

# **SAAP National Data Collection**

**Annual report  
1999–2000**

**Queensland**

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

SAAP NDCA REPORT SERIES 5

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**Annual report  
1999–2000**

**Queensland**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 53

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### **Australian Institute of Health and Welfare**

Board Chair  
Professor Janice Reid

Director  
Dr Richard Madden

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

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# Preface

This is the fourth annual report of the Supported Accommodation Assistance Program (SAAP) National Data Collection. The first report, containing 1996–97 data, was published in December 1997. The reports provide information on people who are homeless and those who are at risk of being homeless.

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

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

The fact that 92% of agencies in Queensland have provided data in 1999–2000 is testimony to their collective commitment to, and confidence in, the collection. An 89% participation rate was recorded in 1998–99. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has increased from 70% in 1998–99 to 78% in 1999–2000.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this fourth annual report and the release of 1999–2000 data are one step towards this goal.

Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

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Finally, the authors acknowledge the vital role played by data providers. This report draws together a large amount of statistical material and could not have been produced without the efforts and cooperation of SAAP service providers and clients, who provided service and client information, and of the Queensland Department of Families (formerly the Department of Families, Youth and Community Care), which provided administrative data as well as valuable comments on the report.

# Abbreviations and symbols

## Abbreviations

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

## Symbols

..	When used in a table, means not applicable
—	When used in a table, means nil or rounded to zero (including null cells)
n.a.	When used in a table, means the relevant data were not available

# Glossary

<b>Accompanying child</b>	A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP <i>agency</i> and whose parent or guardian is a <i>client</i> of the same <i>agency</i> .
<b>Accompanying child visit</b>	Each <i>accompanying child</i> may be with a <i>client</i> during one or more <i>support periods</i> . Each <i>support period</i> in which the child ‘ <i>accompanies</i> ’ a <i>client</i> is termed an <i>accompanying child visit</i> , so that <i>accompanying child visits</i> are equivalent to <i>support periods</i> but for <i>accompanying children</i> .
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
<b>Alpha code</b>	A predetermined combination of letters from a <i>client’s</i> name, together with a letter designating the <i>client’s</i> gender. A ‘ <i>valid alpha code</i> ’ is a legitimate <i>alpha code</i> joined to the <i>client’s</i> reported year of birth and encrypted to create a unique <i>client</i> indicator. This is used to combine data from more than one <i>support period</i> without requiring the actual name of the <i>client</i> to be recorded.
<b>Case</b>	A <i>support period</i> provided to a SAAP <i>client</i> . The terms <i>case</i> and <i>support period</i> are used interchangeably in this report.
<b>Client</b>	A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who: <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker’s time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or</li><li>• is accommodated by a SAAP <i>agency</i>; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.</li></ul>
<b>Closed support period</b>	A <i>support period</i> that had finished before the end of the reporting period—30 June.
<b>Homeless person</b>	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 the person has access: <ul style="list-style-type: none"><li>• damages, or is likely to damage, the person’s health; or</li><li>• threatens the person’s safety; or</li><li>• marginalises the person through failing to provide access to:<ul style="list-style-type: none"><li>— adequate personal amenities, or</li><li>— the economic and social supports that a home normally</li></ul></li></ul>

affords; or

- places the person in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or
- has no security of tenure; that is, the person has no legal right to continued occupation of their home.

A person is also considered homeless if he or she is living in accommodation provided by a SAAP *agency* or some other form of emergency accommodation.

**Occasion of support**

See *support period*.

**Ongoing support relationship**

A relationship between a SAAP *agency* 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 *agency* for the purpose of providing additional assistance.

An invitation to return to the *agency* if the need arises does not constitute an *ongoing support relationship*.

This definition is used to help establish whether a person is considered a *client* for the purposes of the National Data Collection.

**Record**

A unit of analysis. In any particular situation, it can refer to a *client*, an *occasion of support*, and so on.

**Recurrent allocations**

*Recurrent allocations* are amounts of money specifically allocated during the reporting period by a State or Territory department either:

- to SAAP *agencies* to fund salaries and associated on-costs, and ongoing operating costs; or
- for use by each State or Territory for such purposes as training, research, evaluation, administration and asset replacement or purchase.

**Referral**

For the purposes of the National Data Collection, a formal referral process—not simply the provision of information. A (formal) *referral* occurs when a SAAP *agency* contacts another *agency*, and that *agency* accepts the person concerned for an appointment or interview. A *referral* has not been provided if the person is not accepted for an appointment or interview.

**Support**

Assistance, other than *supported accommodation*, provided to a *client* as part of an *ongoing support relationship* between a SAAP *agency* and the *client*. For the purposes of the National Data Collection, *support* also includes contact with, or work on behalf of, a *client* for generally more than 1 hour on a given day. *Support* may be provided to the *client* individually or in group sessions.

**Support period**

An occasion of *support* provided to a SAAP *client*. A *support period* commences when a *client* begins to receive *support* from a SAAP *agency*. The *support period* is considered to finish when:

- the *client* ends the relationship with the *agency*; or

- the *agency* ends the relationship with the *client*.

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 a period of 1 month. In such a case, the date the *support period* ended is 1 month after the last contact with the *client*.

**Supported 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.

**Young client (or young person)**

A *client* aged under 25 years at the commencement of *support*.



# Summary

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program (SAAP) in Queensland. The SAAP National Data Collection Agency at the Australian Institute of Health and Welfare prepared the report using data from the Client Collection and the Administrative Data Collection.

The Australian Institute of Health and Welfare has developed a scheme that adjusts for incomplete coverage in the Client Collection. It adjusts estimates to allow for agency non-participation, for clients who do not consent to provide complete information for support periods, for clients who give valid consent for some support periods but not for others, and for clients who do not give consent in any of their periods of support.

Early in 2000 the SAAP Data and Research Advisory Committee (now the Data Subcommittee) reviewed data reporting practices for SAAP. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main types of published reports relating to the operation of SAAP in 1999–2000: national and State and Territory annual reports, of which this is one, that concentrate on clients of the program, and a further report (to be published later in 2001) that includes coverage of the general demand for SAAP services, unmet demand and casual client information.

## Funding

Funding for the 188 SAAP agencies operating in Queensland in 1999–2000 was provided jointly by the Commonwealth and Queensland governments, through the Department of Family and Community Services and the Department of Families, Youth and Community Care (now the Department of Families), respectively. For this year, the total recurrent allocation under SAAP in Queensland was \$39.4m (Table 2.1). Recurrent funding to agencies in 1999–2000 was \$38.2m; in real terms this was 28% greater than that provided in 1996–97 (Table 8.1). Most of this increase occurred in 1999–2000 when agencies experienced a 20% real increase in funds over the previous year, primarily due to increases in award wages.

## Level of support

It is estimated that during 1999–2000 SAAP agencies supported 16,050 clients, to whom they provided 26,150 occasions of support (Table 3.1). The average number of support periods per client was 1.9, which includes support periods provided to them interstate. Of the 26,150 support periods provided, most (74%) were provided to clients attending SAAP agencies on their own (Table 3.6). On a daily basis there were between 2,000 and 3,000 support periods (Table 3.2).

There were more male clients (52%) than female clients (48%), and the average age for women, at 29 years, was lower than the average age for men, at 32 (Table 3.3). Repeat use of SAAP services was less likely among female clients than male: males averaged 2.1 support periods each while females averaged 1.6 (Table 4.4). The majority (87%) of SAAP clients were born in Australia (Table 3.4). Indigenous Australians were over-represented as SAAP clients relative to their population size—16% of clients identified as Indigenous Australians compared with 3% of all Queenslanders (Table 3.5). Six per cent of clients were from a

non-English-speaking background. On average, the number of support periods per client was slightly lower for clients of Indigenous Australian and non-English-speaking backgrounds (1.7) compared with clients of other backgrounds (1.9).

Overall, in 1999–2000 53 people became SAAP clients for every 10,000 people aged 10 or over in the State (Table 4.4). The highest prevalence was among 18 and 19 year olds, where there were 127 SAAP clients for every 10,000 people in that age group. The next highest rate of use was for 15 to 17 year-olds, among whom there were 122 SAAP clients for every 10,000 people. Male clients, with 55 SAAP clients for every 10,000 aged 10 or more in the population, had a higher prevalence of SAAP use than female clients, with 50 clients per 10,000 people in the population aged 10 or over. However, females under 25 had a higher prevalence of SAAP use than males of the same age, while among people aged 25 and over males showed a higher prevalence of SAAP use.

## Support provided

Of the 26,150 support periods reported in 1999–2000, 23,250 finished before 30 June 2000 (Tables 3.1 and 6.1). Sixteen per cent of these closed support periods lasted less than 1 day, with 13% lasting 1 day only. Overall, 76% of completed support periods lasted 4 weeks or less, while a further 15% lasted between 1 and 3 months (Table 4.1).

In 1999–2000 15,900 closed support periods involved accommodation of 1 day or more (Table 4.2). The length of stay in provided accommodation was most often for 1 day (in 18% of support periods with accommodation), with at least half of the support periods in which accommodation was provided involving stays of 8 days or less. Very few clients were accommodated for more than a year (in less than 1% of support periods with accommodation). Not surprisingly, 21% of accommodation periods in crisis or short-term accommodation were for 1 day or less, while 79% of stays in medium- to long-term accommodation lasted more than 4 weeks (Table 4.3). Unaccompanied females over the age of 24 in general had shorter stays than other clients, having the smallest median (5 days) length of accommodation (Table 4.2).

The three broad types of support services most often provided to clients were housing or accommodation services (in 77% of support periods), 'other' support (68%) and general support or advocacy services (67%) (Table 4.5). SAAP or CAP (Crisis Accommodation Program) accommodation were the main forms of housing or accommodation services provided, being provided in 73% of support periods. The services commonly provided to clients varied markedly with the person or group being assisted due to their varying needs.

On 4,850 occasions children accompanied clients to a SAAP agency, with an average of 2.2 children accompanying each client per support period (Table 4.6). If children accompanying clients were to be considered clients in their own right, this would equate to 11,450 support periods (termed here 'accompanying child visits'). Eighty-six per cent of these visits occurred when females presented with children at a SAAP service, and 11% occurred when couples with children presented.

## Reasons for seeking support

Overall, the main reason most commonly given for seeking assistance was domestic violence (in 19% of support periods), followed by financial difficulties (15%), relationship or family breakdown (11%), and eviction or previous accommodation ended (10%) (Figure 5.1). Reasons varied considerably with the composition of the assisted group. Females with children and unaccompanied females aged 25 and over most commonly cited domestic violence as their main reason, while unaccompanied people under the age of 25 most often

gave family or relationship breakdown. Financial difficulty was cited as the main reason for seeking assistance by unaccompanied males aged 25 and over, couples without children and males with children, while couples with children most commonly cited eviction or previous accommodation ended (Table 5.1).

## Meeting the needs of clients

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. In 1999–2000, 92% of services requested by clients were provided directly by the SAAP agency and an additional 4% were referred to other appropriate agencies, so that overall 123,000 (or 95%) of the 129,000 expressed needs were addressed at least to some extent (Table 6.1). Direct provision of requested services was very high for meals, shower facilities, information, recreation, transport and advocacy (all provided for around 98% of requests). Furthermore, with respect to requests from supported clients for SAAP or CAP accommodation, in 96% of cases some accommodation was provided, while in a further 2% of cases requests were referred on (Table 6.1). Agencies were least successful in meeting requests for specialist services: 13% of all such needs were neither provided for nor referred on to other organisations.

While 95% of expressed needs were met through either direct provision or referral, there were 6,000 requests for services that were neither provided nor referred on (Table 6.1). Housing and accommodation accounted for the highest proportion of these unmet needs (27%), while specialist services accounted for another 20% (Table 6.2). Solo males had by far the highest number (1,300) of support periods with unmet needs, with needs for specialist services accounting for 30% of their unmet needs.

## Circumstances of clients before and after support

Across all support periods, there were small shifts in clients' source of income after receiving support. Before support clients had no income and were not awaiting a government pension or benefit in 12% of support periods; this dropped to 9% after support (Table 7.1). Among clients who specifically requested assistance to obtain a pension or benefit, the proportion of support periods in which clients had no income and were not awaiting a government payment fell from 27% before support to 11% after support.

The most common forms of client accommodation immediately before a support period were private rental (23% of support periods), followed by SAAP or other emergency housing or living rent-free in a house or flat (15% each) (Table 7.2). The percentages for these three types of accommodation had changed little after support, except for a small increase in private rental accommodation (to 26% of support periods). However, the proportion of clients living in a car, tent, park, street or squat had decreased to 3% of support periods, down from 9% before.

Before receiving SAAP support clients were most commonly living with their spouse or partner, with or without children (in 20% of support periods), with relatives or friends short-term (in 20%), or alone (in 16%) (Table 7.3). The greatest difference after support seemed to be caused by clients not returning to live with their spouse or partner. Clients were reported to be living alone with children in 8% of support periods before support but in 18% after. At the same time, the proportion of cases where clients were living with spouse or partner (with or without children) dropped from 23% of support periods before assistance to 14% after.

Overall there was little difference in the profile of client employment status before and after receiving support. Before receiving support clients reported having employment (full-time,

part-time or casual) in 8% of cases. After finishing support this had risen slightly to 10% (Table 7.4). However, among support periods for clients who specifically requested employment assistance, the proportion of support periods in which clients were in some form of employment rose from 7% before support to 18% after. There was little movement in the student status of clients before and after support (Table 7.5).

## **Longitudinal analysis**

Between 1996–97 and 1999–2000, the number of support periods varied between a peak of 26,800 (in 1997–98) and a low of 25,100 (in 1996–97). The number of clients was also at its highest in 1997–98 (16,500) and at its lowest the previous year (14,850) (Table 8.2). Between 1996–97 and 1999–2000, the prevalence of SAAP use varied between 52 SAAP clients for every 10,000 people aged 10 and over (in both 1996–97 and 1998–99) and 57 (in 1997–98).

There is evidence that there have been changes in the way support is being delivered. In particular, there has been some increase in the number of support periods in which support plans have been used, from 44% of support periods in 1996–97 to 54% in 1999–2000. (Table 8.4). There has also been a reduction in the proportion of support periods lasting 1 day or less—36% in 1996–97 compared with 30% in 1999–2000—as well as small increases in the median length of support, from 4 days in 1996–97 to 6 days in 1999–2000 (Table 8.5).

# 1 Introduction

## 1.1 The Supported Accommodation Assistance Program

This report provides an overview of assistance given to people in Queensland, their periods of support and funding of the Supported Accommodation Assistance Program (SAAP). SAAP was established in 1985 to consolidate a number of Commonwealth, State and Territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence.

The current program (SAAP III, and SAAP IV from 16 December 1999) is governed by the *Supported Accommodation Assistance Act 1994*. This specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

In 1999–2000 1,207 non-government, community or local government organisations were funded nationally under the program, with 188 of these being located in Queensland (AIHW 2000b:6). Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

## 1.2 The SAAP National Data Collection

The main source of data about the provision of services through SAAP is the SAAP National Data Collection (NDC), which consists of a number of distinct components, each of which can be thought of as a separate collection. Currently, five components exist: the Client Collection; the Administrative Data Collection; the Unmet Demand Collection; the Casual Client Collection; and Special Issue Collections.

This report primarily presents analysis of the Client Collection. Some analysis of funding using the Administrative Data Collection is also given to provide context. The Client Collection consists of information about all clients receiving SAAP support lasting more than 1 hour, while the Administrative Data Collection consists of general information about the agencies providing the services used by these clients. Appendix 1 provides an overview of these collections; further details are available in the *SAAP National Data Collection Annual Report 1998–99* (AIHW 2000a).

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. To assist the reader, a glossary of terms is included at the beginning of this report. In addition, readers are encouraged to consult Appendix 1, which contains important information about estimation methods, measurement of concepts and counting rules used in the analyses in this report. The National Data Collection Agency's (NDCA's) data interpretation manual (SAAP 1996) and collectors' manual (AIHW 1998) also contain important information that can aid in the use and interpretation of the data presented here.

## 1.3 Structure and content of this report

Early in 2000, the SAAP Data and Research Advisory Committee (now the SAAP Data Subcommittee) reviewed the data-reporting practices for the Supported Accommodation Assistance Program. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main types of published reports relating to the operation of SAAP in 1999–2000: national and State and Territory annual reports (of which this is one) that concentrate on clients of the program, and a further report (to be published later in 2001). This latter report examines the general demand for SAAP services, and includes unmet demand and casual client information.

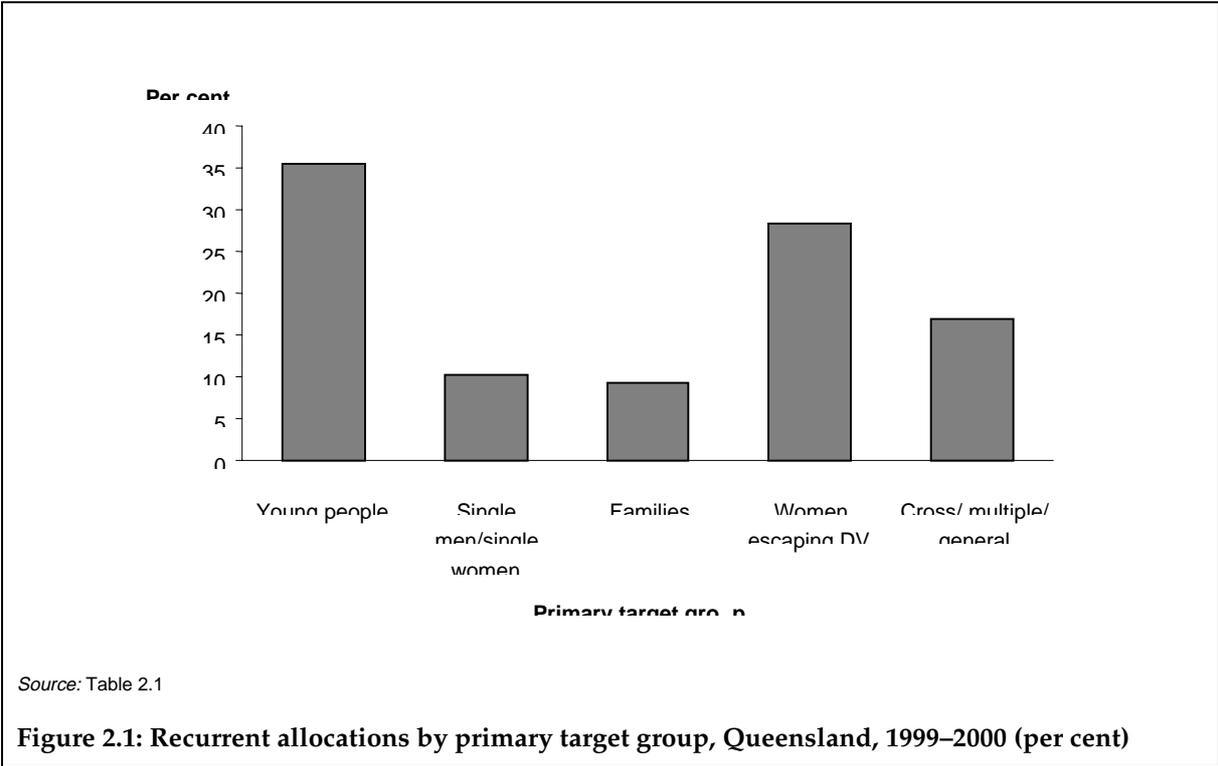
Data in this report relate to the financial year ending 30 June 2000. Although most tables provide information about both completed and ongoing support periods, analysis of duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to completed support periods only.

