td style="width:25%;">Needed</td> <td style="width:25%;">Provided</td> <td style="width:25%;">Referral Arranged</td> <td style="width:25%;">Not provided or referred</td> </tr> </table>	Needed	Provided	Referral Arranged	Not provided or referred	<table border="0" style="width:100%;"> <tr> <td style="width:25%;">Needed</td> <td style="width:25%;">Provided</td> <td style="width:25%;">Referral Arranged</td> <td style="width:25%;">Not provided or referred</td> </tr> </table>	Needed	Provided	Referral Arranged	Not provided or referred	<table border="0" style="width:100%;"> <tr> <td style="width:25%;">Needed</td> <td style="width:25%;">Provided</td> <td style="width:25%;">Referral Arranged</td> <td style="width:25%;">Not provided or referred</td> </tr> </table>	Needed	Provided	Referral Arranged	Not provided or referred
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Needed	Provided	Referral Arranged	Not provided or referred																
Needed	Provided	Referral Arranged	Not provided or referred																
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<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"/> 998	<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"/> 1 <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"/> 3 <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"/> 5 <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"/> 11 <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"/> 13 <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"/> 15 <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"/> 17 <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"/> 19 <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"/> 999 <input type="radio"/> <input type="radio"/> <input type="radio"/> <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 2002 AND 31 DECEMBER 2002

- Twice a year (in the first week of July 2002 and in the first week of January 2003), you should notify the NDCA of clients who are still being supported as at 30 June 2002 and 31 December 2002.
- For clients who are ongoing at 30 June 2002, transfer the information from the old 2001–2002 form to the new 2002–2003 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 2002. 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 2002 – JUNE 2003



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"/>	1
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2
SUPPORT PERIOD NOT ENDED BY					3
30 June 2003	Yes <input type="checkbox"/>	1			4
CONSENT OBTAINED	Yes <input type="checkbox"/>	1	No <input type="checkbox"/>	2	5
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	6
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	7
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	8
					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

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DEMAND FOR ACCOMMODATION

7 – 13 May 2003



AGENCY NUMBER

DATE ACCOMMODATION SOUGHT

D	D	M	M	Y	Y	Y	Y
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		0	5	2	0	0	3

CONTACT MADE *Please tick one box only*

by person/group, visiting agency 2

by person/group, by phone 3

via a third party, visiting agency 1

via a third party, by phone 4

PLEASE FILL OUT A FORM EVERY TIME A PERSON OR GROUP SEEKS ACCOMMODATION FORMS TO BE FILLED OUT BETWEEN 7 AND 13 MAY 2003

1. Person(s) requesting accommodation:

WITH child(ren)

person with child(ren) 5

persons with child(ren) 6

couple with child(ren) 4

WITHOUT child(ren)

person without child(ren) 7

persons without child(ren) 8

couple without child(ren) 2

2. Please specify the number of adults seeking accommodation in each age group:

This includes young people/children under 18 who seek accommodation without a parent/guardian. Do not use ticks or crosses.

	Male	Female
under 12 years	—	—
12—14 years	—	—
15—17 years	—	—
18—19 years	—	—
20—24 years	—	—
25—44 years	—	—
45—64 years	—	—
65 years and over	—	—
don't know age	—	—

3. Please specify how many accompanying children require accommodation with their parent(s)/guardian:

Do not use ticks or crosses.

	Male	Female
under 12 years	—	—
12—14 years	—	—
15—17 years	—	—
don't know age	—	—

4. How soon is the accommodation needed:

tonight (within 24 hours) 1

tomorrow night (between 24 and 48 hours) 2

in 3—4 days 6

in 5—6 days 7

in 7—14 days 4

in more than 14 days 5

5. Was any accommodation offered?

yes 1

no 2 *If no accommodation offered, please skip to question 8*

6a. Was your offer of accommodation taken up?

yes 1 *If yes, go to question 7*

no 2

6b. If your offer of accommodation was not taken up, was it because:

the person/group did not show 1

the group did not want to split up 2

the agency was in the wrong area 3

the person/group wanted longer term housing 4

the person/group wanted different housing option 5

or, other (please specify) _____ 999

▶ *If accommodation not taken up, please skip to question 9*

7. How many of the person/group will your agency accommodate?

Please specify the number of adults you will accommodate: _____

(this includes young people/children under 18 who seek accommodation without a parent/guardian)

