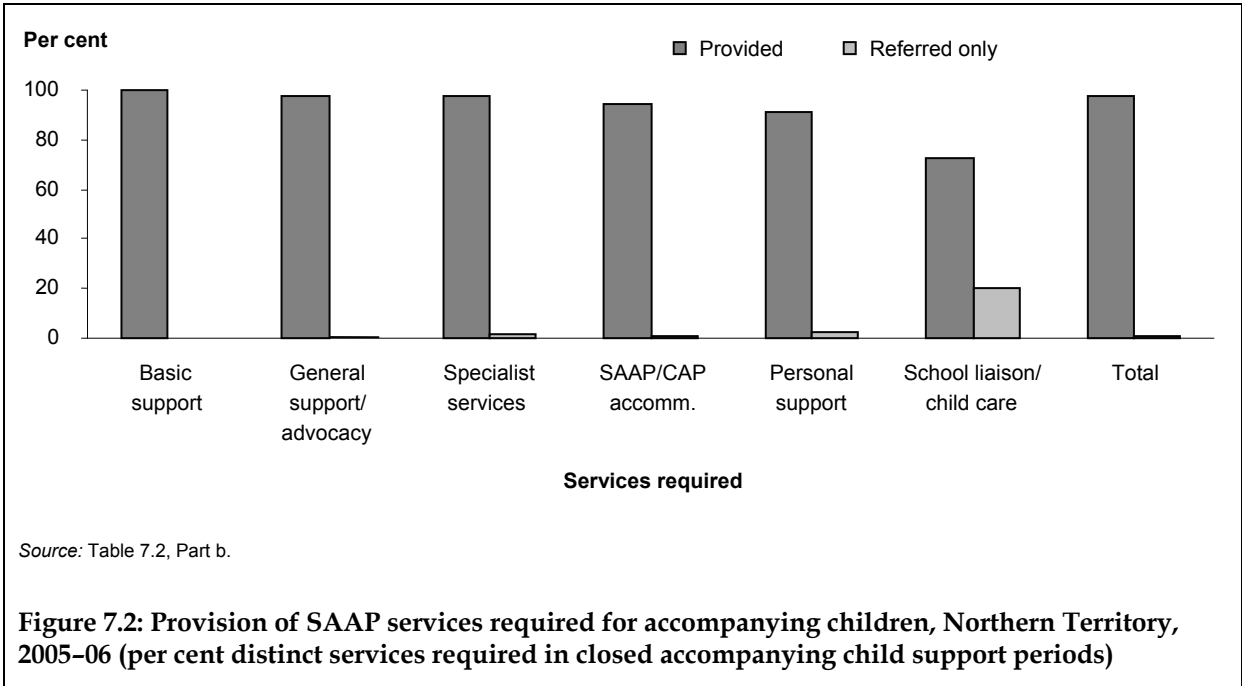
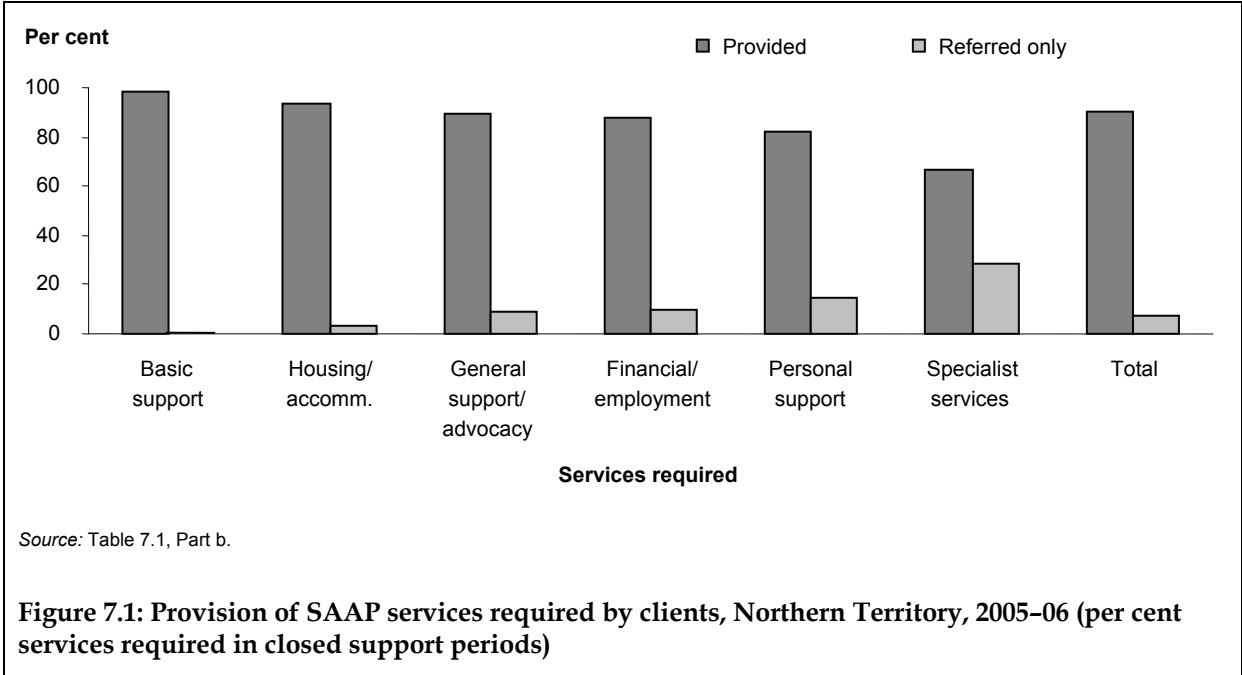