Chapter 2 provides details of resources allocated under SAAP. Chapter 3 presents a discussion of the number of support periods and the number of clients. Chapter 4 provides analyses of the length of support periods and accommodation, the number of support periods per client and the type of support provided to clients. Chapter 5 discusses the reasons clients seek assistance from SAAP agencies and the type of support needed, and Chapter 6 contains analyses of the services required by clients. The circumstances of clients before and after support periods in terms of income source, accommodation, living situation, employment and student status are examined in Chapter 7. Chapter 8 presents comparisons of data from the 1996–97 reporting period through to the 1999–2000 reporting period. Detailed tables follow the discussion in each chapter. Regional tables and frequency distributions for all variables are available in electronic format on request from the NDCA.

Appendix 1 to this report provides an overview of the Client Collection and its data, general notes to tables, an explanation of the weighting system used to adjust the data for non-participation and non-consent, and the counting rules used in the analyses. It also contains a guide to interpreting the tables; in particular, two tables with explanatory notes demonstrate how to interpret data presented in the different types of tables in the report. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 1999–2000.

# 2 Funding

In 1999–2000, funding for the SAAP agencies operating across Queensland was provided jointly by the Commonwealth and State Governments through the Department of Families and Community Services and the Queensland Department of Families Youth and Community Care (now the Department of Families), respectively. This section analyses information about the resources allocated to the 188 SAAP agencies funded during 1999–2000, all of which were operating throughout the year.



The total recurrent allocation of funds for Queensland in the 1999–2000 financial year was \$39.4m. Around 97% of this, or \$38.2m, was allocated directly to the 188 SAAP agencies operating across the State. The remaining 3% was allocated for purposes such as administration, training, research and evaluation (Table 2.1). Of the \$38.2m recurrent allocation to agencies, \$6.5m was provided as an interim measure to allow for rises in award wages pending the assessment of the full cost of award implementation (see note (a) to Table 2.1). Due to data limitations, this amount could not be allocated across regions or across primary target groups. While this will have little effect on the relative percentages, the absolute funding amounts presented by region and by primary target group in Table 2.1, as well as the mean funding per agency amounts in that table, are understated.

As Figure 2.1 shows, services targeting young people, 68 in all, received the highest proportion of the funding allocated to agencies—35% of total funds—while services targeting women escaping domestic violence, of which there were 50, received the next largest amount (28%) (Table 2.1). Based on the full allocation of \$38.2m, average funding per agency was \$203,000. Services targeting single men or single women (of which there were 13) had the highest average funding per agency. Services targeting families (22 agencies in all) on average received relatively low levels of funding.

Agencies in Queensland were distributed widely across the State's 12 regions. The Remote and North-West and the Wide Bay Burnett regions had the lowest average funding per agency while the Cairns and Tablelands and the Townsville and Surrounds regions had the highest (Table 2.1). Caution is recommended when comparing the amounts in the table or using them to measure efficiency, however, as different agencies supply diverse services.

## 2.1 Tables

**Table 2.1: SAAP total recurrent funds, recurrent allocations to agencies, and mean funding per agency, by region and primary target group, Queensland, 1999–2000**

	Agencies	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
<b>Region</b>				
Remote and North-West	16	2,077,000	6.6	129,800
Cairns and Tablelands	13	2,826,000	8.9	217,400
Townsville and Surrounds	15	3,056,000	9.6	203,700
Mackay/Whitsundays	8	1,079,000	3.4	134,900
Central	16	2,306,000	7.3	144,100
Wide Bay Burnett	13	1,703,000	5.4	131,000
Toowoomba and South-West	11	1,488,000	4.7	135,300
Caboolture and Redcliffe Peninsula	4	697,000	2.2	174,300
Sunshine Coast	10	1,639,000	5.2	163,900
Brisbane	52	10,303,000	32.5	198,100
Ipswich/Logan	14	2,147,000	6.8	153,300
Gold Coast/Redlands	16	2,346,000	7.4	146,600
<i>Subtotal</i>	<i>188</i>	<i>31,667,000</i>	<i>100</i>	<i>168,400</i>
<i>Unspecified<sup>(a)</sup></i>	<i>n.a.</i>	<i>6,500,000</i>	<i>..</i>	<i>n.a.</i>
<b>Total</b>	<b>188</b>	<b>38,167,000</b>	<b>..</b>	<b>203,000</b>
<b>Primary target group</b>				
Young people	68	11,195,000	35.4	164,600
Single men only/single women only	13	3,205,000	10.2	246,500
Families	22	2,904,000	9.2	132,000
Women escaping domestic violence	50	8,995,000	28.4	179,900
Cross-target/multiple/general	35	5,369,000	17.0	153,400
<i>Subtotal</i>	<i>188</i>	<i>31,667,000</i>	<i>100</i>	<i>168,400</i>
<i>Unspecified<sup>(a)</sup></i>	<i>n.a.</i>	<i>6,500,000</i>	<i>..</i>	<i>n.a.</i>
<b>Total</b>	<b>188</b>	<b>38,167,000</b>	<b>..</b>	<b>203,000</b>
Total recurrent allocations to agencies <sup>(a)</sup>	188	38,167,000	96.9	203,000
Other	..	1,235,000	3.1	..
<b>Total recurrent funds</b>	<b>..</b>	<b>39,402,000</b>	<b>..</b>	<b>..</b>

(a) An amount of \$6,500,000 for recurrent payment of award wage increases could not be allocated either across regions or across primary target groups. This amount has been included in 'Total recurrent allocations to agencies' but has not been included in allocations to individual regions or particular primary target groups. Consequently, recurrent allocations and mean funding per agency within these categories will, on average, be around 20% too low.

### Notes

1. Recurrent allocation to agencies excludes funds allocated for such items as administration, training, research and evaluation.
2. Total recurrent funds include \$317,000 provided through the Partnerships Against Domestic Violence Program, all of which was allocated to agencies.

Sources: SAAP Administrative Data Collection; FaCS unpublished data

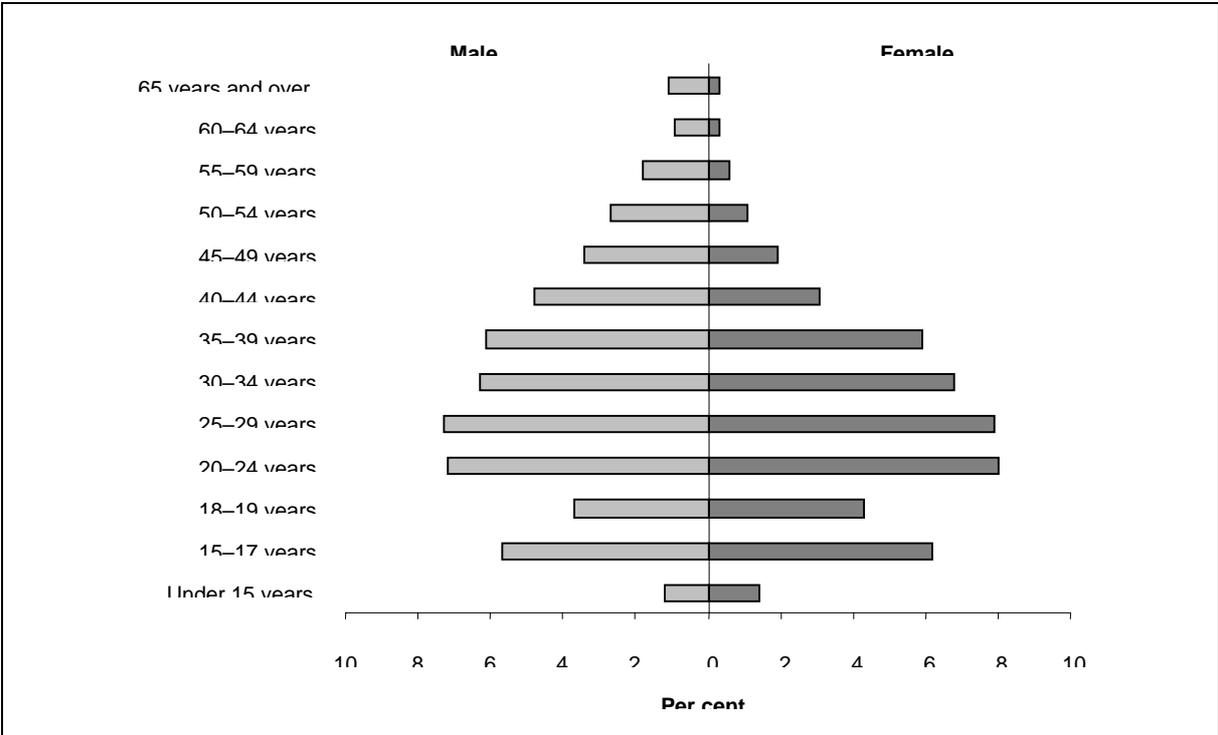


# 3 Level of support

During 1999–2000, it is estimated that SAAP agencies in Queensland supported 16,050 clients (Table 3.1). As each individual client can receive support or supported accommodation on more than one occasion, the number of support periods, at 26,150, exceeded the number of clients. On average each client was supported on 1.9 occasions, which includes support periods provided to them interstate. Table 3.1 also shows that in Queensland there were 53 SAAP clients per 10,000 people in the population aged 10 and over.

The daily level of service provided by SAAP agencies throughout the year can be examined by looking at the number of support periods active on the 15th day of each month (see Table 3.2). In Queensland the daily number of support periods showed a steady monthly increase from 2,000 in July 1999 to 3,000 in May 2000.

Figure 3.1 shows the age and gender distribution of SAAP clients. More males (52%) than females (48%) received services, and the average age for men at 32 years was higher than the average age for women at 29 years (Table 3.3). This is reflected in Figure 3.1, which shows that men who were older than 40 were greater users of SAAP services than women of the same age. In the younger age groups there were only small differences in the numbers of men and women. Males also had a greater average number of support periods each (2.1) than females (1.6) (Table 3.5).

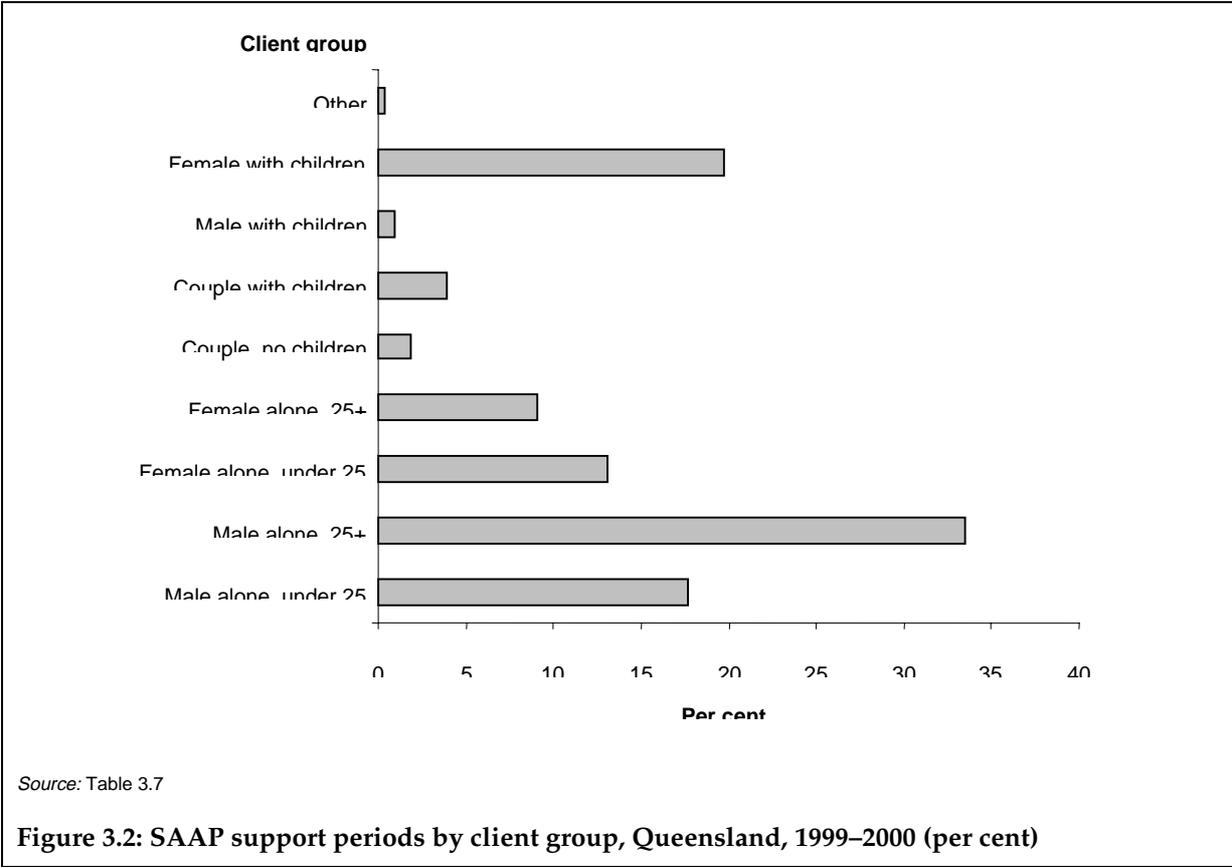


Source: Table 3.3

Figure 3.1: SAAP clients by age and gender, Queensland, 1999–2000 (per cent of all clients)

Figure 3.2 gives a breakdown of the number of support periods provided to the main client groups. Some 34% of support periods were provided to unaccompanied males aged 25 or

over. Females with children and unaccompanied males under the age of 25 had the next highest number of support periods, accounting for 20% and 18% of all support periods, respectively (Table 3.7).



Eighty-seven per cent of SAAP clients in Queensland were born in Australia; 5% were born elsewhere in Oceania; 3% in the United Kingdom, Ireland and associated islands; and 2% were born in each of the other three identified regions (Table 3.4). Overall there was very little variation between males and females in their distribution by country of birth.

There were, however, differences between the genders in terms of the ethnicity of clients. Indigenous Australians comprised a far higher percentage of female clients than male clients, with 22% of the 7,400 female clients identifying as Indigenous Australians compared with 10% of the 8,000 male clients. Comparable figures for clients from non-English-speaking background were 8% of all female clients and 5% of all male clients. In contrast, male clients were more likely to be from ‘other’ backgrounds—85% of all male clients were from neither Indigenous nor non-English-speaking backgrounds, compared with 71% of female clients.

Overall, Indigenous Australians were over-represented as SAAP clients relative to their population size: 3% of Queenslanders identified as Indigenous Australians in 1996, compared with 16% of SAAP clients in Queensland in 1999–2000 (Table 3.5). Male clients tended to have more support periods each than female clients, irrespective of background.

Table 3.6 shows how support periods were distributed across different client groups within regions. Brisbane had by far the highest number of support periods of any region—37% of the total. The other regions each accounted for between 2% and 10% of the total. In nine of the 12 regions support periods were most commonly for solo males, with unaccompanied males accounting for between 37% and 66% of support periods in these regions. In the Sunshine Coast, however, unaccompanied females accounted for the most support periods

(37%) while in the Remote and North-West region females with children were the largest group, contributing 46% of support periods.

The client profile within agencies of various target groups is presented in Table 3.7. Agencies targeting single men, young people, and general or cross-target agencies accounted for around one quarter of all support periods each (Table 3.7). Agencies targeting women escaping domestic violence accounted for 17% of all support periods, with the remaining 8% of support periods being provided by agencies targeting families (7%) and those targeting single women (1%).

Agencies targeting single men were overwhelmingly used by unaccompanied males aged 25 and over (84% of their support periods), with a further 15% of support periods being provided to unaccompanied males under 25 (Table 3.7). Around half of the support periods in general of cross-target agencies were also for solo males aged 25 or over, with a further 14% and 13% of support periods being provided to females with children and solo females aged 25 or over, respectively. For those agencies targeting young people, most clients were either solo males under 25 (accounting for 46% of their support periods) or solo females under 25 (41%). For those agencies targeting single women 71% of support periods were provided to solo females aged 25 or over, and a further 23% were provided to solo females under 25. Females with children were the main client group in both agencies targeting families (accounting for 46% of their support periods) and in agencies for women escaping domestic violence (65%). In agencies targeting families a further 34% of support periods were provided to couples with children.

## 3.1 Tables

**Table 3.1: SAAP support periods and clients, Queensland, 1999–2000 (number)**

Support periods	26,150
Clients	16,050
Mean number of support periods per client	1.85
Clients per 10,000 population 10+	53

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 or over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 and over to the estimated resident population aged 10 and over at 30 June 1999.
4. Number of clients in this table relates to clients that *ever* received assistance from a SAAP agency in Queensland. In the National report (AIHW 2000b: 10, 51, 52), however, numbers of clients relate to clients that *first* received assistance in Queensland, and so these numbers will be different. Numbers of support periods per client and clients per 10,000 population are also affected by this difference.
5. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within Queensland.
6. Support period figures have been weighted to adjust for agency non-participation.
7. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; ABS 2000a

**Table 3.2: Number of SAAP support periods on the 15th of the month, by month and region, Queensland, 1999–2000**

Date	Rem	CT	TH	MW	Cen	WBB	TSW	CRP	SC	Bris	IL	GC	Total
July 15, 1999	30	140	200	50	140	70	100	60	200	660	140	210	2,000
August 15, 1999	30	180	280	60	150	70	110	50	160	700	170	210	2,150
September 15, 1999	40	130	380	60	150	60	130	60	190	760	190	190	2,350
October 15, 1999	50	120	450	60	150	80	150	60	210	800	210	210	2,550
November 15, 1999	40	150	530	70	160	70	180	60	220	820	180	220	2,700
December 15, 1999	50	150	590	60	150	60	200	50	190	800	200	210	2,700
January 15, 2000	40	140	620	60	140	120	220	40	180	740	210	220	2,700
February 15, 2000	40	170	710	60	120	110	220	40	210	760	210	230	2,850
March 15, 2000	50	160	730	70	130	110	230	50	230	720	240	220	2,950
April 15, 2000	40	150	770	60	120	90	200	40	220	780	260	210	2,950
May 15, 2000	50	160	800	80	120	70	210	50	220	780	230	210	3,000
June 15, 2000	50	140	820	70	100	70	210	40	210	760	160	220	2,850

*Notes*

1. Number excluded due to errors (unweighted): 42.
2. Number excluded due to omissions (unweighted): 0.
3. Acronyms for regions are explained in the counting rules.
4. Figures are unweighted and have not been adjusted for agency non-participation.

