

**S A A P      N D C A      R E P O R T**  
**S E R I E S 4**

**SAAP**  
**NATIONAL DATA COLLECTION**

**ANNUAL REPORT**  
**1998-99**

**VICTORIA**

**AUSTRALIAN INSTITUTE OF**  
**HEALTH AND WELFARE**  
Catalogue No. HOU 41

© Australian Institute of Health and Welfare 2000

This work is copyright. Apart from any use as permitted under the *Copyright Act 1968*, no part may be reproduced without written permission from the Australian Institute of Health and Welfare. Requests and enquiries concerning reproduction and rights should be directed to the Head, Media and Publishing, Australian Institute of Health and Welfare, GPO Box 570, Canberra ACT 2601.

A complete list of the Institute's publications is available from the Publications Unit, Australian Institute of Health and Welfare, GPO Box 570, Canberra ACT 2601, or via the Institute's web site at <http://www.aihw.gov.au>

ISBN 1 74024 068 5

### **Suggested citation**

Australian Institute of Health and Welfare 2000. SAAP National Data Collection annual report 1998–99 Victoria. AIHW Cat. No. HOU 41. Canberra: Australian Institute of Health and Welfare (SAAP NDCA report. Series 4).

### **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

Published by Australian Institute of Health and Welfare

Printed by Panther Publishing and Printing, Canberra

Cover design by Wingrove Wingrove Design, Canberra

# Contents

---

<b>Preface</b>	<b>vii</b>
<b>Acknowledgments</b>	<b>ix</b>
<b>Glossary</b>	<b>xi</b>
<b>Executive summary</b>	<b>xv</b>
<b>1 Introduction</b>	<b>1</b>
1.1 The Supported Accommodation Assistance Program	1
1.2 Background to the SAAP National Data Collection	1
1.3 SAAP National Data Collection	2
1.4 Participation in the National Data Collection	2
1.5 Interpretation of analyses	6
1.6 Variation from Series 3 reports	7
1.7 Structure and content of the report	7
1.8 Detailed tables	9
<b>PART A: Current Period Analysis</b>	
<b>2 SAAP agencies</b>	<b>15</b>
2.1 Overview	15
2.2 Funding and capacity	15
2.3 Key charts	17
2.4 Detailed tables	19
2.4.1 Agency characteristics	19
2.4.2 Funding and capacity	20
<b>3 SAAP clients</b>	<b>23</b>
3.1 Overview	23
3.2 Key charts	25
3.3 Detailed tables	26
<b>4 SAAP support periods</b>	<b>29</b>
4.1 Overview	29
4.2 Key charts	31
4.3 Detailed tables	33

4.3.1	Client characteristics	34
4.3.2	Client circumstances	37
4.3.3	Client needs	45
<b>5</b>	<b>SAAP services and unmet demand</b>	<b>49</b>
5.1	Support provided - Summary	49
5.2	Met and unmet demand	50
5.2.1	Unmet demand—SAAP clients	51
5.2.2	Unmet demand—potential clients	51
5.3	One-off assistance	53
5.3.1	Unmet Demand Collection	53
5.3.2	Casual Client Collection	54
5.4	Key charts	55
5.5	Detailed tables	60
5.5.1	Support provided to clients	60
5.5.2	Support provided to accompanying children	64
5.5.3	Case management/support plans	65
5.5.4	Duration of support	67
5.5.5	Accommodation provided	71
5.5.6	Support services for clients referred	73
5.5.7	Support services for accompanying children referred	76
5.5.8	Unmet demand—SAAP clients	77
5.5.9	Unmet demand—accompanying children	81
5.5.10	Unmet demand—potential clients	83
5.5.11	One-off assistance provided—Unmet Demand Collection	90
5.5.12	One-off assistance provided—Casual Client Collection	93
<b>6</b>	<b>Circumstances of SAAP clients after support</b>	<b>95</b>
6.1	Overview	95
6.2	Key charts	97
6.3	Detailed tables	99
6.3.1	Change in income source	99
6.3.2	Type of housing after support	103
6.3.3	Unemployed persons—labour force status after support	107
6.3.4	Students—labour force status after support	111
<b>PART B: Longitudinal Analysis</b>		
<b>7</b>	<b>Cross-period analysis</b>	<b>121</b>
7.1	Client re-entry into SAAP	121
7.2	Comparison of reporting periods	122
7.3	Key Charts	124