# 7 Meeting the needs of clients and accompanying children

## 7.1 Key charts



## 7.2 Tables

Table 7.1: SAAP services required by clients in closed support periods, by provision, Northern Territory, 2005–06

Part a: Individual types of services required in closed support periods, by provision (per cent closed support periods)

| Type of service   | Not provided                  |               |          | Provided      |                       |          | Total | Closed support periods (number) |
|---|-------------------------------|---------------|----------|---------------|-----------------------|----------|-------|---------------------------------|
|   | Neither provided nor referred | Referred only | Subtotal | Provided only | Provided and referred | Subtotal |       |                                 |
| <b>Housing/accommodation</b>                            |                               |               |          |               |                       |          |       |                                 |
| SAAP/CAP accommodation                                  | 1.6                           | 1.1           | 2.7      | 96.3          | 1.0                   | 97.3     | 100.0 | 3,050                           |
| Assistance to obtain/maintain short-term accommodation  | 9.5                           | 3.7           | 13.2     | 75.5          | 11.2                  | 86.7     | 100.0 | 250                             |
| Assistance to obtain/maintain medium-term accommodation | 10.2                          | 25.5          | 35.7     | 52.6          | 11.7                  | 64.3     | 100.0 | 150                             |
| Assistance to obtain/maintain independent housing       | 5.4                           | 7.1           | 12.5     | 35.8          | 51.7                  | 87.5     | 100.0 | 850                             |
| <b>Financial/employment</b>                             |                               |               |          |               |                       |          |       |                                 |
| Assistance to obtain/maintain government allowance      | 2.5                           | 15.7          | 18.2     | 60.9          | 20.9                  | 81.8     | 100.0 | 350                             |
| Employment/training assistance                          | —                             | 21.4          | 21.4     | 70.1          | 8.5                   | 78.6     | 100.0 | 100                             |
| Financial assistance/material aid                       | 1.1                           | 8.8           | 9.9      | 88.0          | 2.0                   | 90.0     | 100.0 | 1,400                           |
| Financial counselling and support                       | 8.7                           | 4.2           | 12.9     | 85.0          | 2.1                   | 87.1     | 100.0 | 500                             |
| <b>Personal support</b>                                 |                               |               |          |               |                       |          |       |                                 |
| Incest/sexual assault                                   | (*)—                          | (+)(*)—       | 55.1     | 17.2          | 27.6                  | 44.8     | 100.0 | 50                              |
| Domestic/family violence                                | 1.6                           | 51.3          | 52.9     | 26.7          | 20.5                  | 47.2     | 100.0 | 800                             |
| Family/relationship                                     | 9.5                           | 5.3           | 14.8     | 54.5          | 30.8                  | 85.3     | 100.0 | 450                             |
| Emotional   | 1.7                           | 1.1           | 2.8      | 96.3          | 0.9                   | 97.2     | 100.0 | 1,950                           |
| Assistance with problem gambling                        | (+)(*)—                       | (*)—          | 90.9     | (*)—          | (+)(*)—               | 9.1      | 100.0 | 50                              |
| <b>General support/advocacy</b>                         |                               |               |          |               |                       |          |       |                                 |
| Living skills/personal development                      | 7.8                           | 1.2           | 9.0      | 89.2          | 1.9                   | 91.1     | 100.0 | 750                             |