Source: SAAP Client Collection

**Table 3.3: SAAP clients: age of client by gender, Queensland, 1999–2000**

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	Number
Under 15 years	1.2	1.4	2.3	2.9	2.6	400
15–17 years	5.7	6.2	10.9	13.0	11.9	1,900
18–19 years	3.7	4.3	7.1	9.0	8.1	1,300
20–24 years	7.2	8.0	13.8	16.7	15.2	2,400
25–29 years	7.3	7.9	14.0	16.6	15.3	2,450
30–34 years	6.3	6.8	12.1	14.3	13.2	2,100
35–39 years	6.1	5.9	11.7	12.3	12.0	1,900
40–44 years	4.8	3.1	9.3	6.5	7.9	1,250
45–49 years	3.4	1.9	6.5	3.9	5.2	850
50–54 years	2.7	1.1	5.1	2.3	3.8	600
55–59 years	1.8	0.6	3.4	1.3	2.4	400
60–64 years	0.9	0.3	1.7	0.6	1.2	200
65 years and over	1.1	0.3	2.2	0.5	1.4	200
<i>Total</i>	<i>51.9</i>	<i>48.1</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>8,300</b>	<b>7,600</b>	<b>8,300</b>	<b>7,600</b>	<b>..</b>	<b>15,900</b>
<b>Mean age (years)</b>	<b>32.4</b>	<b>28.6</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>30.6</b>

*Notes*

1. Number excluded due to errors (weighted): 1.
2. Number excluded due to omissions (weighted): 152.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection

**Table 3.4: SAAP clients: birthplace by gender, Queensland, 1999–2000**

Birthplace	Male	Female	Queensland population			
			Total	1996		
	%	%	%	Number	%	Number
Australia	87.3	87.1	87.2	13,650	82.3	2,748,000
Oceania (excluding Australia)	4.5	4.6	4.6	700	4.1	135,650
UK, Ireland and associated islands	3.4	1.8	2.6	400	6.0	199,550
Other Europe and the former Soviet Union	2.3	1.9	2.1	350	3.4	114,500
South-East, North-East and Southern Asia	1.1	3.1	2.1	350	2.8	92,700
Other (including the Middle East, Africa, the Americas and Caribbean)	1.4	1.6	1.5	250	1.4	48,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>51.9</b>	<b>48.1</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>8,150</b>	<b>7,500</b>	<b>..</b>	<b>15,650</b>	<b>..</b>	<b>3,338,700</b>

*Notes*

1. Number excluded due to errors (weighted): 1.
2. Number excluded due to omissions (weighted): 391.
3. 'Queensland population 1996' refers to the estimated resident population at 30 June 1996.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 1999

**Table 3.5: SAAP clients: clients and support periods per client, by ethnicity of client and gender, Queensland, 1999–2000**

Ethnicity				Queensland population		
	Male	Female	Total	1996		
	%	%	%	Number	%	Number
Indigenous Australian	9.7	21.8	15.6	2,400	3.1	104,800
Non-English-speaking background	5.0	7.5	6.2	950	7.7	256,150
Other	85.3	70.7	78.3	12,050	89.2	2,977,750
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>51.9</b>	<b>48.1</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>8,000</b>	<b>7,400</b>	<b>..</b>	<b>15,400</b>	<b>..</b>	<b>3,338,700</b>
Support periods per client						
Indigenous Australian	1.73	1.65	1.67	3,800	..	..
Non-English-speaking background	2.15	1.41	1.72	1,550	..	..
Other	2.14	1.61	1.91	19,800	..	..
<i>Total</i>	<i>2.10</i>	<i>1.61</i>	<i>1.86</i>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>54.6</b>	<b>45.4</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>13,700</b>	<b>11,400</b>	<b>..</b>	<b>25,100</b>	<b>..</b>	<b>..</b>

*Notes*

1. Number excluded due to errors (weighted): 1 (clients).
2. Number excluded due to omissions (weighted): 654 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Queensland population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the projected number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in Queensland. Some of the support periods for these clients may have been at agencies in another jurisdiction. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within Queensland.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 1999; ABS 1998

**Table 3.6: SAAP support periods: region by client group, Queensland, 1999–2000 (per cent)**

Region	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	Total	
									%	Number
Remote and North-West	26.5	26.6	0.2	0.4	0.1	45.7	0.5	100.0	4.0	950
Cairns and Tablelands	42.9	25.2	0.7	2.1	0.3	28.4	0.3	100.0	7.8	1,800
Townsville and Surrounds	36.7	23.8	0.9	11.4	1.7	25.0	0.6	100.0	9.9	2,300
Mackay/Whitsundays	50.0	12.3	0.4	4.1	1.6	30.5	1.0	100.0	3.1	750
Central	44.4	22.6	4.7	3.1	1.1	23.5	0.6	100.0	6.2	1,450
Wide Bay Burnett	58.4	16.7	0.8	0.9	1.0	21.8	0.3	100.0	5.1	1,200
Toowoomba and South-West	59.9	14.5	1.3	5.6	0.8	17.5	0.4	100.0	6.2	1,450
Caboolture and Redcliffe Peninsula	36.5	25.6	1.1	15.7	2.8	17.7	0.6	100.0	1.5	350
Sunshine Coast	32.8	37.4	2.4	3.2	1.2	22.8	0.2	100.0	5.1	1,200
Brisbane	65.9	19.7	1.8	1.9	0.6	10.0	0.3	100.0	37.0	8,650
Ipswich/Logan	29.2	28.9	6.0	7.9	1.8	24.7	1.5	100.0	4.6	1,100
Gold Coast/Redlands	50.4	29.4	1.8	2.7	0.8	14.6	0.3	100.0	9.3	2,150
<b>Total (%)</b>	<b>51.7</b>	<b>22.6</b>	<b>1.8</b>	<b>3.7</b>	<b>0.9</b>	<b>18.8</b>	<b>0.4</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>12,050</b>	<b>5,250</b>	<b>450</b>	<b>850</b>	<b>200</b>	<b>4,400</b>	<b>100</b>	<b>..</b>	<b>..</b>	<b>23,350</b>

*Notes*

1. Number excluded due to errors (unweighted): 84.
2. Number excluded due to omissions (unweighted): 695.
3. Figures are unweighted and have not been adjusted for agency non-participation.

Sources: SAAP Client and Administrative Data Collections

**Table 3.7: SAAP support periods: client group by primary target group of agency, Queensland, 1999–2000 (per cent)**

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	46.3	14.8	—	2.3	—	8.2	17.6	4,500
Male alone, 25+	0.5	83.8	0.6	4.9	—	49.5	33.5	8,600
Female alone, under 25	40.9	—	23.4	1.3	7.2	4.2	13.1	3,350
Female alone, 25+	0.9	0.5	71.3	2.0	26.5	13.1	9.1	2,350
Couple, no children	2.3	0.5	—	3.2	0.4	3.0	1.8	450
Couple with children	0.9	0.1	—	33.7	0.1	5.8	3.9	1,000
Male with children	0.4	0.2	—	6.0	0.1	1.6	0.9	250
Female with children	7.0	0.1	3.9	45.8	65.2	14.3	19.7	5,050
Other	0.7	0.1	0.8	0.9	0.5	0.3	0.4	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>25.4</b>	<b>24.5</b>	<b>1.0</b>	<b>6.5</b>	<b>17.2</b>	<b>25.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,500</b>	<b>6,250</b>	<b>250</b>	<b>1,650</b>	<b>4,400</b>	<b>6,500</b>	<b>..</b>	<b>25,600</b>

*Notes*

1. Number excluded due to errors (weighted): 105.
2. Number excluded due to omissions (weighted): 426.
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

*Sources:* SAAP Client and Administrative Data Collections

## 4 Support provided

The diverse nature of client needs is reflected in the considerable range of services funded agencies provide for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation or a range of support services generally provided on an ongoing basis to clients who are not in SAAP housing.

During the year some 22,700 support periods finished before the end of June (Table 4.1). These may or may not have involved accommodation. Over one-quarter of these closed support periods (29%) lasted for 1 day or less, and a further 27% lasted from 2 to 7 days. Nine per cent of support periods lasted for more than 3 months (Table 4.1).

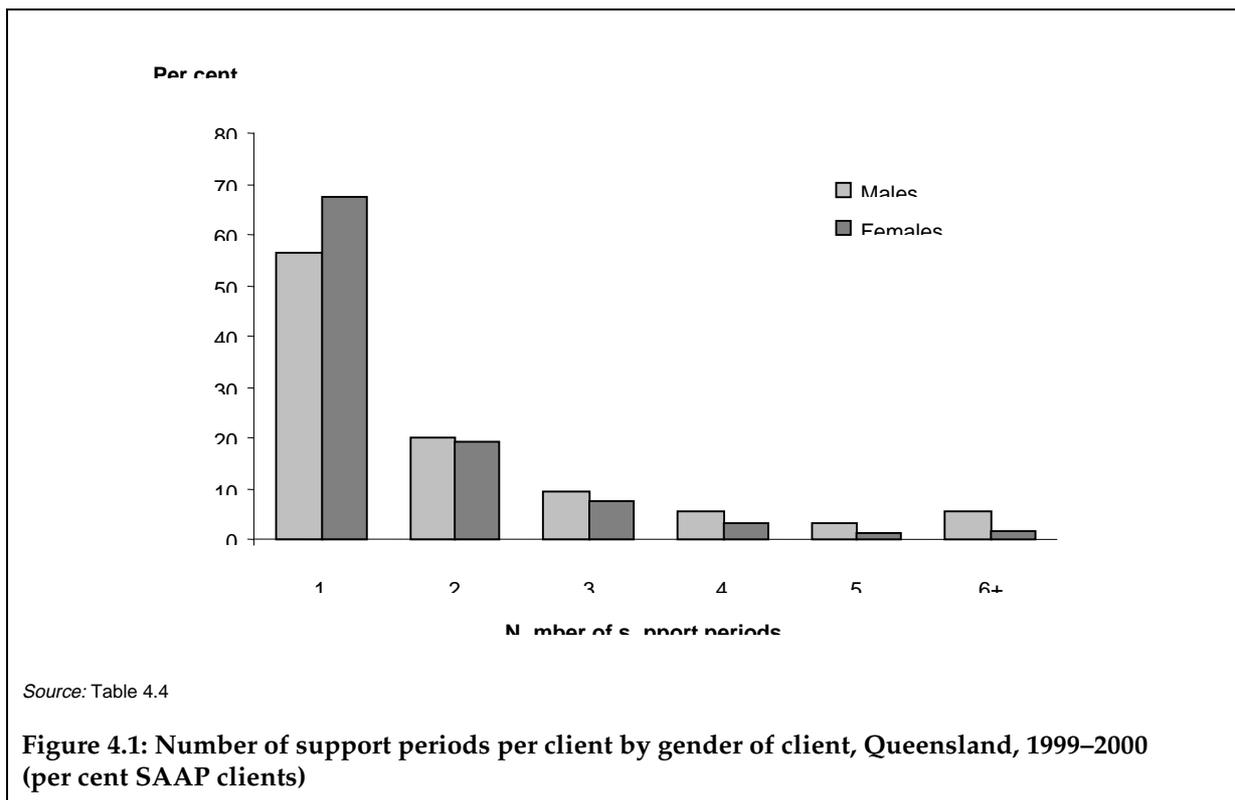
Patterns of support varied between client groups (Table 4.1). Length of support overall was shortest for unaccompanied males and females, with those aged 25 years and older having shorter support periods than younger clients. Solo females 25 and over had the shortest median length of support of any client group—3 days—so that 50% of support periods were for 3 days or less. Clients with children generally had longer periods of support, with couples with children on average having the greatest length of support of any client group—half were supported for 55 days or longer. This client group, however, accounted for only 2% of all support periods. Females with children, who accounted for 18% of all support periods, had a median length of support of 10 days.

In 1999–2000 there were 15,900 closed support periods involving accommodation of 1 day or more (Table 4.2). Overall, in 18% of these clients stayed for only 1 day during a support period, and in a further 36% for 2 to 7 days. In just over 6% accommodation lasted for longer than 3 months. As above, length of accommodation was shortest for unaccompanied males and females. Solo females 25 and over had the shortest median length of accommodation, with half staying just 5 days or less.

The four groups who tended to have the longest length of accommodation were couples with or without children, males with children and females with children. However, couples with children tended to have by far the longest stays, averaging 109 days, with half staying for 77 days or longer. Females with children had an average stay of 37 days and half stayed for 10 days or longer (Table 4.2).

Clients requiring accommodation during a support period may be housed in crisis or short-term housing, medium- to long-term housing, or other types of SAAP accommodation. In the great majority of support periods with accommodation (95%) clients were housed at some stage in crisis or short-term accommodation, while in only about 5% longer-term accommodation was used (Table 4.3). In a small percentage of cases (less than 1%) clients were accommodated in other types of SAAP accommodation at some time during a support period. More than half of the accommodation in crisis or short-term housing lasted 6 days or less, while in the longer-term accommodation half of the clients stayed for 84 days or longer.

Overall, 62% of all clients in Queensland had only one support period, but the pattern of repeat use varied with age and gender (Table 4.4). Figure 4.1 shows how often during 1999–2000 males and females used SAAP services. For male clients 56% had only one support period; the average number of support periods per client was 2.1; and the repeat use of SAAP services peaked in the 45 to 64 age group, with an average 2.2 support periods per client. In contrast, 67% of female clients had only one support period in this reporting period, and at 1.6 the average number of support periods was lower than that for males. The repeat use of SAAP services among females peaked in the 15 to 17 age group with an average 1.9 support periods per client (Table 4.4).



In Queensland, 53 people for every 10,000 aged 10 or over in the general population used SAAP services in 1999–2000 (Table 4.4). However, prevalence of service use varied considerably according to age and gender. People aged 18 or 19 years were more likely to go to SAAP agencies than people in the other age groups: overall, for every 10,000 people aged 18 or 19 there were 127 SAAP clients, and for females this figure rises to 140. The next highest rate of use was by 15 to 17 year-olds, amongst whom there were 122 clients for every 10,000 people—for females, 130. Looking across all age groups, females under 25 years were more likely than their male counterparts to use SAAP services, while in the 25 years and older groups males were the more likely to become clients (Table 4.4).

The three broad types of support services most often provided to clients were housing or accommodation services (in 77% of support periods), ‘other support’ such as meals and showers (in 68%), and general support or advocacy (in 67%) (Table 4.5). The main form of accommodation services provided were SAAP or CAP accommodation (in 73% of support periods), but assistance was also provided to help clients obtain other types of short-term accommodation or independent housing (in 8% and 11% of support periods, respectively).

Seven of the ten identified specialist services were provided in less than 2% of support periods (Table 4.5). For example, specialist services relating to physical or intellectual disability services were provided in less than 1% of cases. Health and medical services, however, were provided in 15% of cases, with drug and alcohol-related services and culturally appropriate specialist services the next most frequently provided specialist services—in 5% and 4% of support periods, respectively.

The pattern of service use differed between client groups (Table 4.5). Proportionally more housing or accommodation services were provided to unaccompanied males, (in around 85% of their support periods) than to other groups. These clients were also the most likely to receive other support such as meals (in 70% of support periods) and laundry or shower facilities (in around 67% of support periods). They also received proportionally more health and medical services than other client groups—in 14% of support periods for males under 25 and in 24% of support periods for older males.

However, unaccompanied males 25 years and over, with the greatest number of support periods of any client group, also stood out as having relatively few services provided in many categories (Table 4.5). These included financial assistance or material aid (provided in only 18% of their support periods) and assistance to obtain short-term accommodation or independent housing (provided in 4% and 3% of support periods, respectively). Overall this group also received relatively little counselling, provided in just under 17% of all their support periods, with family or relationship counselling (provided in 2%) and emotional support (16%) being provided much less frequently for older solo males than for any other group.

Financial or employment services were provided relatively often to couples (with or without children), females with children, and males with children (in 53%, 52%, 46% and 58% of support periods, respectively). Males with children, although numerically a small group, were proportionally the most likely to receive financial or material assistance (in 50% of their support periods). Females with children and solo females 25 years and over were the most likely to receive domestic violence counselling (in 27% and 18% of their support periods, respectively) and emotional support (in 60% and 55% of support periods, respectively).

Table 4.6 shows the support services provided to children who accompanied clients, broken down by client group. Children accompanied clients (parents or guardians) to SAAP agencies in 4,850 support periods, with an average 2.2 children accompanying a client during a support period. If each child were to be considered a client in his or her own right, this would equate to 11,450 support periods (termed here 'accompanying child visits'). Eighty-six per cent of these visits occurred when females presented with children at a SAAP agency and 11% occurred when couples with children presented. The most common specified service provided to children was counselling, which was provided in 27% of support periods with accompanying children. Child care and kindergarten or school liaison services were provided in around one-fifth of support periods with children.