7.4	Detailed tables	125
7.4.1	Client re-entry into SAAP	125
7.4.2	Comparison of reporting periods	128
<b>PART C: Additional analysis requested by the Data and Research Advisory Committee</b>		
<b>8</b>	<b>Performance indicators</b>	<b>137</b>
<b>9</b>	<b>Additional tables</b>	<b>139</b>
<b>APPENDICES</b>		
<b>1</b>	<b>Counting rules used in the analysis</b>	<b>149</b>
<b>2</b>	<b>Consent rates and key client characteristics</b>	<b>161</b>
<b>3</b>	<b>Circumstances of client subgroups after support</b>	<b>163</b>
A3.1	Circumstances of women escaping domestic violence after support	163
A3.2	Circumstances of young people after support	164
A3.3	Key Charts	165
A3.4	Detailed tables	167
A3.4.1	Survivors of domestic violence	167
A3.4.2	Young people previously living with parents	173
A3.4.3	Young people—legal processes	176
<b>4</b>	<b>Corrections to Series 3 tables</b>	<b>181</b>
<b>5</b>	<b>SAAP NDCA Data Collection Forms</b>	<b>185</b>
A5.1	Client Form	
A5.2	Client Form – High Volume Agencies	
A5.3	Unmet Demand Form	
A5.4	Casual Client Form	
<b>References</b>		



# Preface

---

This is the third annual report of the SAAP National Data Collection. The first report, containing 1996–97 data, was published in December 1997. The annual reports provide information on people who are homeless or at risk of being homeless. The data have come from the regular ongoing data collection and the annual collections on unmet demand and casual clients.

The data collection has been assisted by the productive and cooperative partnership between the SAAP National Data Collection Agency (NDCA), managed by the Australian Institute of Health and Welfare, SAAP agencies and the SAAP Data and Research Advisory Committee, comprising government, community and expert representatives. Valuable support and encouragement to the data collection has been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

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

The fact that 96% of agencies in Victoria have provided data in 1998–99 is testimony to their collective commitment to and confidence in the collection. This is an improvement on the 93% achieved in 1997–98. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has decreased slightly, from 80% in 1997–98 to 79% in 1998–99.

This large and complex project has both a high level of support and 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 those who are homeless or at risk of being so.

Under the direction of the Coordination and Development Committee, a SAAP National Research Program has been established to undertake and fund studies on homeless people and people at risk of homelessness, using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly improve the usefulness of the data. The publication of this third annual report and the release of 1998–99 data are one step towards this goal.

Our thanks go to the many people who contributed to the project's success, particularly the staff of the Australian Institute of Health and Welfare who undertook the data collection and prepared the report.

Australian Institute of Health  
and Welfare

SAAP Coordination and Development  
Committee





# Acknowledgments

---

This report was written and prepared by staff of the SAAP National Data Collection Agency (NDCA) at the Australian Institute of Health and Welfare: Justin Griffin, Rose Karmel, Gloria Jackson, Colin Farlow, Anne Giovanetti, Melinda Hecker, Meg Carroll, Athena Pawlowski, Stirling Lewis, Qasim Shah and Tony Mackinnon. It substantially follows the format of the third series of SAAP NDCA reports.

The contribution of Geri Bryant-Badham, who joined the team for a number of weeks during the drafting and production of this report, is also acknowledged and appreciated. Toni Stepniak and Fiona Holland provided essential data entry services to the project team and are thanked for their work. Furthermore without the efforts of Neil Angel, Paul Halliday, Kay Grzadka and Natalie Sugden, who ensured that the data was processed, this report would not have been possible.

Staff of the NDCA also acknowledge the support of a number of other people, including members of the SAAP Data and Research Advisory Committee and the Commonwealth Department of Family and Community Services who provided helpful comments on the reports. Amanda Nobbs helped with the publication of the report.

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 client and service information, and the Victorian Department of Human Services, which provided administrative data.