| Assistance with legal issues/court support              | 1.3                           | 52.6          | 53.9     | 16.6          | 29.4                  | 46.0     | 100.0 | 850                             |
| Advice/information                                      | 0.4                           | 1.1           | 1.5      | 95.7          | 2.8                   | 98.5     | 100.0 | 1,950                           |
| Retrieval/storage/removal of personal belongings        | 0.9                           | 1.2           | 2.1      | 97.4          | 0.5                   | 97.9     | 100.0 | 800                             |
| Advocacy/liaison on behalf of client                    | 1.6                           | 0.9           | 2.5      | 58.1          | 39.5                  | 97.6     | 100.0 | 1,450                           |
| <b>Specialist services</b>                              |                               |               |          |               |                       |          |       |                                 |
| Psychological services                                  | (*)—                          | (+)(*)—       | 2.5      | 22.8          | 74.7                  | 97.5     | 100.0 | 650                             |
| Specialist counselling                                  | 5.7                           | 54.3          | 60.0     | 20.0          | 20.0                  | 40.0     | 100.0 | 50                              |
| Psychiatric services                                    | 19.5                          | 58.5          | 78.0     | (*)—          | (+)(*)—               | 21.9     | 100.0 | 50                              |
| Pregnancy support                                       | (*)—                          | (+)(*)—       | 41.6     | 37.5          | 20.8                  | 58.3     | 100.0 | 50                              |
| Family planning support                                 | (*)—                          | (+)(*)—       | 20.6     | 37.9          | 41.4                  | 79.3     | 100.0 | 50                              |
| Drug/alcohol support or intervention                    | 36.4                          | 15.4          | 51.8     | 38.5          | 9.7                   | 48.2     | 100.0 | 250                             |
| Physical disability services                            | (*)—                          | (*)—          | 29.4     | 35.3          | 35.3                  | 70.6     | 100.0 | <25                             |
| Intellectual disability services                        | (+)(*)—                       | (*)—          | 55.5     | —             | 44.4                  | 44.4     | 100.0 | <25                             |
| Culturally specific support                             | (*)—                          | (+)(*)—       | 2.3      | 65.6          | 32.1                  | 97.7     | 100.0 | 650                             |
| Interpreter services                                    | (+)(*)—                       | (*)—          | 23.1     | (+)(*)—       | (*)—                  | 76.9     | 100.0 | <25                             |
| Assistance with immigration issues                      | —                             | 66.7          | 66.7     | (+)(*)—       | (*)—                  | 33.4     | 100.0 | <25                             |
| Health/medical services                                 | 1.9                           | 67.8          | 69.7     | 20.4          | 10.0                  | 30.4     | 100.0 | 900                             |
| <b>Basic support</b>                                    |                               |               |          |               |                       |          |       |                                 |
| Meals   | 1.4                           | 0.2           | 1.6      | (+)(*)—       | (*)—                  | 98.3     | 100.0 | 2,400                           |
| Laundry/shower facilities                               | 0.5                           | —             | 0.5      | (+)(*)—       | (*)—                  | 99.5     | 100.0 | 2,300                           |
| Recreation  | 0.8                           | 0.4           | 1.2      | (+)(*)—       | (*)—                  | 98.9     | 100.0 | 1,800                           |
| Transport   | 0.3                           | 1.3           | 1.6      | 96.8          | 1.6                   | 98.4     | 100.0 | 1,750                           |
| Other   | (+)(*)—                       | (*)—          | 2.2      | 93.9          | 3.9                   | 97.8     | 100.0 | 1,200                           |