## 4.1 Tables

Table 4.1: SAAP closed support periods: length of support by client group, Queensland, 1999–2000 (per cent)

Length of support	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	10.6	15.0	15.6	29.2	29.5	17.3	21.4	14.3	17.1	15.9	3,600
1 day	14.7	14.7	13.2	11.7	7.6	1.6	7.1	9.7	14.1	12.8	2,900
2 days	8.8	9.6	6.2	7.1	3.6	1.2	2.2	7.0	3.8	7.9	1,800
3 days	6.2	7.6	3.9	5.3	2.2	3.3	2.7	5.3	5.3	6.0	1,350
4 days	4.5	4.6	3.1	3.5	3.3	0.6	1.8	2.6	5.5	3.8	850
5 days	3.5	3.6	2.6	2.2	2.4	0.8	1.7	2.5	1.4	3.0	700
6 days	3.5	3.7	2.5	2.1	3.8	0.6	0.8	2.6	0.0	3.0	700
7 days	3.3	3.5	2.3	2.6	2.4	2.9	0.7	2.3	2.9	3.0	650
>1–2 weeks	12.9	14.0	10.6	7.8	4.9	6.5	5.1	9.3	8.0	11.5	2,600
>2–4 weeks	9.8	9.6	10.1	7.0	3.0	4.3	6.7	10.2	4.1	9.3	2,100
>4–13 weeks	14.9	10.8	17.6	13.1	16.4	26.1	24.2	18.0	8.9	14.5	3,300
>13–26 weeks	4.1	2.3	6.6	4.4	13.6	20.6	18.7	9.6	18.7	5.5	1,250
>26–52 weeks	2.2	0.8	3.6	2.2	6.7	8.3	6.9	4.1	2.6	2.5	550
>52 weeks	0.9	0.2	2.2	1.8	0.6	6.0	—	2.5	7.7	1.3	300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>18.1</b>	<b>35.6</b>	<b>13.1</b>	<b>9.7</b>	<b>1.7</b>	<b>2.4</b>	<b>0.7</b>	<b>18.3</b>	<b>0.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>4,100</b>	<b>8,100</b>	<b>2,950</b>	<b>2,200</b>	<b>400</b>	<b>550</b>	<b>150</b>	<b>4,150</b>	<b>100</b>	<b>..</b>	<b>22,700</b>
<b>Mean length (days)</b>	<b>27</b>	<b>17</b>	<b>43</b>	<b>41</b>	<b>47</b>	<b>95</b>	<b>58</b>	<b>51</b>	<b>74</b>	<b>..</b>	<b>35</b>
<b>Median length (days)</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>55</b>	<b>28</b>	<b>10</b>	<b>8</b>	<b>..</b>	<b>7</b>

### Notes

1. Number excluded due to errors (weighted): 82.
2. Number excluded due to omissions (weighted): 410.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

**Table 4.2: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Queensland, 1999–2000 (per cent)**

Length of accommodation	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	19.2	18.4	20.2	19.9	17.8	1.3	9.1	13.7	15.7	17.6	2,800
2 days	10.7	11.5	9.5	11.6	6.1	2.7	5.7	10.0	7.1	10.6	1,700
3 days	8.5	9.2	5.8	8.6	3.3	0.9	3.4	7.5	9.9	8.1	1,300
4 days	5.4	5.7	5.6	6.0	2.0	0.5	3.4	3.5	2.6	5.1	800
5 days	4.7	4.5	3.7	4.1	5.4	1.4	—	3.4	2.6	4.1	650
6 days	4.6	4.5	4.1	3.6	7.6	0.4	—	3.5	—	4.1	650
7 days	4.4	4.3	2.9	4.1	5.2	3.0	2.7	3.1	5.4	3.9	600
>1–2 weeks	16.0	17.0	15.7	13.1	10.0	9.2	4.0	12.0	13.2	15.2	2,400
>2–4 weeks	11.7	10.7	11.7	10.7	1.9	5.4	9.9	12.6	2.6	11.1	1,750
>4–13 weeks	11.0	11.2	13.7	15.5	28.4	33.5	31.4	19.1	17.6	13.8	2,200
>13–26 weeks	2.1	2.2	3.7	1.7	6.0	25.2	18.6	7.8	8.3	3.9	600
>26–52 weeks	1.2	0.7	2.5	0.9	6.3	11.6	11.9	3.2	9.9	1.8	300
>52 weeks	0.3	0.2	0.9	0.2	—	4.7	—	0.7	5.1	0.5	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>19.6</b>	<b>40.6</b>	<b>11.5</b>	<b>7.3</b>	<b>0.8</b>	<b>2.1</b>	<b>0.6</b>	<b>17.1</b>	<b>0.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>3,100</b>	<b>6,450</b>	<b>1,850</b>	<b>1,150</b>	<b>150</b>	<b>350</b>	<b>100</b>	<b>2,700</b>	<b>50</b>	<b>..</b>	<b>15,900</b>
<b>Mean length (days)</b>	<b>19</b>	<b>17</b>	<b>27</b>	<b>22</b>	<b>39</b>	<b>109</b>	<b>71</b>	<b>37</b>	<b>77</b>	<b>..</b>	<b>27</b>
<b>Median length (days)</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>77</b>	<b>57</b>	<b>10</b>	<b>9</b>	<b>..</b>	<b>8</b>

*Notes*

1. Number excluded due to errors (weighted): 116.
2. Number excluded due to omissions (weighted): 566.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection

**Table 4.3: SAAP closed support periods in which clients were accommodated: total length of accommodation, by accommodation provided, Queensland, 1999–2000 (per cent)**

Length of accommodation	Crisis/ short-term accommodation	Medium-/ long-term accommodation	Other SAAP	Unknown	Total	
					%	Number
1 day	20.9	1.2	8.5	15.8	19.9	3,200
2 days	9.7	1.2	2.1	2.6	9.2	1,500
3 days	7.5	0.4	6.4	5.3	7.2	1,150
4 days	5.5	0.9	—	7.9	5.3	850
5 days	4.2	0.7	—	7.9	4.1	650
6 days	4.3	0.8	—	2.6	4.1	650
7 days	4.0	1.1	—	2.6	3.8	600
>1–2 weeks	15.9	5.7	10.6	10.5	15.3	2,500
>2–4 weeks	11.4	9.2	8.5	13.2	11.2	1,800
>4–13 weeks	13.0	32.9	21.3	28.9	13.9	2,250
>13–26 weeks	2.6	23.6	17.0	2.6	3.7	600
>26–52 weeks	0.9	16.1	14.9	—	1.7	300
>52 weeks	0.1	6.3	10.6	—	0.4	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>94.7</b>	<b>5.1</b>	<b>0.3</b>	<b>0.3</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>15,300</b>	<b>800</b>	<b>50</b>	<b>50</b>	<b>..</b>	<b>16,150</b>
<b>Mean length (days)</b>	<b>19</b>	<b>134</b>	<b>194</b>	<b>23</b>	<b>..</b>	<b>24</b>
<b>Median length (days)</b>	<b>6</b>	<b>84</b>	<b>68</b>	<b>11</b>	<b>..</b>	<b>7</b>

*Notes*

1. Number excluded due to errors (weighted): 52.
2. Number excluded due to omissions (weighted): 380.
3. Clients were able to be accommodated on more than one occasion in each support period, so percentages across types of accommodation provided do not total 100.
4. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection

**Table 4.4: SAAP clients: total number of support periods by age of client and gender, Queensland, 1999–2000 (per cent)**

	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
<b>Total number of support periods</b>	<b>Male clients</b>								
								<b>%</b>	<b>Number</b>
1	61.4	57.7	61.8	60.0	54.5	53.6	66.8	56.4	4,650
2	20.0	20.7	19.3	19.9	19.9	21.6	14.2	20.1	1,650
3	7.8	8.0	9.4	9.5	10.3	9.4	9.0	9.6	800
4	3.8	5.2	4.9	4.2	6.1	5.2	3.3	5.4	450
5	2.6	3.1	2.0	2.9	3.3	3.0	1.3	3.0	250
6+	4.5	5.4	2.6	3.4	5.9	7.2	5.4	5.5	450
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>2.3</b>	<b>10.9</b>	<b>7.1</b>	<b>13.8</b>	<b>47.1</b>	<b>16.6</b>	<b>2.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>200</b>	<b>900</b>	<b>600</b>	<b>1,150</b>	<b>3,900</b>	<b>1,400</b>	<b>200</b>	<b>..</b>	<b>8,300</b>
<b>Mean number of support periods</b>	<b>1.90</b>	<b>2.06</b>	<b>1.77</b>	<b>1.91</b>	<b>2.17</b>	<b>2.22</b>	<b>1.83</b>	<b>..</b>	<b>2.11</b>
<b>Per 10,000 population</b>	<b>14</b>	<b>112</b>	<b>114</b>	<b>89</b>	<b>73</b>	<b>35</b>	<b>10</b>	<b>..</b>	<b>55</b>
<b>Total number of support periods</b>	<b>Female clients</b>								
1	64.7	60.2	67.1	67.3	68.0	74.4	79.6	67.3	5,100
2	22.0	20.0	19.6	19.8	19.1	15.9	2.6	19.1	1,450
3	5.3	10.2	8.0	7.4	7.0	5.9	17.8	7.5	550
4	4.6	4.0	2.2	3.4	3.1	1.6	—	3.1	250
5	0.5	1.7	0.8	1.0	1.5	1.3	—	1.3	100
6+	2.9	3.9	2.3	1.0	1.3	1.0	—	1.7	150
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>2.9</b>	<b>13.0</b>	<b>9.0</b>	<b>16.7</b>	<b>49.6</b>	<b>8.1</b>	<b>0.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>200</b>	<b>1,000</b>	<b>700</b>	<b>1,250</b>	<b>3,750</b>	<b>600</b>	<b>50</b>	<b>..</b>	<b>7,600</b>
<b>Mean number of support periods</b>	<b>1.72</b>	<b>1.89</b>	<b>1.60</b>	<b>1.56</b>	<b>1.56</b>	<b>1.48</b>	<b>1.38</b>	<b>..</b>	<b>1.60</b>
<b>Per 10,000 population</b>	<b>18</b>	<b>130</b>	<b>140</b>	<b>102</b>	<b>71</b>	<b>16</b>	<b>2</b>	<b>..</b>	<b>50</b>
<b>Total number of support periods</b>	<b>All clients</b>								
1	63.2	59.0	64.7	63.9	61.1	60.0	69.2	61.6	9,800
2	21.1	20.3	19.5	19.9	19.5	19.8	12.1	19.6	3,100
3	6.4	9.2	8.6	8.4	8.7	8.3	10.6	8.6	1,350
4	4.3	4.6	3.4	3.8	4.6	4.1	2.7	4.3	700
5	1.4	2.3	1.3	1.9	2.4	2.5	1.1	2.2	350
6+	3.6	4.6	2.4	2.2	3.6	5.3	4.4	3.7	600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>2.6</b>	<b>11.9</b>	<b>8.1</b>	<b>15.2</b>	<b>48.3</b>	<b>12.5</b>	<b>1.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>400</b>	<b>1,900</b>	<b>1,300</b>	<b>2,400</b>	<b>7,700</b>	<b>2,000</b>	<b>200</b>	<b>..</b>	<b>15,900</b>
<b>Mean number of support periods</b>	<b>1.80</b>	<b>1.97</b>	<b>1.68</b>	<b>1.73</b>	<b>1.87</b>	<b>1.99</b>	<b>1.75</b>	<b>..</b>	<b>1.87</b>
<b>Per 10,000 population</b>	<b>16</b>	<b>122</b>	<b>127</b>	<b>96</b>	<b>72</b>	<b>26</b>	<b>6</b>	<b>..</b>	<b>53</b>

*Notes*

1. Number excluded due to errors (weighted): 1.
2. Number excluded due to omissions (weighted): 152.
3. Numbers of clients include all clients that ever visited SAAP agencies in Queensland. Some of the support periods for these clients may have been at agencies in another jurisdiction.
4. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become clients of SAAP. The rate is estimated by comparing the number of SAAP clients over with the estimated resident population in the designated age group as at 30 June 1999. For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2000a

**Table 4.5: SAAP support periods: support services provided to client by client group, Queensland, 1999–2000 (per cent)**

Support services provided	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
<b>Housing/accommodation</b>	<b>83.8</b>	<b>85.9</b>	<b>74.1</b>	<b>62.8</b>	<b>56.9</b>	<b>65.0</b>	<b>62.5</b>	<b>71.0</b>	<b>61.5</b>	<b>77.3</b>
SAAP/CAP accommodation	79.2	84.3	65.6	57.6	41.7	55.5	51.1	65.7	55.6	72.6
Assistance to obtain short-term accommodation	10.1	3.6	10.5	9.9	16.3	10.4	15.3	10.7	10.6	8.3
Assistance to obtain independent housing	11.3	3.3	14.5	10.8	17.8	20.3	18.2	17.3	12.8	10.7
<b>Financial/employment</b>	<b>31.1</b>	<b>21.1</b>	<b>35.3</b>	<b>44.6</b>	<b>51.8</b>	<b>53.1</b>	<b>58.3</b>	<b>45.5</b>	<b>34.3</b>	<b>33.9</b>
Assistance to obtain government payment	6.6	1.6	7.6	6.6	5.2	4.2	6.9	10.5	19.6	5.8
Employment/training assistance	6.6	0.8	5.4	1.6	2.3	2.5	1.2	2.6	9.2	3.0
Financial assistance/material aid	22.2	17.5	27.0	41.4	44.6	42.7	50.3	38.9	26.9	27.8
Financial counselling	9.4	6.1	8.9	5.1	13.7	22.0	28.5	9.7	10.9	8.7
<b>Counselling</b>	<b>38.2</b>	<b>16.7</b>	<b>52.3</b>	<b>59.1</b>	<b>41.3</b>	<b>35.7</b>	<b>51.8</b>	<b>66.4</b>	<b>44.0</b>	<b>40.4</b>
Incest/sexual abuse	0.8	0.1	2.1	2.7	0.3	0.5	—	1.5	—	1.0
Domestic violence counselling	1.0	0.2	4.1	17.8	4.0	3.2	3.9	26.9	10.6	8.0
Family/relationship counselling and support	11.4	1.8	18.9	13.1	15.8	14.3	23.9	19.5	21.7	11.3
Emotional support/other	35.6	16.1	47.4	54.5	40.1	33.6	45.9	60.3	40.8	37.3
<b>General support/advocacy</b>	<b>71.8</b>	<b>63.2</b>	<b>68.0</b>	<b>63.4</b>	<b>60.3</b>	<b>76.4</b>	<b>76.3</b>	<b>69.9</b>	<b>63.5</b>	<b>67.3</b>
Living skills/personal development	34.2	11.0	33.1	13.5	16.6	15.5	14.8	14.4	25.4	19.2
Assistance with legal issues/court support	6.3	0.8	5.7	12.7	3.4	3.7	6.4	14.8	9.1	6.5
Advice/information	56.1	41.9	54.3	54.1	51.4	72.2	73.5	60.7	56.9	52.5
Retrieval/storage/removal of personal belongings	24.2	33.7	16.1	11.5	15.3	6.7	8.0	11.3	13.6	21.6
Advocacy/liaison on behalf of client	26.1	15.9	26.0	23.6	30.1	26.1	32.1	32.0	25.0	23.7
<b>Specialist services</b>	<b>21.6</b>	<b>28.5</b>	<b>19.6</b>	<b>20.0</b>	<b>18.4</b>	<b>9.3</b>	<b>8.9</b>	<b>23.0</b>	<b>18.5</b>	<b>23.1</b>
Psychological services	1.3	0.4	0.8	0.9	—	—	—	0.5	—	0.6
Psychiatric services	1.2	2.7	0.6	1.1	—	0.1	—	0.4	1.6	1.4
Pregnancy support	0.1	—	4.1	1.2	9.6	2.0	—	3.1	7.3	1.5
Family planning support	0.6	—	1.8	0.3	1.1	1.2	—	1.1	1.0	0.7
Drug/alcohol support/rehabilitation	7.7	6.2	5.2	4.0	2.1	1.5	3.5	2.0	2.2	5.0
Physical disability services	0.3	0.3	—	0.3	—	0.5	—	0.7	3.1	0.3
Intellectual disability services	0.2	—	0.3	0.1	0.6	0.2	—	0.1	2.0	0.1
Culturally appropriate support	2.7	0.3	2.0	7.3	2.6	3.2	2.1	10.5	1.3	3.8
Interpreter services	0.2	0.1	0.3	1.6	0.5	—	—	1.8	—	0.6
Health/medical services	13.6	24.2	10.9	9.0	6.4	3.4	4.8	9.9	10.3	15.1
<b>Other support</b>	<b>79.0</b>	<b>72.3</b>	<b>70.2</b>	<b>62.1</b>	<b>39.4</b>	<b>36.1</b>	<b>39.5</b>	<b>63.2</b>	<b>59.3</b>	<b>68.1</b>
Meals	69.5	70.1	54.5	47.7	21.0	11.1	17.8	38.1	41.3	55.8
Laundry/shower facilities	67.7	66.8	53.1	45.5	15.0	5.4	11.1	34.4	34.0	52.9
Recreation	54.1	41.6	41.6	27.9	9.7	5.5	9.3	21.7	19.0	36.3
Transport	45.3	15.1	52.8	40.1	27.7	21.1	22.0	49.6	37.8	35.0
Brokerage services	1.2	0.7	1.4	1.6	1.9	1.2	2.8	1.5	—	1.2
Other	13.6	6.2	9.7	6.5	3.6	9.1	8.5	12.5	3.7	9.3
<b>Total (number)</b>	<b>4,500</b>	<b>8,600</b>	<b>3,350</b>	<b>2,350</b>	<b>450</b>	<b>1,000</b>	<b>250</b>	<b>5,050</b>	<b>100</b>	<b>25,600</b>

*Notes*

1. Number excluded due to errors (weighted): 105.
2. Number excluded due to omissions (weighted): 426.
3. Clients were able to receive multiple services, so percentages do not total 100.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

**Table 4.6: SAAP support periods with assisted children: support services provided to accompanying children by client group, Queensland, 1999–2000 (per cent)**

Support services provided to accompanying children	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Counselling	6.4	12.8	29.1	14.3	26.5	1,300
Child care, kindergarten/school liaison	5.9	9.6	23.1	28.6	21.1	1,000
Access arrangements	0.7	1.3	1.9	14.3	1.8	100
Other	16.9	17.9	33.7	42.9	31.7	1,550
<b>Summary totals</b>						
Total support periods (%)	9.1	3.5	87.3	0.2	100.0	..
Total support periods (number)	450	150	4,250	<25	..	4,850
Total accompanying child visits (%)	10.5	3.5	85.9	0.1	100.0	..
Total accompanying child visits (number)	1,200	400	9,800	<25	..	11,450
Mean number of assisted children per support period with assisted children	2.5	2.0	2.2	1.9	..	2.2