Please specify the number of accompanying children under 18 you will accommodate: _____

▶ *If accommodation provided, please skip to question 11*

8. What was the main reason accommodation was not offered:

(please tick **one** box only)

- referral agency with no vacancies on books 15
- insufficient accommodation available 3
- agency inappropriate — wrong target group 4
- type of accommodation requested not provided 11
- insufficient staff to provide support 2
- facilities for special needs not available 12
- age of male child (applicable for DV agencies) 8
- person/group inappropriate for agency 13
- no fee-free accommodation available 14
- other (please specify) _____ 999

9. Did your agency make a referral for accommodation?

- yes 1
- no 2

10. Did your agency offer other forms of one-off assistance?

- yes 1
- no 2

if yes, please tick as many circles as apply

- information 1
- referral for non-accommodation support services 3
- meals 4
- financial assistance/material aid 5
- transport 6
- laundry/shower facilities 7
- emotional support/counselling 10
- other (please specify) _____ 999

11. How many in the group (including children) do or don't identify as Aboriginal and/or Torres Strait Islander:

Please specify the number of people in each category.
Do not use ticks or crosses.

	Male	Female
don't identify as Aboriginal or Torres Strait Islander	_____	_____
do identify as Aboriginal	_____	_____
do identify as Torres Strait Islander	_____	_____
do identify as both Aboriginal and Torres Strait Islander	_____	_____
don't know	_____	_____

12. Country of birth of everyone in the group (including children):

Please specify the number of people in each category.
Do not use ticks or crosses.

	Male	Female
Australia	_____	_____
other English-speaking countries	_____	_____
non-English-speaking countries	_____	_____
don't know country of birth	_____	_____

13a. Is this the first time today that the person/group has tried to get accommodation, either at this or any other agency?

- don't know 3
 - yes 1
 - no 2
- } finished!

13b. If the person/group has tried earlier today to get accommodation, why were they unsuccessful:

(please tick one box only)

- insufficient accommodation available 1
- agency inappropriate - wrong target group 2
- agency in wrong area 4
- group did not want to split up 5
- person/group inappropriate for agency 6
- type of accommodation requested not provided 7
- accommodation refused for other reason 8
- other (please specify) _____ 999
- no information/don't know 0

Thankyou

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



Casual Client Form

20 February – 5 March 2003

Please complete only one line for each family unit and each unrelated person



Agency number:

Today's Date: / /

Day Month Year

	PERSON(S) RECEIVING ASSISTANCE <small>(please tick only one box)</small>					NUMBER OF PERSONS AGED:		PRIMARY CONTACT		ASSISTANCE PROVIDED <small>(please tick as many circles as apply)</small>							
	Person alone	Couple, no children	Person with children	Couple with children	Other family unit	18 and over	Under 18	Gender (M/F)	Age	Information	Referral arranged	Emotional support	Meals	Financial/material aid	Transport	Laundry shower	Other
eg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	F	32	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	<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"/>	<input type="checkbox"/>
2	<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"/>	<input type="checkbox"/>
3	<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"/>	<input type="checkbox"/>
4	<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"/>	<input type="checkbox"/>
5	<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"/>	<input type="checkbox"/>
6	<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"/>	<input type="checkbox"/>
7	<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"/>	<input type="checkbox"/>
8	<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"/>	<input type="checkbox"/>
9	<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"/>	<input type="checkbox"/>
10	<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"/>	<input type="checkbox"/>
11	<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"/>	<input type="checkbox"/>
12	<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"/>	<input type="checkbox"/>
13	<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"/>	<input type="checkbox"/>
14	<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"/>	<input type="checkbox"/>
15	<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"/>	<input type="checkbox"/>
16	<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"/>	<input type="checkbox"/>
17	<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"/>	<input type="checkbox"/>
18	<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"/>	<input type="checkbox"/>
19	<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"/>	<input type="checkbox"/>
20	<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"/>	<input type="checkbox"/>

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