(continued)

**Table 7.1 (continued): SAAP services required by clients in closed support periods, by provision, Northern Territory, 2005-06**

**Part b: Broad types of SAAP services required in closed support periods, by provision (per cent distinct services required)**

| Broad type of service     | Not provided                  |               |              | Provided      |                       |               | Total        | Distinct services required (number) | Assoc. closed support periods (number) |
|---------------------------|-------------------------------|---------------|--------------|---------------|-----------------------|---------------|--------------|-------------------------------------|--|
|                           | Neither provided nor referred | Referred only | Subtotal     | Provided only | Provided and referred | Subtotal      |              |                                     |  |
| Housing/ accommodation    | 3.1                           | 3.3           | 6.4          | 81.3          | 12.2                  | 93.5          | 100.0        | 4,300                               | 3,300                                  |
| Financial/ employment     | 2.9                           | 9.5           | 12.4         | 82.5          | 5.1                   | 87.6          | 100.0        | 2,400                               | 1,750                                  |
| Personal support          | 3.6                           | 14.5          | 18.1         | 71.9          | 9.9                   | 81.8          | 100.0        | 3,250                               | 2,150                                  |
| General support/ advocacy | 1.8                           | 8.8           | 10.6         | 74.1          | 15.4                  | 89.5          | 100.0        | 5,800                               | 2,600                                  |
| Specialist services       | 5.2                           | 28.5          | 33.7         | 33.8          | 32.5                  | 66.3          | 100.0        | 2,700                               | 1,700                                  |
| Basic support             | 1.0                           | 0.4           | 1.4          | 97.8          | 0.9                   | 98.7          | 100.0        | 9,400                               | 2,800                                  |
| <b>Total (%)</b>          | <b>2.4</b>                    | <b>7.7</b>    | <b>10.1</b>  | <b>79.8</b>   | <b>10.1</b>           | <b>89.9</b>   | <b>100.0</b> | ..                                  | ..                                     |
| <b>Total (number)</b>     | <b>650</b>                    | <b>2,150</b>  | <b>2,800</b> | <b>22,250</b> | <b>2,850</b>          | <b>25,100</b> | ..           | <b>27,900</b>                       | <b>3,900</b>                           |

*Notes*

1. Number excluded due to errors and omissions (weighted): 91 (closed support periods with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)\_\_' or '(+)(\*)\_\_'. A '(\*)' indicates cells that make up the higher proportion. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP services required for accompanying children in closed support periods, by provision, Northern Territory, 2005-06**

**Part a: Individual types of SAAP services required for accompanying children in closed support periods, by provision (per cent closed accompanying child support periods)**