*Notes*

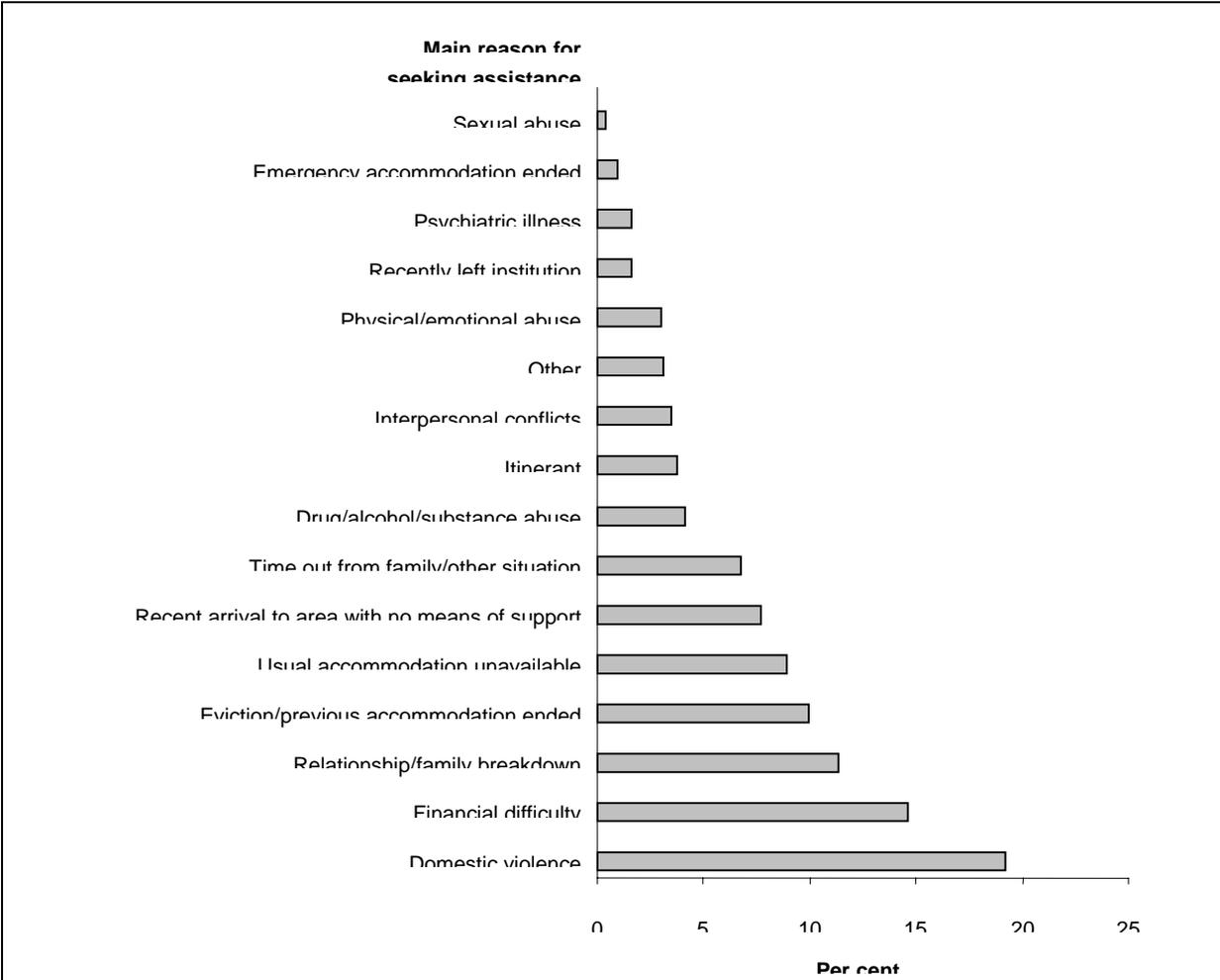
1. Number excluded due to errors (weighted): 31 (support periods).
2. Number excluded due to omissions (weighted): 163 (support periods).
3. Figures in this table (excluding those on accompanying child visits) exclude high-volume records because not all items were included on the high-volume form.
4. 'Accompanying child visits' includes support periods at high-volume agencies. These accounted for only a very small proportion of such visits.
5. Accompanying children were able to receive multiple services, so percentages do not total 100. Moreover, in addition to the services listed in this table accompanying children may have been accommodated during a support period.
6. An accompanying child may be counted in more than one support period, so the total number of accompanying child visits does not equal the actual number of accompanying children assisted.
7. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
8. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection



# 5 Reasons for seeking support

In addition to recording the support provided to clients, the SAAP Client Collection collects information on the reasons, including the main reason, clients seek assistance at SAAP agencies. Overall, as Figure 5.1 shows, in 1999–2000 the main reason most commonly given for seeking assistance was domestic violence (19%) followed by financial difficulties (15%), relationship or family breakdown (11%) and eviction or previous accommodation ended (10%).



Source: Table 5.1

**Figure 5.1: Main reason for seeking assistance, Queensland, 1999–2000 (per cent SAAP support periods)**

In 47% of support periods for females alone aged 25 and over and in 53% for females with children, assistance was sought primarily because of domestic violence (Table 5.1). For unaccompanied males and females under the age of 25, the main reason most commonly given for seeking assistance was relationship or family breakdown, in 17% and 23% of support periods, respectively. Financial difficulty was most commonly cited as the main

reason for seeking assistance by solo males 25 years and over (in 31% of their support periods), by couples without children (19%) and by males with children (24%). Couples with children most often sought assistance primarily because of eviction or the ending of their previous accommodation (in 29% of support periods).

Table 5.2 shows the services that clients required and the main reason for seeking assistance. In all six of the broad service categories the main reason given for seeking assistance was domestic violence—between 19% and 32% of support periods, depending on the category. In all categories except counselling and specialist services, the next most commonly given main reason for seeking assistance was financial difficulty. However, among clients requiring counselling or specialist services, the second most common main reason given for seeking assistance, after domestic violence, was relationship or family breakdown (in 14% and 11% of support periods, respectively).

## 5.1 Tables

**Table 5.1: SAAP support periods: main reason for seeking assistance by client group, Queensland, 1999–2000 (per cent)**

Main reason for seeking assistance	Male alone under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	13.2	12.8	7.8	2.6	19.9	10.6	14.0	3.5	14.8	8.9
Time out from family/other situation	11.0	4.7	11.3	4.0	8.6	5.3	5.6	4.0	8.0	6.7
Relationship/family breakdown	16.9	5.6	22.6	9.8	11.2	5.4	16.1	7.5	14.7	11.3
Interpersonal conflicts	5.8	2.1	6.6	2.0	3.5	3.4	2.2	2.0	2.3	3.5
Physical/emotional abuse	1.0	0.2	3.1	3.7	—	0.3	—	7.6	2.4	3.0
Domestic violence	0.5	0.3	8.8	47.1	5.2	1.4	3.3	52.8	13.1	19.2
Sexual abuse	—	—	1.4	0.3	0.7	0.2	—	0.5	—	0.4
Financial difficulty	10.7	30.7	4.3	8.7	18.7	22.4	23.7	7.6	17.2	14.6
Eviction/previous accommodation ended	14.6	4.3	13.5	4.7	12.9	29.0	17.8	7.7	6.8	9.9
Drug/alcohol/substance abuse	3.0	10.6	2.7	2.7	0.5	1.3	1.9	0.5	—	4.1
Emergency accommodation ended	1.6	0.3	1.7	0.8	0.5	—	0.8	0.7	—	0.9
Recently left institution	3.5	2.3	1.4	1.2	—	0.8	1.6	0.1	—	1.6
Psychiatric illness	1.1	4.4	0.5	1.4	2.2	—	0.7	0.1	—	1.6
Recent arrival to area with no means of support	7.6	13.5	4.7	5.1	9.2	15.8	8.4	2.9	10.9	7.7
Itinerant	3.8	7.5	3.4	2.1	3.2	2.1	0.9	1.0	—	3.7
Other	5.7	0.6	6.3	3.8	3.9	2.1	2.9	1.4	9.7	3.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>18.1</b>	<b>24.8</b>	<b>15.2</b>	<b>9.6</b>	<b>1.5</b>	<b>4.7</b>	<b>1.0</b>	<b>24.6</b>	<b>0.4</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,300</b>	<b>4,500</b>	<b>2,750</b>	<b>1,750</b>	<b>300</b>	<b>850</b>	<b>200</b>	<b>4,450</b>	<b>100</b>	<b>18,200</b>

### Notes

1. Number excluded due to errors (weighted): 170.
2. Number excluded due to omissions (weighted): 2,177.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

**Table 5.2: SAAP support periods: main reason for seeking assistance by support needed, Queensland, 1999–2000 (per cent)**

Main reason for seeking assistance	Support periods with type of service needed						All support periods	
	Housing/ accommodation	Financial/ employment	Counseling	General support/ advocacy	Specialist services	Other support	%	Number
Usual accommodation unavailable	10.0	6.6	5.0	8.0	7.2	8.6	9.0	
Time out from family/other situation	7.0	4.8	6.8	5.7	4.6	6.5	6.8	1,250
Relationship/family breakdown	10.6	11.9	14.0	12.3	11.3	10.2	11.3	2,100
Interpersonal conflicts	2.9	3.4	4.4	4.0	3.7	3.4	3.5	650
Physical/emotional abuse	2.1	4.1	5.2	2.8	2.8	3.4	3.0	550
Domestic violence	19.3	25.7	32.1	21.2	28.4	22.0	19.2	3,550
Sexual abuse	0.4	0.4	0.8	0.4	0.4	0.4	0.4	50
Financial difficulty	14.1	16.3	9.7	15.4	10.9	14.5	14.5	2,700
Eviction/previous accommodation ended	10.3	10.6	8.8	11.0	8.1	9.6	9.9	1,850
Drug/alcohol/substance abuse	4.4	2.1	2.5	4.1	8.2	4.3	4.0	750
Emergency accommodation ended	1.0	1.0	0.9	1.0	0.8	0.9	0.9	150
Recently left institution	1.8	1.2	0.9	1.4	1.9	1.7	1.6	300
Psychiatric illness	1.7	0.6	0.6	1.2	2.8	1.2	1.5	300
Recent arrival to area with no means of support	8.5	6.9	3.5	6.0	4.2	7.4	7.6	1,400
Itinerant	4.0	2.6	1.9	2.4	2.4	2.7	3.6	700
Other	2.0	1.9	3.0	3.1	2.3	3.1	3.1	600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>85.5</b>	<b>38.2</b>	<b>46.1</b>	<b>66.0</b>	<b>27.6</b>	<b>68.6</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>15,900</b>	<b>7,100</b>	<b>8,550</b>	<b>12,250</b>	<b>5,150</b>	<b>12,750</b>	<b>..</b>	<b>18,600</b>

*Notes*

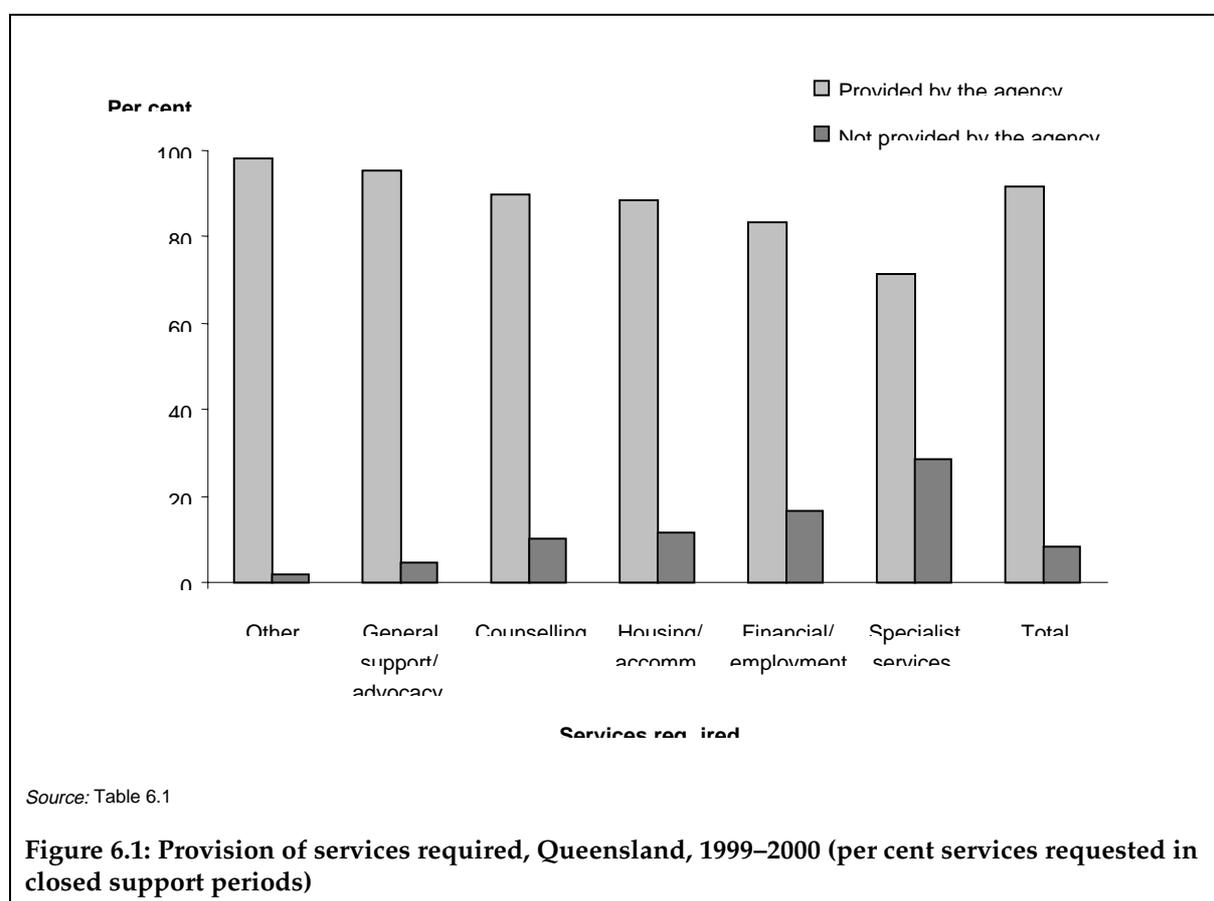
1. Number excluded due to errors (weighted): 66.
2. Number excluded due to omissions (weighted): 1,879.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Clients were able to receive multiple services, so percentages across service types do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection

# 6 Meeting the needs of clients

The extent of agencies' abilities to meet the needs of their clients can indicate both the success of the Supported Accommodation Assistance Program and where improvements are needed. This section focuses on the needs of clients who received support and/or accommodation from SAAP agencies. Potential clients who were turned away and so did not receive any services are not included; this topic will be covered in a separate publication to be released later in 2001.

It is only after a client has stopped receiving support from an agency that we can examine whether their needs were or were not met. It is for this reason that only closed support periods are included when examining service provision. In Queensland, over 1999–2000 there were an estimated 23,250 closed support periods (Table 6.1).<sup>1</sup>



In any one support period a client may request many services. Some of these services may be able to be provided by an agency, and some may not. Of those that cannot be provided, some may be referred on, but for some services it may not be possible to either provide the

<sup>1</sup> The total number of closed support periods in Table 6.1 differs from the number given in Table 4.1 because there are no missing values and the estimate does not rely on client consent (see Appendix A1.2.1).

service or to refer the client on. Table 6.1 summarises support periods in which services were required by the client, and how these needs were provided for.

Within the 23,250 closed support periods in 1999–2000, it is estimated that clients identified a need for 129,000 services (Table 6.1). Nearly 92% of these services were provided directly by the SAAP agency to some extent. In addition to this, agencies were able to refer clients to other services in a further 4% of cases. Consequently, 95% of expressed needs (or around 123,000) were met either through direct provision or referral.

As illustrated in Figure 6.1, requests for support were met through direct provision in over 70% of cases for all service groups. In particular, ‘other’ forms of support services such as meals and shower facilities were provided in an overwhelming majority of cases (98% of all such requested services were provided), as was the case too with general support and advocacy services (provided in 95% of cases). Perhaps not surprisingly, specialist services were in general the least likely to be provided by agencies (not provided in 29% of instances), with 13% of all requested specialist services being neither provided nor referred on to other organisations (Table 6.1).

Housing and accommodation services were needed in 18,350 (or 79%) of the 23,250 closed support periods. Some clients had more than one housing-related need, resulting in a total of 23,700 requests for services in this area. In 89% of instances, housing or accommodation services were provided when requested within a support period, and a further 4% of housing needs were met through referral. More specifically, with respect to requests for SAAP or CAP accommodation, in 96% of cases accommodation was provided, with an additional 2% of requests being referred on. It appeared somewhat more difficult to provide assistance for clients to obtain independent housing: only 65% of requested services were provided and a large 22% could neither be provided nor referred on (Table 6.1).

A total of 11,100 services involving financial and employment matters were needed across 8,100 closed support periods. Eighty-three per cent of these services were provided to clients to some extent and a further 9% were referred on. Although provision of financial assistance or material aid and of financial counselling was relatively high (provided in 90% and 86% of support periods in which they were requested, respectively), provision of employment and training assistance occurred in only 56% of the support periods in which it was sought. However, in a further 23% of cases clients were referred on to other organisations for this type of assistance (Table 6.1).

While a high percentage of requested services are met directly by service providers, an inability to provide any one service can be of significance to clients, so agencies’ abilities to refer clients on assume some importance. Some support services that generally could not be provided directly by agencies had a better chance than others of being referred on. Incest and sexual assault counselling, for example, could not be provided directly in 45% of the 500 support periods in which it was needed, but in two-thirds of these cases the agency was able to refer the client on. Other support services that agencies were frequently unable to provide to clients, but which they were often able to refer clients on, included: assistance with legal issues (not provided in 26% of cases when it was needed but referred on in 16%); interpreter services (not provided in 26% of cases but referred on in 19%); and family planning support (not provided in 35% of cases but referred on in 22%) (Table 6.1).

## 6.1 Unmet needs

While 95% of expressed needs were met through either direct provision or referral, there were 6,000 requests for services that had neither been provided nor referred on by the end of support (Table 6.1). These unmet needs were spread across some 3,050 closed support periods, so that about 13% of support periods had at least one need remaining unmet when they ended (Table 6.2). Across all client groups the most common forms of support that

could be neither provided nor referred on were housing and accommodation services (accounting for 27% of total unmet needs) and specialist services (20% of unmet needs).

As mentioned above, of the 9,250 specialist services required, some 13% (1,200) were neither provided nor referred on (Table 6.1). Numerically, the most significant service that agencies were unable to either provide or refer on was in the area of drug and alcohol support or rehabilitation. This service was requested in 1,850 instances, but for 26% of these (nearly 500 cases) it could be neither provided nor referred on. Psychiatric assistance was another area of relatively high unmet need, with 700 cases of this support being requested but with agencies unable to either provide for this need or refer on in 30% (around 200) of these cases.

Males with children had a proportionally high level of unmet needs. For this relatively small client group (with 150 closed support periods), around one-third of support periods ended with at least one need remaining unmet (Table 6.2). Solo females also had relatively high levels of unmet needs, with 18% of support periods ending with at least one need remaining unmet—that is, 950 support periods out of a total of 5,250 had a remaining unmet need. Unaccompanied males had relatively few unmet needs, accounting for just 35% of all unmet needs compared with 54% of all support periods. However, in absolute terms they accounted for the largest number (1,300) of support periods with unmet needs.