# Glossary

---

<b>Accompanying child</b>	A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP agency and whose parent or guardian is a client of the same SAAP agency.
<b>Agency</b>	An organisation or establishment which receives a specified amount of SAAP funds to provide services.
<b>Alpha code</b>	A predetermined combination of letters from a client's name, together with a letter designating the client's gender. A <i>valid alpha code</i> is a legitimate alpha code joined to the client's reported year of birth and encrypted to create a unique client indicator. This is used to combine data from more than one <i>support period</i> without requiring the actual name of the client to be recorded.
<b>Case</b>	A <i>support period</i> provided to a SAAP <i>client</i> . The terms 'case' and 'support period' are used interchangeably in this report.
<b>Casual client</b>	<p>A person who:</p> <ul style="list-style-type: none"><li>• receives assistance from a SAAP agency for less than one hour on a given day; and</li><li>• does not establish an <i>ongoing support relationship</i> with the SAAP agency.</li></ul> <p>A casual client may receive <i>one-off assistance</i> from a SAAP agency on one or more occasions.</p>
<b>Client</b>	<p>A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who:</p> <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally one hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day; or</li><li>• is accommodated by a SAAP agency; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP agency.</li></ul>
<b>DRAC</b>	Data and Research Advisory Committee. DRAC is an advisory committee to the National SAAP Coordination and Development Committee.
<b>DV</b>	Domestic violence.

<b>Homeless person</b>	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which the person has access:</p> <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 affords; or</li> </ul> </li> <li>• places the person in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure; that is, the person has no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP agency or some other form of emergency accommodation.</p>
<b>NDCA</b>	National Data Collection Agency. The Australian Institute of Health and Welfare performs the role of this agency under contract with the Commonwealth Department of Health and Family Services.
<b>NILF</b>	Not in the labour force.
<b>Occasion of support</b>	See <i>support period</i> .
<b>One-off assistance</b>	Assistance provided to a person who is not a <i>client</i> . It might include the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a <i>referral</i> .
<b>Ongoing support relationship</b>	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the agency for the purpose of providing additional assistance.</p> <p>Future contact can be assumed if:</p> <ul style="list-style-type: none"> <li>• a definite appointment has been made with the person to work through particular problems or issues; or</li> <li>• an agreement has been reached with the person to work through particular problems or issues even if a specific appointment has not been made.</li> </ul> <p>An invitation to return to the agency if the need arises does not constitute an ongoing support relationship. Rather, it should simply be seen as an offer to enter into a new <i>support period</i> or to provide assistance at some future time.</p> <p>This definition is used to establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
<b>Record</b>	A unit of analysis. In any particular situation, it may refer to a <i>client</i> , an <i>occasion of support</i> , an instance of <i>unmet demand</i> , a request for <i>one-off assistance</i> , etc.

<b>Referral</b>	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 <i>agency</i> 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.
<b>SAAP Support</b>	Supported Accommodation Assistance Program. Assistance, other than <i>supported accommodation</i> , provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the 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 one hour on a given day. Support may be provided to the client individually or in group sessions. A person whose request for support or supported accommodation is not met may receive <i>one-off assistance</i> but, by definition, cannot receive support.
<b>Support period</b>	An occasion of support provided to a SAAP <i>client</i> . A support period commences when a client begins to receive support from a SAAP <i>agency</i> . The support period is considered to finish when: <ul style="list-style-type: none"> <li>• the client ends the relationship with the agency; or</li> <li>• the agency ends the relationship with the client.</li> </ul> <p>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 one month. In such a case, the date the support period ended is one month after the last contact with the client.</p>
<b>Supported accommodation</b>	Accommodation paid for or provided directly by a SAAP <i>agency</i> . The accommodation may be provided at the agency, or may be purchased using SAAP funds—at a motel, for example.
<b>Symbols</b>	
..	When used in table, means not applicable.
—	When used in table, means nil or rounded to zero (including null cells).
<b>Unmet demand</b>	Unmet demand occurs when a person requests—but does not receive— <i>support</i> or <i>supported accommodation</i> . That is, the person wishes to become a <i>client</i> of a SAAP <i>agency</i> but is not accepted, or the person does not accept the agency's offer of support or supported accommodation.  Reasons for not meeting such requests for assistance may include: <ul style="list-style-type: none"> <li>• insufficient capacity at the agency;</li> <li>• the person not being within the agency's target group;</li> <li>• the agency not having appropriate facilities to cater for special needs; and</li> <li>• the agency being unable to offer the specific services requested by the person.</li> </ul> <p>A person whose request for support or supported accommodation cannot be fulfilled may be given <i>one-off assistance</i>, such as information or a <i>referral</i>. Such a person would be a <i>casual client</i>, but not a <i>client</i>, of the agency.</p>
<b>Young client (or young person)</b>	A client aged under 25 years at the commencement of support.