| Type of service                           | Not provided                  |               |          | Provided      |                       |          | Total | Closed accompanying child support periods (number) |
|---|-------------------------------|---------------|----------|---------------|-----------------------|----------|-------|--|
|   | Neither provided nor referred | Referred only | Subtotal | Provided only | Provided and referred | Subtotal |       |  |
| <b>Accommodation</b>                      |                               |               |          |               |                       |          |       |  |
| SAAP/CAP accommodation                    | 4.2                           | 1.2           | 5.4      | 94.2          | 0.4                   | 94.6     | 100.0 | 1,400  |
| <b>School liaison/child care</b>          |                               |               |          |               |                       |          |       |  |
| School liaison                            | 9.3                           | 11.0          | 20.3     | 61.0          | 18.6                  | 79.6     | 100.0 | 150  |
| Child care                                | (*)                           | (+)(*)        | 42.3     | 38.5          | 19.2                  | 57.7     | 100.0 | 50   |
| <b>Personal support</b>                   |                               |               |          |               |                       |          |       |  |
| Help with behavioural problems            | (+)(*)                        | (*)           | 10.7     | 67.7          | 21.5                  | 89.2     | 100.0 | 50   |
| Sexual/physical abuse counselling/support | (+)(*)                        | (*)           | 14.8     | 63.0          | 22.2                  | 85.2     | 100.0 | 50   |
| Skills education                          | (+)(*)                        | (*)           | 13.3     | 86.7          | —                     | 86.7     | 100.0 | <25  |
| Structured play/skill development         | (+)(*)                        | (*)           | 3.4      | (+)(*)        | (*)                   | 96.6     | 100.0 | 50   |
| <b>General support/advocacy</b>           |                               |               |          |               |                       |          |       |  |
| Access arrangements                       | (+)(*)                        | (*)           | 4.8      | 42.9          | 52.4                  | 95.3     | 100.0 | <25  |
| Advice/information                        | (*)                           | (+)(*)        | 0.8      | 95.5          | 3.8                   | 99.3     | 100.0 | 300  |
| Advocacy                                  | 3.0                           | —             | 3.0      | 93.4          | 3.6                   | 97.0     | 100.0 | 300  |
| <b>Specialist services</b>                |                               |               |          |               |                       |          |       |  |
| Specialist counselling                    | (*)                           | (+)(*)        | 17.1     | 43.9          | 39.0                  | 82.9     | 100.0 | 50   |
| Culturally specific services              | —                             | —             | —        | 98.1          | 1.9                   | 100.0    | 100.0 | 400  |
| Health/medical services                   | (*)                           | (+)(*)        | 3.0      | 80.6          | 16.5                  | 97.1     | 100.0 | 600  |
| <b>Basic support services</b>             |                               |               |          |               |                       |          |       |  |
| Meals                                     | —                             | —             | —        | (+)(*)        | (*)                   | 100.0    | 100.0 | 1,150  |
| Showers/hygiene                           | —                             | —             | —        | 100.0         | —                     | 100.0    | 100.0 | 1,050  |
| Recreation                                | (+)(*)                        | (*)           | 0.2      | (+)(*)        | (*)                   | 99.9     | 100.0 | 700  |
| Transport                                 | (+)(*)                        | (*)           | 0.2      | 97.8          | 2.0                   | 99.8     | 100.0 | 900  |
| Other                                     | (*)                           | (+)(*)        | 0.4      | 93.3          | 6.4                   | 99.7     | 100.0 | 550  |

(continued)

**Table 7.2 (continued): SAAP services required for accompanying children in closed support periods, by provision, Northern Territory, 2005-06**

**Part b: Broad types of SAAP services required for accompanying children in closed support periods, by provision (per cent distinct services required)**