Among the three large client groups—unaccompanied males, unaccompanied females and females with children—solo males had the highest proportion of unmet needs in any one area, with needs for specialist services accounting for 30% of their unmet needs. For the two other groups the highest proportion of unmet needs was for housing or accommodation (24% and 28%, respectively). Among the smaller groups, housing and accommodation services contributed the greatest proportion of unmet needs. In particular, by the end of their support males with children still had over 60% of their needs for housing or accommodation remaining unmet.

## 6.2 Tables

Table 6.1: SAAP services required in closed support periods, by provision, Queensland, 1999–2000 (per cent services required)

Type of service required	Not provided			Provided			Total	Number of times service required	Number of closed support periods
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
<b>Housing/accommodation</b>	<b>6.9</b>	<b>4.4</b>	<b>11.3</b>	<b>83.6</b>	<b>5.0</b>	<b>88.6</b>	<b>100.0</b>	<b>23,700</b>	<b>18,350</b>
SAAP/CAP accommodation	2.7	1.7	4.4	94.0	1.5	95.5	100.0	17,200	17,200
Assist. to obtain short-term accommodation	13.8	9.7	23.5	64.4	12.1	76.5	100.0	3,000	3,000
Assist. to obtain independent housing	21.6	13.4	35.0	48.7	16.3	65.0	100.0	3,450	3,450
<b>Financial/employment</b>	<b>7.9</b>	<b>8.8</b>	<b>16.7</b>	<b>72.8</b>	<b>10.5</b>	<b>83.3</b>	<b>100.0</b>	<b>11,100</b>	<b>8,100</b>
Assist. to obtain benefit/pension	13.7	14.3	28.0	55.7	16.4	72.1	100.0	1,650	1,650
Employment and training assistance	21.6	22.8	44.4	42.1	13.5	55.6	100.0	1,050	1,050
Financial assistance/material aid	3.7	6.5	10.2	79.9	9.8	89.7	100.0	6,400	6,400
Financial counselling	9.4	4.6	14.0	79.7	6.3	86.0	100.0	2,050	2,050
<b>Counselling</b>	<b>5.5</b>	<b>4.5</b>	<b>10.0</b>	<b>83.0</b>	<b>7.0</b>	<b>90.0</b>	<b>100.0</b>	<b>13,950</b>	<b>9,100</b>
Incest/sexual assault counselling	14.9	29.6	44.5	40.6	14.9	55.5	100.0	500	500
Domestic violence counselling	8.0	10.2	18.2	71.5	10.3	81.8	100.0	2,300	2,300
Family/relationship counselling	8.4	5.8	14.2	75.0	10.8	85.8	100.0	3,050	3,050
Other counselling	3.1	0.9	4.0	91.8	4.2	96.0	100.0	8,100	8,100
<b>General support/advocacy</b>	<b>3.0</b>	<b>1.6</b>	<b>4.6</b>	<b>89.2</b>	<b>6.2</b>	<b>95.4</b>	<b>100.0</b>	<b>26,750</b>	<b>14,500</b>
Living skills/personal development	6.9	1.5	8.4	88.8	2.9	91.7	100.0	4,150	4,150
Assistance with legal issues	9.7	15.8	25.5	56.1	18.4	74.5	100.0	1,700	1,700
Information	1.3	0.2	1.5	91.9	6.6	98.5	100.0	11,150	11,150
Retrieval/storage/removal of belongings	2.4	0.8	3.2	95.8	1.0	96.8	100.0	4,650	4,650
Advocacy/liaison on behalf of client	1.9	0.8	2.7	88.5	8.9	97.4	100.0	5,150	5,150
<b>Specialist services</b>	<b>13.0</b>	<b>15.5</b>	<b>28.5</b>	<b>59.5</b>	<b>12.0</b>	<b>71.5</b>	<b>100.0</b>	<b>9,250</b>	<b>6,800</b>
Psychological services	24.2	35.6	59.8	27.0	13.2	40.2	100.0	300	300
Psychiatric services	30.0	27.0	57.0	33.4	9.6	43.0	100.0	700	700
Pregnancy support	7.6	13.0	20.6	60.7	18.6	79.3	100.0	400	400
Family planning support	12.8	21.9	34.7	45.9	19.4	65.3	100.0	200	200
Drug/alcohol support or rehabilitation	26.0	12.6	38.6	48.5	12.9	61.4	100.0	1,850	1,850
Physical disability services	17.9	9.4	27.3	64.2	8.5	72.7	100.0	100	100
Intellectual disability services	39.7	27.0	66.7	15.9	17.5	33.4	100.0	50	50
Culturally appropriate support	2.9	2.9	5.8	84.9	9.4	94.3	100.0	1,200	1,200
Interpreter services	6.8	19.2	26.0	47.9	26.0	73.9	100.0	150	150
Health/medical services	6.8	16.6	23.4	65.5	11.1	76.6	100.0	4,300	4,300
<b>Other</b>	<b>1.6</b>	<b>0.4</b>	<b>2.0</b>	<b>96.9</b>	<b>1.1</b>	<b>98.0</b>	<b>100.0</b>	<b>44,300</b>	<b>16,050</b>
Meals	1.1	0.6	1.7	97.3	1.1	98.4	100.0	13,700	13,700
Laundry/shower facilities	1.2	0.1	1.3	98.2	0.4	98.6	100.0	12,800	12,800
Recreation	1.8	0.3	2.1	97.3	0.6	97.9	100.0	7,850	7,850
Transport	2.5	0.5	3.0	95.8	1.2	97.0	100.0	7,850	7,850
Brokerage services	3.7	1.6	5.3	78.4	16.3	94.7	100.0	250	250
Other	3.5	1.8	5.3	89.2	5.4	94.6	100.0	1,850	1,850
<b>Total (%)</b>	<b>4.6</b>	<b>3.7</b>	<b>8.3</b>	<b>86.6</b>	<b>5.1</b>	<b>91.7</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>6,000</b>	<b>4,700</b>	<b>10,700</b>	<b>111,700</b>	<b>6,600</b>	<b>118,300</b>	<b>..</b>	<b>129,000</b>	<b>23,250</b>

### Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. In groups of service types, a client may require more than one type of service within the grouping. Percentages for broad groupings relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

**Table 6.2: SAAP assistance identified by the client as being needed in closed support periods but that was neither provided nor referred on, by client group, Queensland, 1999–2000 (per cent unmet needs)**

Broad type of service required	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
								%	Number
Housing/accommodation	25.4	23.7	46.1	51.1	60.4	27.8	17.9	27.0	1,600
Financial/employment	15.9	14.0	21.1	14.2	9.4	13.8	17.9	14.8	850
Counselling	6.6	16.6	7.8	8.9	3.8	17.5	21.4	12.6	750
General support/advocacy	11.9	14.0	6.3	8.0	5.7	17.2	21.4	13.4	800
Specialist services	30.3	15.3	14.8	12.9	13.2	14.0	10.7	20.2	1,200
Other	9.9	16.4	3.9	4.9	7.5	9.6	10.7	12.0	700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>5,850</i>
<b>Summary totals</b>									
Total unmet needs (%)	35.2	38.9	2.4	4.2	1.0	17.9	0.5	100.0	..
Total unmet needs (number)	2,050	2,250	150	250	50	1,050	50	..	5,850
Total closed support periods with unmet needs (%)	42.8	31.0	2.7	3.9	1.0	18.1	0.6	100.0	..
Total closed support periods with unmet needs (number)	1,300	950	100	100	50	550	<25	..	3,050
Total closed support periods (%)	53.8	23.2	1.7	2.4	0.7	17.7	0.4	100.0	..
Total closed support periods (number)	12,250	5,250	400	550	150	4,000	100	..	22,700

*Notes*

1. Number excluded due to errors (weighted): 22 (unmet needs).
2. Number excluded due to omissions (weighted): 126 (unmet needs).
3. Number excluded due to omissions (weighted): 537 (closed support periods).
4. A client may require more than one type of service within the broad type of assistance. Percentages for broad groupings relate to all needs and not to support periods.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection



# 7 Circumstances of clients before and after support

The *Supported Accommodation Assistance Act 1994* describes SAAP's overall aim as being 'to provide transitional supported accommodation and related support services, in order to help people who are homeless to achieve the maximum possible degree of self-reliance and independence'. The Act further states:

Within this aim the goals are:

- a) to resolve crisis;
- b) to re-establish family links where appropriate; and
- c) to re-establish a capacity to live independently of SAAP.

To enable some assessment of the Program's ability to achieve these goals, this section details changes in clients' circumstances following the provision of SAAP services. However, the achievement of such goals does not depend on the intervention of SAAP agencies alone—a complex interplay of policies and programs relating to income security, housing and community services, as well as individuals' personal circumstances, will influence outcomes for SAAP clients. Thus, the data in this section have limitations when attempting to assess SAAP's success or otherwise on the basis of client circumstances before and after support. In addition, there is a significant amount of missing data relating to client circumstances (especially after assistance has ended) and this should be taken into consideration.

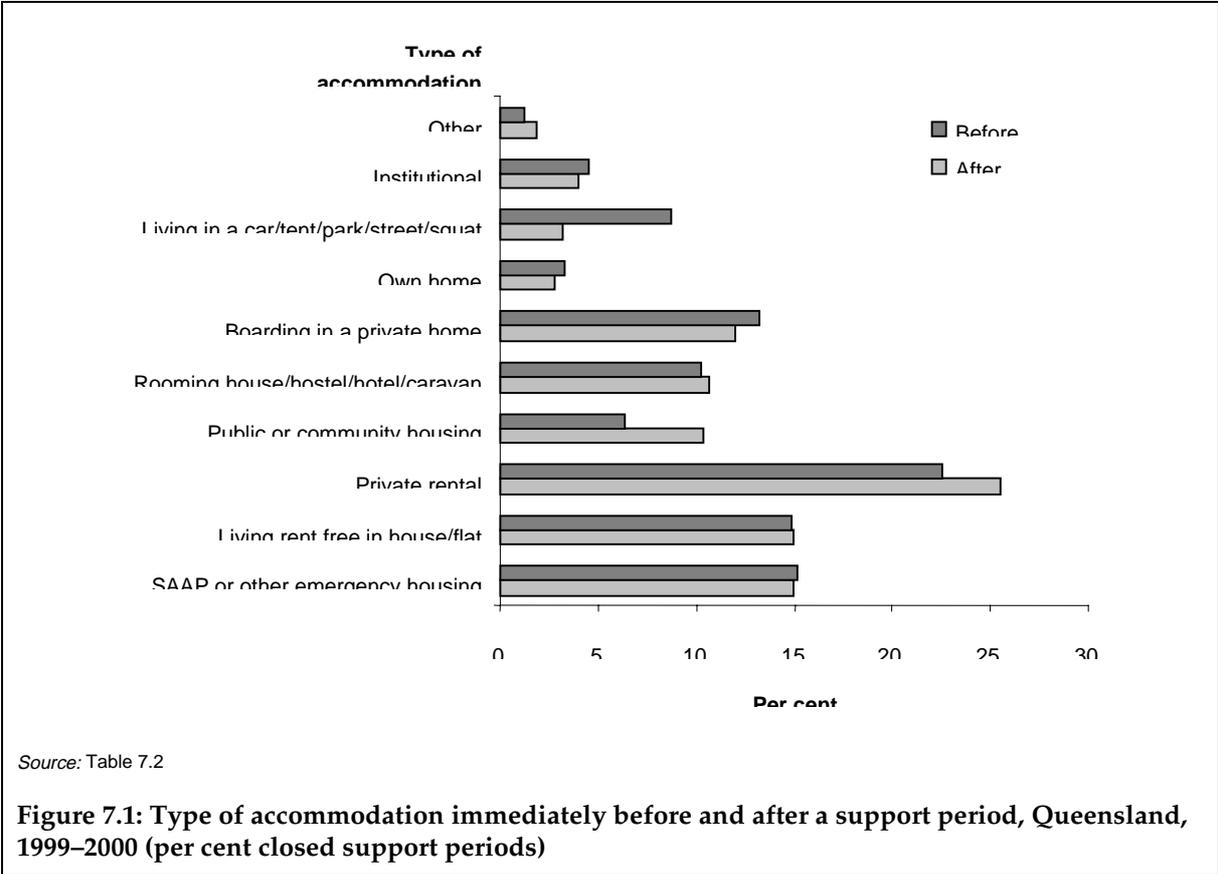
Overall, before receiving support clients were recipients of a government pension or benefit in 79% of support periods (Table 7.1). In a further 12% of support periods clients were reported as having no source of income and not awaiting a government pension or benefit, in 7% as having other sources of income, and in a final 2% clients had no income but were awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After having received support, clients were on a government pension or benefit in 82% of support periods, and the proportion of support periods in which clients had no income and were not awaiting a government pension or benefit had dropped to 9%.

For those clients who specifically requested assistance with obtaining a government pension or benefit there were more noticeable changes. After support they were accessing a government pension or benefit in 78% of support periods, a sizeable increase on the figure of 59% before support (Table 7.1). Consequently, the proportion of support periods in which clients had no income and were not awaiting a government pension had dropped from 27% before support to 11% by the end of support.

As Figure 7.1 illustrates, the most common forms of client accommodation before support were private rental (in 23% of support periods), followed by SAAP or other emergency housing or living rent-free in a house or flat (each in 15% of support periods) (Table 7.2). In a further 13% of support periods clients were boarding in a private home. These percentages had hardly changed after support, except for a small increase in private rental accommodation (to 26% of support periods). However, the proportion of clients living in a car or other inadequate housing had dropped to 3% of support periods after support, down from 9% before support.

Of those clients who specifically requested assistance to obtain independent housing the changes in accommodation before and after support were more marked. Accommodation in

public or community housing had increased from 5% of support periods before support to 16% after, while accommodation in private rental had increased from 24% to 34% (Table 7.2). At the same time, clients were less likely to be boarding in a private home (down from 18% of support periods before support to 13% after); living rent-free in a house or flat (down from 15% to 10%); or living in SAAP or other emergency accommodation (down from 18% to 14%).



Before receiving SAAP support, clients were most commonly living with their spouse or partner either with or without children (in 23% of support periods), with relatives or friends short term (in 20%) or alone (in 16%) (Table 7.3). The greatest differences in clients’ living situations before and after support seemed to be caused by clients not returning to live with their spouse or partner. Clients were reported to be living alone with children in 8% of support periods before support but in 18% after. At the same time, the proportion of cases where clients were living with a spouse or partner (with or without children) dropped from 23% of support periods before assistance to 14% after.

In general, clients’ employment status (that is, employed full-time, part-time, casual, unemployed or not in the labour force) differed very little before and after a support period (Table 7.4). However, for those clients who specifically requested assistance in the area of employment and training during their support period, some significant increases in the proportion of clients in paid work can be seen. For these clients the proportion of support periods in which clients were in full-time, part-time or casual work had risen to 18% after support, up from 7%. There had been a corresponding drop in the proportion of support periods in which clients were unemployed but looking for work, from 60% before support to 47% afterwards.

In the majority of support periods (88%) clients were not students before support (Table 7.5). In around 9% of support periods clients were school students before support, and in the remainder clients were doing post-secondary schooling or employment training. This profile

remained virtually unchanged after support had finished. When only younger clients are considered (under 25 years), the numbers of support periods in which clients were not students was, as expected, smaller (76%), with a corresponding increase in the proportion of clients who were either school or post-secondary students or in employment training. Again, however, the before and after figures are very similar.

## 7.1 Tables

**Table 7.1: SAAP closed support periods: source of income immediately before and after a support period, Queensland, 1999–2000 (per cent)**

Source of income	Closed support periods in which clients needed assistance to obtain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	26.6	11.3	11.7	9.1
No income, awaiting pension/benefit	5.2	4.6	1.7	1.3
Government pension/benefit	58.6	78.3	79.2	82.2
Other	9.6	5.7	7.4	7.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>1,500</b>	<b>1,300</b>	<b>15,400</b>	<b>13,550</b>
Number with missing data	100	300	2,350	4,150
<b>Total (number)</b>	<b>1,600</b>	<b>1,600</b>	<b>17,700</b>	<b>17,700</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

**Table 7.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Queensland, 1999–2000 (per cent)**

Type of accommodation	Closed support periods in which clients needed assistance to obtain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	17.6	13.7	15.2	14.9
Living rent-free in house/flat	14.5	9.6	14.8	14.9
Private rental	24.1	33.9	22.5	25.5
Public or community housing	5.3	16.3	6.3	10.3
Rooming house/hostel/hotel/caravan	8.1	7.1	10.2	10.6
Boarding in a private home	18.4	12.5	13.2	12.0
Own home	2.7	0.6	3.3	2.8
Living in a car/tent/park/street/squat	4.6	1.7	8.7	3.2
Institutional	3.1	2.4	4.5	4.0
Other	1.5	2.3	1.2	1.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>3,050</b>	<b>2,250</b>	<b>14,750</b>	<b>10,300</b>
Number with missing data	200	1,000	2,950	7,400
<b>Total (number)</b>	<b>3,250</b>	<b>3,250</b>	<b>17,700</b>	<b>17,700</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

**Table 7.3: SAAP closed support periods: living situation immediately before and after a support period, Queensland, 1999–2000 (per cent)**

Living situation	Before	After
With parent(s)	12.7	10.6
With foster family	1.0	0.7
With relatives/friends short-term	19.5	18.0
With relatives/friends long-term	3.1	5.3
With spouse/partner with(out) children	22.7	13.9
Alone with children	8.1	18.0
Alone	16.4	16.0
With other unrelated persons	15.2	16.0
Other	1.4	1.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>15,050</b>	<b>11,000</b>
Number with missing data	2,650	6,750
<b>Total (number)</b>	<b>17,700</b>	<b>17,700</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

*Source:* SAAP Client Collection

**Table 7.4: SAAP closed support periods: employment status immediately before and after a support period, Queensland, 1999–2000 (per cent)**

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	1.6	5	2.8	3.5
Employed part-time/casual	5.4	12.9	5.6	6.3
Unemployed (looking for work)	59.6	47.1	36.0	33.3
Not in labour force	33.5	34.9	55.6	56.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>950</b>	<b>850</b>	<b>15,450</b>	<b>13,400</b>
Number with missing data	100	200	2,250	4,300
<b>Total (number)</b>	<b>1,050</b>	<b>1,050</b>	<b>17,700</b>	<b>17,700</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

*Source:* SAAP Client Collection

**Table 7.5: SAAP closed support periods: student status immediately before and after a support period, Queensland, 1999–2000 (per cent)**

Student status	Closed support periods for clients aged under 25 years		All closed support periods	
	Before	After	Before	After
Not a student	76.4	75.8	88.0	87.6
Primary/secondary school student	19.0	18.2	8.7	8.4
Post-secondary student/employment training	4.6	5.9	3.3	4.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>6,950</b>	<b>6,100</b>	<b>15,400</b>	<b>13,550</b>
Number with missing data	700	1,550	2,300	4,150
<b>Total (number)</b>	<b>7,650</b>	<b>7,650</b>	<b>17,700</b>	<b>17,700</b>

*Notes*

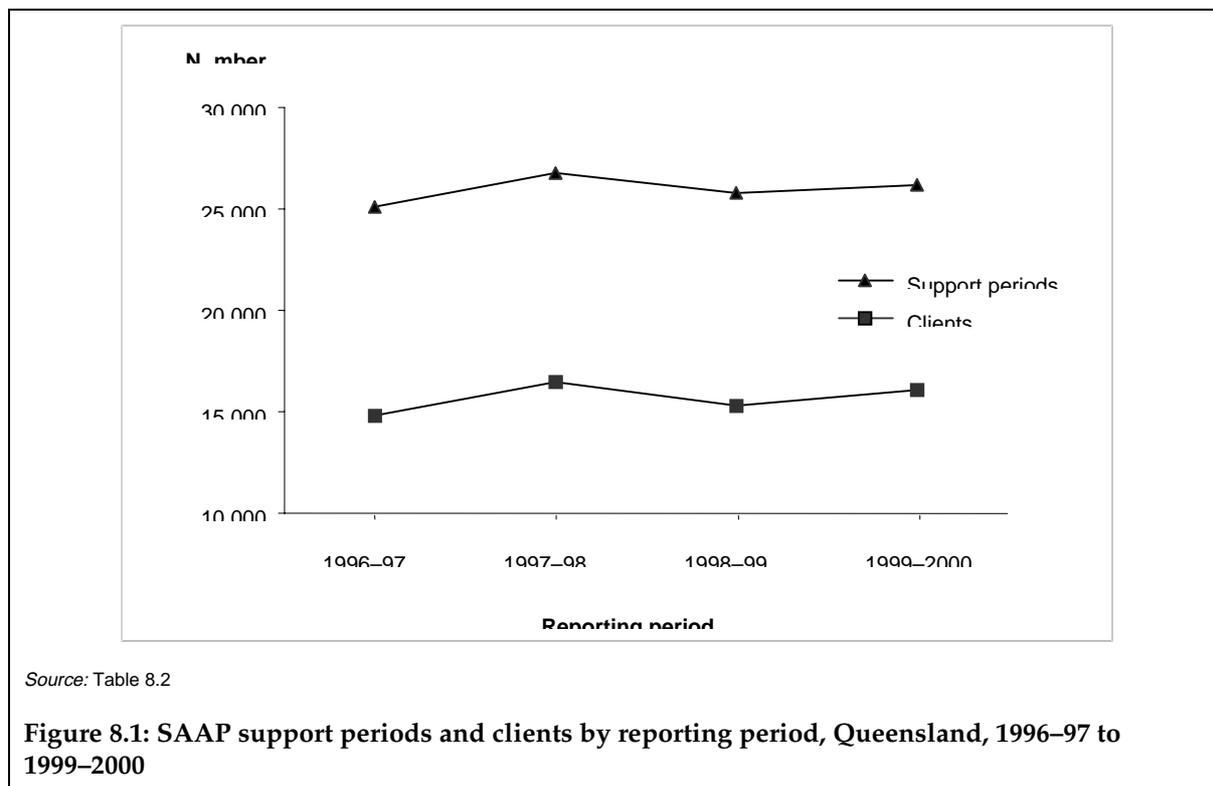
1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

# 8 Support from 1996–97 to 1999–2000

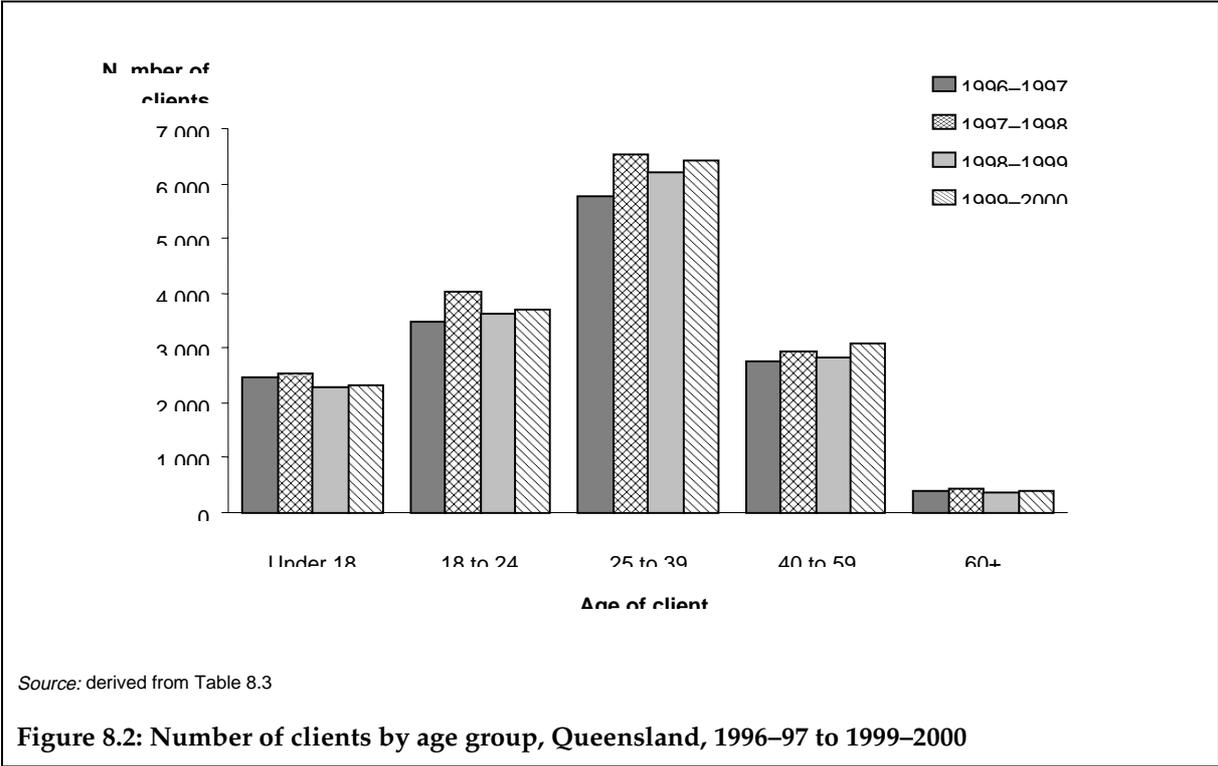
Between 1996–97 and 1999–2000, total recurrent funding for the SAAP program in Queensland rose from \$31.1m to \$39.4m in current prices, or from \$33.0m to \$39.4m in real terms. Over these years, in real terms funding levels increased by 1% or less a year between 1996–97 and 1998–99, and then by around 18% between 1998–99 and 1999–2000 (Table 8.1).

Recurrent funding to agencies had a similar pattern, increasing from \$28.0m in 1996–97 to \$31.0m in 1998–99, then in 1999–2000 jumping to \$38.2m (Table 8.1). In 1999–2000, in real terms this represented an overall increase of 28%, most of which occurred in 1999–2000 when there was a 20% increase in funds over the previous year. A large part of this increase was caused by allocating funds to allow for increases in award wages (see note (a) to Table 2.1).



There would seem to be a clear relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, an increase in funding to agencies does not automatically translate either into more resources being spent on each support period or client or into more clients being supported on more occasions. The actual funding outcome per client or support period depends on a number of factors, among them the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, and the costs agencies incur in providing services.

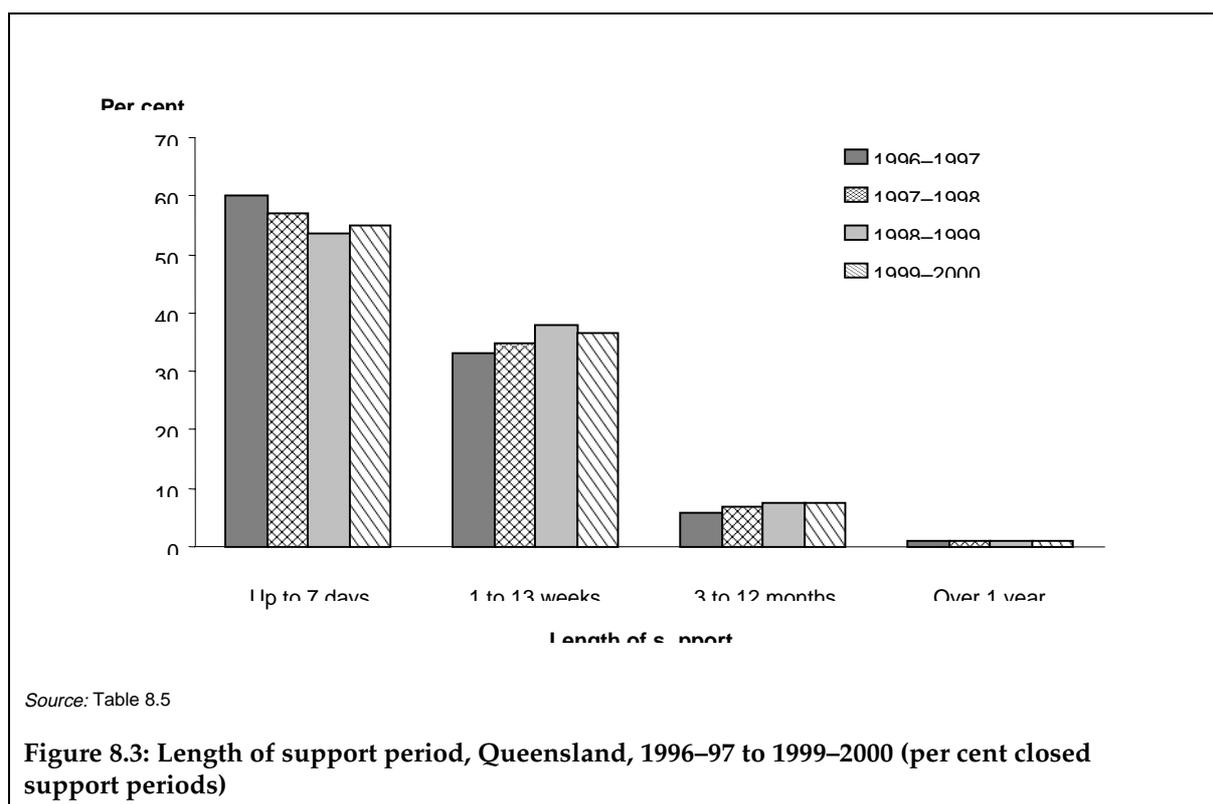
Overall, as illustrated in Figure 8.1, it is estimated that there were 25,100 support periods in 1996–97 (Table 8.2). This increased to 26,800 in 1997–98, dropped to 25,750 the next year, then increased again to 26,150 in 1999–2000. The number of clients provided with SAAP services showed the same pattern over the 4 years, rising from 14,850 in 1996–97 to a peak of 16,500 in 1997–98. Client numbers then dipped in 1998–99 to 15,300 before rising again in 1999–2000 to 16,050. Over these 4 years the average number of support periods per client hovered between 1.8 and 1.9. Prevalence of SAAP use in the community was greatest in 1997–98, with 57 people becoming SAAP clients for every 10,000 people aged 10 or older in that year (Table 8.2). For the other years there were either 52 or 53 SAAP clients for every 10,000 people aged 10 or more in the population.



Although the number of clients and support periods has not been generally increasing, it would be erroneous to infer that the amount of support being provided by SAAP agencies has been decreasing. There is some evidence that the profile both of clients and of the support being provided has been changing over time.

The average age of clients has shown little variation over the 4 years of the National Data Collection, hovering between 30 and 31 years with only minor changes in the age distribution (Table 8.3). In absolute terms, the numbers of clients in all age groups fluctuated from year to year (as illustrated in Figure 8.2).

There are indications that the way support is being delivered has changed over the years. Since 1996–97 there has been a steady increase in the proportion of support periods in which support plans have been used, from being used in 44% of support periods in 1996–97 to being used in 54% of support periods in 1999–2000 (Table 8.4). Over the same period, the proportion of support periods in which support plans were not thought to be appropriate dropped from 35% to 22%. In 1999–2000 support plans were being used in 69% of support periods for which they were thought to be appropriate—that is, not counting those support periods in which case plans were considered inappropriate. This was down on the 2 years previous, where support plans were used in around 73% of support periods for which they were considered appropriate (derived from Table 8.4).



As the use of support plans has increased, so too has the duration of support, especially over the first 3 years of the Collection. The nature and direction of any causal relationship is not known at this stage, but there has been a shift from support periods lasting 1 week or less towards longer periods. In 1996-97, 60% of support periods that finished in that year lasted 1 week or less; by 1999-2000 this proportion had fallen to 55% (Figure 8.3). The major influence on the decline was a reduction in the proportion of support periods lasting 1 day or less—36% in 1996-97 compared with 30% in 1999-2000 (Table 8.5). There has also been a small but steady increase in support lasting 3 to 12 months, from 19% in 1996-97 to 23% in 1999-2000. There have been corresponding changes in both the mean and median length of support over this time. In 1996-97 the median length of support was 4 days compared with 6 days in 1999-2000, while the mean length of support rose from 27 days to 32 days over the 4 years.<sup>2</sup>

## 8.1 Tables

**Table 8.1: SAAP funding to agencies and mean funding per support period and client: current and constant 1999-2000 dollars, by reporting period, Queensland, 1996-97 to 1999-2000**

Reporting period	Total recurrent funding	Funding to agencies	Current \$	
			Funding per support period	Funding per client
1996-97	31,119,000	28,027,000	1,120	1,890
1997-98	31,681,000	29,468,000	1,100	1,790
1998-99	32,782,000	31,049,000	1,210	2,030

<sup>2</sup> Being an arithmetic average, mean length of support is highly influenced by the small percentage of support periods that are very long. See Section A1.4 for a description of 'mean' and 'median'.

1999–2000	39,402,000	38,167,000	1,460	2,380
		<b>Constant 1999–2000 \$</b>		
1996–97	32,993,000	29,715,000	1,180	2,000
1997–98	33,108,000	30,795,000	1,150	1,870
1998–99	33,470,000	31,701,000	1,230	2,070
1999–2000	39,402,000	38,167,000	1,460	2,380

*Notes*

1. Funding per support period and client are based on recurrent allocations to agencies.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.
4. Total recurrent funds for 1999–2000 include \$317,000 provided through the Partnerships Against Domestic Violence Program, all of which was allocated to agencies.

*Sources:* SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000a; FaCS unpublished data; ABS 2000b

**Table 8.2: SAAP support periods and clients by reporting period, Queensland, 1996–97 to 1999–2000**

	1996–97	1997–98	1998–99	1999–2000
Support periods	25,100	26,800	25,750	26,150
Clients	14,850	16,500	15,300	16,050
Support periods per client	1.94	1.83	1.81	1.85
Clients per 10,000 population 10+	52	57	52	53

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. Numbers of clients in this table relate to clients that *ever* received assistance from a SAAP agency in Queensland. In the national report (AIHW 2000b: 10, 51, 52), however, numbers of clients relate to clients that *first* received assistance in Queensland, and so these numbers will be different. Numbers of support periods per client and clients per 10,000 population are also affected by this difference.
4. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within Queensland.
5. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 or over in the general population become clients of SAAP. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June just prior to the reporting period.
6. Support period figures have been weighted to adjust for agency non-participation.
7. Client figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Administrative Data and Client Collections; ABS 2000a

**Table 8.3: SAAP clients: age of client by reporting period, Queensland, 1996–97 to 1999–2000 (per cent)**

<b>Age of client</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>	<b>1999–2000</b>
Under 15 years	2.4	2.4	2.8	2.6
15–17 years	14.1	13.0	12.2	12.0
18–19 years	7.3	8.3	8.4	8.1
20–24 years	16.2	16.2	15.3	15.2
25–29 years	14.3	15.2	14.9	15.3
30–34 years	13.5	13.3	13.7	13.1
35–39 years	11.1	11.0	11.9	11.9
40–44 years	7.3	7.2	7.6	7.9
45–49 years	5.3	5.0	5.2	5.2
50–54 years	3.6	3.3	3.8	3.8
55–59 years	2.3	2.3	1.9	2.4
60–64 years	1.1	1.1	1.0	1.2
65 years and over	1.5	1.6	1.4	1.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>14,850</b>	<b>16,500</b>	<b>15,300</b>	<b>15,950</b>
<b>Mean age (years)</b>	<b>30.2</b>	<b>30.2</b>	<b>30.3</b>	<b>30.6</b>

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 107.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection

**Table 8.4: SAAP closed support periods: existence of a support plan by reporting period, Queensland, 1996–97 to 1999–2000 (per cent)**

<b>Existence of support plan</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>	<b>1999–2000</b>
Support plan	43.6	48.8	50.6	54.0
No support plan	21.2	18.5	18.9	24.4
Not appropriate	35.2	32.7	30.5	21.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>14,150</b>	<b>16,700</b>	<b>16,550</b>	<b>15,750</b>

*Notes*

1. Number excluded due to errors (weighted): 255.
2. Number excluded due to omissions (weighted): 6,723.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection

**Table 8.5: SAAP closed support periods: length of support by reporting period, Queensland, 1996–97 to 1999–2000 (per cent)**

<b>Length of support</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>	<b>1999–2000</b>
Less than 1 day	21.0	17.2	14.1	15.5
1 day	15.3	14.6	13.7	14.6
2 days	6.5	6.5	6.9	6.9
3 days	4.9	5.3	5.5	5.2
4 days	3.8	4.1	3.9	3.9
5 days	2.9	3.3	3.4	3.0
6 days	3.0	2.9	2.9	3.1
7 days	2.7	3.1	3.1	2.9
>1–2 weeks	11.1	11.1	11.9	11.7
>2–4 weeks	9.1	9.2	10.1	9.5
>4–13 weeks	12.9	14.6	15.9	15.4
>13–26 weeks	4.1	4.9	5.2	5.1
>26–52 weeks	1.8	2.1	2.4	2.3
>52 weeks	0.9	1.0	1.1	1.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>22,500</b>	<b>24,450</b>	<b>23,850</b>	<b>23,200</b>
<b>Mean length (days)</b>	<b>27</b>	<b>30</b>	<b>33</b>	<b>32</b>
<b>Median length (days)</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 1,733.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection

# Appendix 1: The data

## A1.1 The National Data Collection

The National Data Collection has been providing annual information on the provision of assistance through the Supported Accommodation Assistance Program (SAAP) since 1996–97. The Australian Institute of Health and Welfare has had the role of National Data Collection Agency (NDCA) since the collection's inception.