| Broad type of service      | Not provided                  |               |            | Provided      |                       |              | Total        | Distinct services required (number) | Assoc. closed accompanying child support periods (number) |
|----------------------------|-------------------------------|---------------|------------|---------------|-----------------------|--------------|--------------|-------------------------------------|---|
|                            | Neither provided nor referred | Referred only | Sub-total  | Provided only | Provided and referred | Sub-total    |              |                                     |   |
| Accommodation              | 4.2                           | 1.2           | 5.4        | 94.2          | 0.4                   | 94.6         | 100.0        | 1,400                               | 1,400   |
| School liaison/ child care | 7.1                           | 20.0          | 27.1       | 54.1          | 18.8                  | 72.9         | 100.0        | 200                                 | 150   |
| Personal support           | 6.7                           | 2.4           | 9.1        | 77.0          | 13.9                  | 90.9         | 100.0        | 200                                 | 150   |
| General support/ advocacy  | 1.7                           | 0.3           | 2.0        | 92.5          | 5.4                   | 97.9         | 100.0        | 650                                 | 350   |
| Specialist services        | 0.5                           | 1.9           | 2.4        | 85.6          | 11.9                  | 97.5         | 100.0        | 1,050                               | 900   |
| Basic support              | 0.1                           | —             | 0.1        | 98.6          | 1.3                   | 99.9         | 100.0        | 4,400                               | 1,300   |
| <b>Total (%)</b>           | <b>1.3</b>                    | <b>1.0</b>    | <b>2.4</b> | <b>94.1</b>   | <b>3.6</b>            | <b>97.6</b>  | <b>100.0</b> | ..                                  | ..  |
| <b>Total (number)</b>      | <b>100</b>                    | <b>100</b>    | <b>200</b> | <b>7,400</b>  | <b>300</b>            | <b>7,700</b> | ..           | <b>7,850</b>                        | <b>1,600</b>  |

*Notes*

1. Number excluded due to errors and omissions (weighted): 516 (closed accompanying child support periods with no information on service requirements or provision). In 491 of these, 'no assistance' was indicated as required for the accompanying child.
2. 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.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)' or '(+)(\*)'. A '(+)' indicates cells that make up the higher proportion. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.3: SAAP services required by clients in closed support periods that were neither provided nor referred: broad type of service by client group, Northern Territory, 2005–06**

| Broad type of service                                  | Male alone   | Female alone | Couple no children | Couple with children | Male with children | Female with children | Other        | Total        |            |
|--|--------------|--------------|--------------------|----------------------|--------------------|----------------------|--------------|--------------|------------|
|  |              |              |                    |                      |                    |                      |              | %            | Number     |
| <b>% unmet needs</b>                                   |              |              |                    |                      |                    |                      |              |              |            |
| Housing/accommodation                                  | 33.3         | 14.5         | 57.1               | 58.8                 | 64.3               | 30.4                 | —            | 20.7         | 150        |
| Financial/employment                                   | 9.8          | 14.9         | 14.3               | 11.8                 | 7.1                | 9.8                  | —            | 10.2         | 50         |
| Personal support                                       | 3.9          | 17.2         | 7.1                | —                    | —                  | 16.3                 | 40.4         | 18.0         | 100        |
| General support/ advocacy                              | 11.8         | 9.5          | 14.3               | 17.6                 | 21.4               | 33.7                 | 19.3         | 15.9         | 100        |
| Specialist services                                    | 13.7         | 40.5         | 7.1                | 11.8                 | 7.1                | 8.7                  | —            | 21.5         | 150        |
| Basic support and services n.e.s.                      | 27.5         | 3.4          | —                  | —                    | —                  | 1.1                  | 40.4         | 13.7         | 100        |
| <b>Total</b>   | <b>100.0</b> | <b>100.0</b> | <b>100.0</b>       | <b>100.0</b>         | <b>100.0</b>       | <b>100.0</b>         | <b>100.0</b> | <b>100.0</b> | <b>650</b> |
| <b>Summary totals</b>                                  |              |              |                    |                      |                    |                      |              |              |            |
| Total unmet needs (%)                                  | 16.6         | 42.6         | 2.3                | 2.8                  | 2.3                | 15.0                 | 18.5         | 100.0        | ..         |
| Total unmet needs (number)                             | 100          | 300          | <25                | <25                  | <25                | 100                  | 100          | ..           | 650        |
| Total closed support periods with unmet needs (%)      |              |              |                    |                      |                    |                      |              |              |            |
| Total closed support periods with unmet needs (%)      | 16.8         | 51.6         | 1.6                | 3.6                  | 2.6                | 16.1                 | 7.6          | 100.0        | ..         |
| Total closed support periods with unmet needs (number) |              |              |                    |                      |                    |                      |              |              |            |
| Total closed support periods with unmet needs (number) | 50           | 150          | <25                | <25                  | <25                | 50                   | <25          | ..           | 300        |
| Total closed support periods (%)                       |              |              |                    |                      |                    |                      |              |              |            |
| Total closed support periods (%)                       | 26.2         | 40.1         | 1.5                | 3.4                  | 1.1                | 27.0                 | 0.8          | 100.0        | ..         |
| Total closed support periods (number)                  |              |              |                    |                      |                    |                      |              |              |            |
| Total closed support periods (number)                  | 1,000        | 1,500        | 50                 | 150                  | 50                 | 1,050                | 50           | ..           | 3,800      |