The National Data Collection consists of distinct components, each of which can be thought of as a separate collection. Currently, four collections are run annually: the Client Collection, the Administrative Data Collection, the Unmet Demand Collection and the Casual Client Collection.

- The Client Collection is the main component. It collects information about all clients receiving support under SAAP of more than 1 hour's duration. Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (31 December and 30 June). Data collected include basic socio-demographic information and information on the services required by, and provided to, each client. Information about each client's situation before and after receiving SAAP services is also collected. A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996 and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year.
- The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Details about these agencies are forwarded to the NDCA by the community service departments that administer SAAP in each State and Territory. The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity, together with details of funding and staffing capacity where these are available.
- The Unmet Demand Collection is conducted annually over a two-week period. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation from SAAP agencies that are not met, for whatever reason.
- The two-week Casual Client Collection is conducted annually in May–June to elicit information about short-term or one-off assistance provided to homeless people.

There is also provision in the National Data Collection for a limited number of special issues surveys. A collection on SAAP clients with no income or very low income was conducted in May–June 2000 and is the subject of a separate report to be released later in 2001.

This current report covers only accommodated clients and clients who received support lasting longer than 1 hour. Consequently, it uses only information collected in the Client and Administrative Data Collections. A further report examining demand for SAAP services, including data from the 1999–2000 Casual Client and Unmet Demand Collections, will be released later in 2001.

## A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In 1999–2000, in Queensland 92% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is up slightly from the 89% participation rate obtained for 1998–99 (AIHW 2000a:9).

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

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

Across Queensland, consent and valid alpha codes with consent (termed ‘valid consent’) were obtained from clients in 78% and 74% of support periods, respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997, 1999, 2000a:Table 1.1). In all regions, valid consent was obtained in the majority of cases, ranging from 60% in the Toowoomba and South-West region to 89% in the region of Caboolture and Redcliffe Peninsula.

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 5,201 high-volume forms returned (22% of the total) during the reporting period (Table A1.1). Appendix 2 contains copies of the general client form and high-volume client form.

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by region and primary target group, Queensland, 1999–2000**

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
Region	No.	%	No.	%	%
Remote and North-West	16	68.8	972	86.4	60.7
Cairns and Tablelands	12	100.0	1,866	77.4	72.0
Townsville and Hinterland	15	80.0	2,467	80.9	67.0
Mackay/Whitsundays	8	87.5	757	86.9	85.2
Central	16	87.5	1,515	71.1	66.7
Wide Bay Burnett	13	92.3	1,248	84.8	82.5
Toowoomba and South-West	10	100.0	1,504	61.2	60.2
Caboolture and Redcliffe Peninsula	4	100.0	379	91.0	89.2
Sunshine Coast	10	100.0	1,235	75.6	74.6
Brisbane City	50	96.0	8,854	79.5	77.7
Ipswich/Logan	14	100.0	1,107	71.5	69.1
Gold Coast	14	100.0	2,217	79.3	77.9
<b>Total</b>	<b>182</b>	<b>92.3</b>	<b>24,121</b>	<b>78.2</b>	<b>73.8</b>
<b>Primary target group</b>					
Young people	67	97.0	6,267	72.5	70.5
Single men only/single women only	12	100.0	6,068	79.1	78.1
Families	22	90.9	1,583	79.8	73.8
Women escaping domestic violence	50	86.0	4,084	75.4	58.9
Cross target/multiple/general	31	90.3	6,119	84.6	83.0
<b>Total</b>	<b>182</b>	<b>92.3</b>	<b>24,121</b>	<b>78.2</b>	<b>73.8</b>

*Notes*

1. Based on forms returned from agencies 'in scope' for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies which only provide support to other agencies or which only provide casual assistance lasting less than 1 hour are not required to participate in the Collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
2. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in glossary).
4. Of the 24,121 forms returned 5,201 were high-volume forms.

Sources: SAAP Administrative Data and Client Collections

### **A1.2.1 Adjusting for agency non-participation and client non-consent in the Client Collection**

As noted, the 1999–2000 Client Collection achieved an agency participation rate of 92% and a valid consent rate of 74% in Queensland. This means that no forms were obtained from clients presenting at the 8% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 26% of support periods at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and client non-consent.

The simplest way of adjusting for non-participation and non-consent is to scale up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same regardless of whether or not data about them were reported to the NDCA. There may, however, be some differences between the profiles of

support periods with and without consent. Consequently, distributions based only on support periods with consent may differ from those that would have been obtained had consent been provided in all cases. The varying valid consent rates by region and primary target group (see Table A1.1) suggest that there are differences between support periods with and without consent. The Australian Institute of Health and Welfare has therefore developed an adjustment scheme that allows for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation (if this occurs), 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. The scheme is outlined below.

There is no strictly objective method that can be applied to the data from the Client Collection to adjust estimates for incomplete response. Karmel (1999:23, 26) describes the statistical assumptions underlying the adjustment scheme developed by the Institute; it has the following features:

- The collection is divided into specified groups, or strata. Within the strata it is assumed that support periods with valid consent (that is, with consent and a valid alpha code) represent support periods without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether valid consent was obtained. The strata are defined in terms of characteristics available for all support periods in participating agencies.
- If there are any non-participating agencies within a State or Territory it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.
- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments made for clients with mixed consent within subgroups are derived using simulation techniques and by-product data from the Client Collection.
- For support periods, two weights for adjusting estimates are derived:
  - *a non-participation weight*—a range of information is available for all support periods in participating agencies, and estimates using these data are adjusted only for agency non-participation; and
  - *a full non-participation non-consent weight*—for estimates using data that require consent, weights that adjust for both agency non-participation and client non-consent are used.

It is possible for these two weighting schemes to give slightly different estimates for the same item. Since estimates derived using the non-participation weights are based on a much larger sample of support periods than those using the full non-participation non-consent weights, the former (where available) are preferred because of their greater accuracy.

- For clients, only one weight is derived since valid consent is required to derive these estimates.
- A non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.
- In estimates of numbers of clients, inaccuracies caused by identical linkage keys for a small number of clients and changing linkage key information for the same client are not considered in the adjustment scheme.

In this report nearly all estimates obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just outlined. However, unadjusted estimates are presented at the regional level because the above scheme was developed for national and state-level estimates and is not appropriate for regional estimates. No other adjustments have been made for errors or omissions, or for data not obtained as a result of question exclusions on the high-volume form.

## A1.3 Interpretation of tables

When interpreting the tables in this report, a number of points should be noted.

- The main unit used in the table (for example, percentages, numbers or dollars) is 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. Numbers of support periods and clients are generally rounded to the nearest 50.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent (see A1.2.1).
- Numbers of clients include all clients that ever visited SAAP agencies in Queensland. Some of the support periods for these clients may have been at agencies in another State or Territory. These are included in figures relating to support periods per client.
- Records with missing data (due to either 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—see the ‘Total (number)’ row).
- Tables that exclude high-volume returns may not reflect patterns of SAAP use among all support periods because high-volume agencies may provide different services and have a different clientele when compared with general agencies.
- Components may not add to totals due to rounding.
- In a number of tables clients may have more than one response, so percentages will not total 100%. A note to the table will indicate 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%.
- A number of tables have Queensland population data included. This is to allow comparisons between SAAP clients and the general population.

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

- the number of records excluded from the table because of errors in the data;
- the number of records excluded from the table because of omissions in the data;
- whether or not the relevant data were available from high-volume agencies;
- which weights have been used—that is, whether non-participation weights or full non-participation, non-consent weights were used; and
- any additional information needed to interpret the table.

### A1.3.1 Examples

Two examples of how to interpret tables follow. The reference letters in the statements below correspond with bracketed letters in the relevant table to show which number is being discussed. The figures have been rounded in the discussion, as they have been in the body of the report.

#### Example 1

The first example (Table A1.2) presents information on clients' ethnicity and gender. The numbers in Table A1.2 can be interpreted as follows.

- There were 15,400 **(e)** clients in 1999–2000. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (16,050) is obtained by adding in the 655 clients excluded due to errors and omissions (see table notes 1 and 2) or by looking at tables with zero errors and omissions—for example, Table 3.1.)
- Fifty-two per cent of all clients were male **(d)**.
- Ten per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 1.9 **(h)** support periods each.
- Male clients averaged 2.1 **(g)** support periods each.
- Male clients who were Indigenous Australians averaged 1.7 **(f)** support periods each.
- Male clients accounted for just under 55% **(i)** of all support periods.
- Indigenous Australians made up just over 3% **(c)** of all Queenslanders. This is considerably lower than the 16% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds in Queensland to use SAAP services.

**Table A1.2: Example 1 illustrating table interpretation**

**SAAP clients: clients and support periods per client, by ethnicity of client and gender, Queensland, 1999–2000**

Ethnicity	Male	Female	Total		Queensland population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	(a) 9.7	21.8	(b) 15.6	2,400	(c) 3.1	104,800
Non-English-speaking background	5.0	7.5	6.2	950	7.7	256,150
Other	85.3	70.7	78.3	12,050	89.2	2,977,750
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>(d) 51.9</b>	<b>48.1</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>8,000</b>	<b>7,400</b>	<b>..</b>	<b>(e) 15,400</b>	<b>..</b>	<b>3,338,700</b>
<b>Support periods per client</b>						
Indigenous Australian	(f) 1.73	1.65	1.67	3,800	..	..
Non-English-speaking background	2.15	1.41	1.72	1,550	..	..
Other	2.14	1.61	1.91	19,800	..	..
<i>Total</i>	<i>(g) 2.10</i>	<i>1.61</i>	<i>(h) 1.86</i>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>(i) 54.6</b>	<b>45.4</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>13,700</b>	<b>11,400</b>	<b>..</b>	<b>25,100</b>	<b>..</b>	<b>..</b>

*Notes*

1. Number excluded due to errors (weighted): 1 (clients).
2. Number excluded due to omissions (weighted): 654 (clients).
3. 'Non-English-speaking background' is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Queensland population 1996' refers to the estimated resident population as at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the projected number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in Queensland. Some of the support periods for these clients may have been at agencies in another jurisdiction. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within Queensland.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection, ABS 1999, ABS 1998.

## Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 7 contains this type of table. The discussion relates to Table A1.3, which contains data on the source of clients' income before and immediately after a support period.

- The table presents data on closed support periods in Queensland for the period of 1999–2000. The first section of the table (a) singles out those closed support periods in which clients said they needed assistance to obtain a government pension or benefit. This section shows the income status of this subset of clients before (c) and immediately after (d) support thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.
- The second section of the table (b) deals with all closed support periods with a view to showing the income status of all clients before (e), and immediately after (f), support.
- A large number of support periods had missing data for main source of income either before—2,350 (m)—and/or immediately after—4,150 (n)—support.
- In addition, support periods with data reported using the high-volume form did not have all the required information recorded and thus were excluded from the table (q) (see note 4, Table A1.1). Consequently, the percentages in the table may not reflect the

income status of all clients before and after support and may be considered indicative only. In particular, the number of support periods given in the table in the 'Total (number)' row is lower than the actual total number of closed support periods (see Table 6.1).

- Among all closed support periods 15,400 **(k)** had complete income data before support while 13,550 **(l)** had complete income data after support.
- There was a total of 17,700 **(p)** closed support periods (excluding support periods at high volume agencies); clients requested assistance to obtain a pension or benefit in 1,600 **(o)** of these.
- For all closed support periods, 12% **(i)** were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 9% **(j)** of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 27% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 12% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 11% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 27% **(g)** before support and with 9% **(j)** of all closed support periods after support.

**Table A1.3: Example 2 illustrating table interpretation**

**SAAP closed support periods: source of income immediately before and after a support period, Queensland, 1999–2000 (per cent)**

Source of income	(a) Closed support periods in which clients needed assistance to obtain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 26.6	(h) 11.3	(i) 11.7	(j) 9.1
No income, awaiting pension/benefit	5.2	4.6	1.7	1.3
Government pension/benefit	58.6	78.3	79.2	82.2
Other	9.6	5.7	7.4	7.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>1,500</b>	<b>1,300</b>	<b>(k) 15,400</b>	<b>(l) 13,550</b>
Number with missing data	100	300	(m) 2,350	(n) 4,150
<b>Total (number)</b>	<b>(o) 1,600</b>	<b>1,600</b>	<b>(p) 17,700</b>	<b>17,700</b>

*Notes*

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

Source: SAAP Client Collection

## A1.4 Counting rules used in the analysis

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

<b>Accommodation type</b>	<p>The SAAP Client Collection specifies 22 distinct categories of clients' accommodation. In this report, the categories are combined into 10 groups as follows:</p> <ul style="list-style-type: none"><li>• SAAP or other emergency housing, for those in any SAAP- or CAP-funded accommodation and non-SAAP emergency accommodation;</li><li>• living rent-free in house or flat;</li><li>• private rental, for those renting independently in the private rental market;</li><li>• public or community housing;</li><li>• rooming house/hostel/hotel/caravan;</li><li>• boarding in a private home;</li><li>• own home, for those purchasing or living in own home;</li><li>• living in a car/tent/park/street/squat;</li><li>• institutional, for those residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not already specified; and</li><li>• other, for those living in non-SAAP housing or accommodation not already specified.</li></ul>
<b>Accompanying child visit</b>	<p>The number of accompanying child visits is calculated by adding the number of accompanying children reported for each support period. Responses are reported as missing where an assisted group of either a person or a couple with a child or children gave no response for the number of accompanying children in any age group.</p>
<b>Age of client</b>	<p>The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's year of birth and is either their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.</p>
<b>Agency</b>	<p>A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 1999–2000 and the agency operated for some part of the period 1 July 1999 to 30 June 2000. Agencies that were operational only in June 2000 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses in Chapters 3 to 8.</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</p>

groups. These changes are determined by State and Territory government departments.

## **Client**

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

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

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

## **Ethnicity**

A client's ethnicity is determined on the basis of responses to two data items: country of birth, and Aboriginal or Torres Strait Islander identification.

The three categories reported—Indigenous Australians, people from non-English-speaking backgrounds, and people from other English-speaking backgrounds—are derived as follows:

- Indigenous Australians are considered to be those who identify as an Aboriginal person or a Torres Strait Islander.
- People from non-English-speaking backgrounds are considered to be those born in overseas countries that are not predominantly English speaking (*see non-English-speaking background*).
- All clients not classified in the above two categories are considered to be people from other English-speaking backgrounds.

If a person is considered to come from a non-English-speaking background and is also a person who identifies as an Indigenous Australian, she or he is classified as an Indigenous Australian.

## **Income source**

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

- no income;
- no income, registered/awaiting benefit;
- government pension/benefit including: Newstart Allowance; Youth Allowance according to whether or not the person was at home and whether or not the person was dependent; Austudy for students aged 25 years and over; Community Development Employment Program; Austudy or ABSTUDY at the standard, independent or homeless rate; Disability Support Pension; Age Pension; Parenting Payment; Special Benefit; Sickness Allowance; Partner Allowance; Department of Veterans' Affairs Support or Disability Pensions; and any other benefit or pension; and
- other income—including Workcover or compensation,

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

**Living situation**

The SAAP Client Collection specifies 14 distinct categories for the living situation of clients. In this report, the categories are combined into eight groups:

- with parents (for those living with both parents), with one parent and a parent's spouse or partner, or with one parent;
- with foster family;
- with relatives/friends short-term;
- with relatives/friends long-term;
- with spouse/partner, with or without children;
- alone with children;
- with other unrelated persons; and
- other, being any other living situation not already specified.

**Mean**

For non-funding support period or client level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.

For funding items, the mean is the total funding as reported, divided by the relevant number of units. For funding per support period or per client, weighted estimates of support periods or clients are used in this division.

**Median**

The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value, and half are above it.

**Missing values**

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

- records not available because client data were collected on high-volume forms (specific numbers not presented);
- records not available because of errors; and
- records not available because of omissions.

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.

**Non-English-speaking background**

A person is considered to come from a non-English-speaking background if they were born in a country other than Australia or other than the following countries:

- Canada;
- the Republic of Ireland;
- New Zealand;
- South Africa;

- the United Kingdom, comprising England, Scotland, Wales and Northern Ireland; or
- the United States of America.

People who migrate to Australia from these countries are considered likely to speak English.

**Ongoing support period**

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

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

Ongoing support periods are not included in tables relating to duration of support or accommodation, or to the circumstances of clients before and after support.

**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.

**Region**

Administrative regional classifications developed by the Queensland Department of Families (previously the Department of Families Youth and Community Care) are used in the report. The State's twelve administrative regions, and the abbreviations used in tables, are as follows:

- Remote and North-West (Rem);
- Cairns and Tablelands (CT);
- Townsville and Hinterland (TH);
- Mackay and Whitsundays (MW);
- Central (Cen);
- Wide Bay Burnett (WBB);
- Toowoomba and South-West (TSW);
- Caboolture and Redcliffe Peninsula (CRP);
- Sunshine Coast (SC);
- Brisbane City (Bris);
- Ipswich and Logan (IL); and
- Gold Coast (GC).

**SAAP accommodation**

The SAAP Client Collection specifies six distinct types of SAAP accommodation that may be provided to clients. In this report, the six types are combined into three groups:

- crisis or short-term accommodation;
- medium- to long-term accommodation; and
- other SAAP-funded accommodation, which comprises accommodation in hostels, motels, hotels and caravans, community placements and other SAAP-funded arrangements.

**Support**

The Client Collection specifies 31 distinct types of support and

allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

- housing or accommodation services—SAAP or CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling;
- general support and advocacy—living skills and personal development assistance; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; and advocacy or liaison on behalf of clients;
- specialist services—psychological services, psychiatric services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and
- other support—meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

### **Support periods on the 15th of the month**

Support periods on the 15th of the month include those support periods that:

- started on the 15th of the month;
- ended on the 15th of the month; or
- included the 15th of the month within the period of support.

Information on the status of a support period on the 15th of the month is missing if the end date of support is not known, the support period was not ongoing (see *ongoing support period*) and the support period did not start on the 15th of the month. Support periods that started on or before the 15th of the month, but which were ongoing at the end of the financial year, are included.

### **Support to accompanying children**

The SAAP Client Collection specifies six distinct types of support to accompanying 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 four groups for this report:

- counselling—including help with behavioural problems, sexual or physical abuse counselling, and counselling and support for children;
- child care or kindergarten/school liaison;
- access arrangements; and

- other support not elsewhere specified.

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

### Target group

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

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

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

# **Appendix 2: SAAP NDCA Client Collection forms**



Place general and high volume forms here



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