*Notes*

1. Number excluded due to errors and omissions (weighted): 2 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 2 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 206 closed support periods (including closed support periods with no information on service requirements or provision).
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.4: SAAP services required for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Northern Territory, 2005-06**

|   | Couple with children | Male with children   | Female with children | Other with children | Total        |            |  |
|---|----------------------|----------------------|----------------------|---------------------|--------------|------------|--|
|   |                      |                      |                      |                     | %            | Number     |  |
| <b>Broad type of service</b>  |                      |                      |                      |                     |              |            |  |
|   |                      | <b>% unmet needs</b> |                      |                     |              |            |  |
| Accommodation   | 60.0                 | 90.0                 | 52.8                 | —                   | 57.7         | 50         |  |
| School liaison/child care   | 13.3                 | —                    | 13.9                 | —                   | 12.4         | <25        |  |
| Personal support  | —                    | —                    | 15.3                 | —                   | 11.3         | <25        |  |
| General support/advocacy  | 26.7                 | —                    | 8.3                  | —                   | 10.3         | <25        |  |
| Specialist services   | —                    | —                    | 6.9                  | —                   | 5.2          | <25        |  |
| Basic support   | —                    | 10.0                 | 2.8                  | —                   | 3.1          | <25        |  |
| <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</i> |  |
| <b>Summary totals</b>   |                      |                      |                      |                     |              |            |  |
| Total unmet needs (%)   | 15.5                 | 10.3                 | 74.2                 | —                   | 100.0        | ..         |  |
| Total unmet needs (number)  | <25                  | <25                  | 100                  | —                   | ..           | 100        |  |
|   |                      |                      |                      |                     |              |            |  |
| Total closed accompanying child support periods with unmet needs (%)                  | 13.9                 | 12.7                 | 73.4                 | —                   | 100.0        | ..         |  |
| Total closed accompanying child support periods with unmet needs (number)             | <25                  | <25                  | 50                   | —                   | ..           | 100        |  |
|   |                      |                      |                      |                     |              |            |  |
| Total closed accompanying child support periods (%)                                   | 5.5                  | 2.4                  | 92.2                 | —                   | 100.0        | ..         |  |
| Total closed accompanying child support periods (number)                              | 100                  | 50                   | 1,500                | —                   | ..           | 1,600      |  |
|   |                      |                      |                      |                     |              |            |  |
| Total closed support periods with accompanying children with unmet needs (%)          | 15.4                 | 15.4                 | 69.2                 | —                   | 100.0        | ..         |  |
| Total closed support periods with accompanying children with unmet needs (number)     | <25                  | <25                  | 50                   | —                   | ..           | 50         |  |
|   |                      |                      |                      |                     |              |            |  |
| Total closed support periods with accompanying children requiring assistance (%)      | 4.6                  | 2.2                  | 93.2                 | —                   | 100.0        | ..         |  |
| Total closed support periods with accompanying children requiring assistance (number) | 50                   | <25                  | 800                  | —                   | ..           | 900        |  |

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 0 closed accompanying child support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 526 closed accompanying child support periods (including closed accompanying child support periods with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 0 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 4 closed support periods with accompanying children requiring assistance.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