# Executive summary

---

This report presents the findings from the analysis of four components of the 1998–99 SAAP National Data Collection:

- the Client Collection, between 1 July 1998 and 30 June 1999, which consists of information about all clients receiving support through the Supported Accommodation Assistance Program (SAAP);
- the Administrative Data Collection, which consists of general information about SAAP agencies;
- the Unmet Demand Collection, which measures unmet demand for SAAP services (conducted 12–25 November 1998); and,
- the Casual Client Collection, a special issue survey that elicits information about one-off assistance provided to homeless people (conducted 20 May–2 June 1999).

The SAAP National Data Collection Agency at the Australian Institute of Health and Welfare prepared the report.

The Australian Institute of Health and Welfare has developed an adjustment scheme which allows for incomplete coverage in the Client Collection. It adjusts estimates to allow for agency non-participation, for client refusal 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. For the first time, the data provided in this report have been weighted to take account of these factors. The client support period data in this report are therefore not comparable to those published in previous annual reports. Chapter 7 provides comparable client and support period data for the three full years of the National Data Collection. Data from the other Collections have not been adjusted for incomplete coverage.

## PART A: Current period analysis

### SAAP agencies

Funding for the 326 SAAP agencies operating in Victoria as at 30 June 1999 was provided jointly by the Commonwealth and Victorian governments. In the 1998–99 financial year, the total recurrent allocation under SAAP in Victoria was \$48,028,009.

Agencies in Victoria were distributed across nine geographic regions, though some were classified as Statewide agencies (predominantly agencies providing support to other agencies). The majority of agencies (58%) were located in the four metropolitan regions. The Gippsland, Grampians and Hume regions had the highest proportions of agencies in rural Victoria, each constituting 8% of the State total (Table 2.1).

The main models of service delivery were medium- to long-term accommodation, including outreach support agencies (73%), crisis or short-term accommodation (18%) and agencies that provide support to or represent SAAP agencies (5%) (Table 2.1).

## **SAAP clients**

Estimates based on data received from SAAP agencies indicate that approximately 27,050 clients were provided with support or supported accommodation through SAAP in Victoria in 1998–99 (Table 3.1). This figure excludes accompanying children and relates only to those clients who received assistance of generally more than one hour's duration.

SAAP agencies provided support to more male clients (56%) than female clients (44%) (Table 3.1). Clients aged 15–19 years were the single largest age grouping, accounting for 17% of all clients. The average age of both female and male clients was 29 years.

The *1996 Census of Population and Housing* (ABS 1998) indicates that Indigenous Australians make up less than 1% of the Victorian population and people living in Victoria who were born in non-English-speaking countries constitute 17% of the State's total population. These proportions were somewhat different among SAAP clients in Victoria: Indigenous Australians made up 5% of SAAP clients, and people from non-English speaking backgrounds made up 15% (Table 3.2). People from other English-speaking backgrounds constituted the remaining 81% of SAAP clients.

Of the 27,050 clients supported by SAAP agencies during 1998–99, 21,900 (81%) received supported accommodation (Table 3.3). The majority of accommodated clients (91%) received crisis or short-term accommodation and 12% received medium- to long-term accommodation.

## **SAAP support periods**

Participating agencies reported 42,500 occasions of support in Victoria in 1998–99 (Table 4.1). Agencies with a cross target, multiple or general client group provided more support periods (35%) than agencies targeting any other group. The number of cases at agencies targeting young people (28%) was next highest, followed by those targeting women escaping domestic violence (21%). This pattern of service provision varied at a regional level.

The amount of assistance provided varies from day to day. For example, it is estimated on 15 July 1998 there were 5,900 support periods for clients, while on 15 March 1999 SAAP agencies were involved with 6,600 support periods (Table 4.2). These figures exclude accompanying children. The majority of SAAP clients (73%) did not have accompanying children when they received support or were accommodated by agencies (Table 4.4).

The proportion of clients who were of Indigenous Australian or non-English speaking backgrounds varied across regions (Table 4.6). For example, the percentage of clients of Indigenous Australian background was higher in rural regions, whereas the percentage of clients from non-English-speaking backgrounds was much higher in metropolitan areas of Victoria.

Clients accessed services through self-referral or were told of services by family or friends in 48% of all support periods (Table 4.10). In 23% of cases, clients were referred to services by another SAAP agency or other non-government agencies.

Women gave domestic violence as the main reason for seeking assistance in 41% of cases. They also reported relationship or family breakdown (12%), or that they had been evicted or their previous accommodation had ended (12%). Men most frequently reported eviction (18%), financial difficulty (14%) and relationship or family breakdown (14%) as their main reason for seeking help.



Clients in 24% of cases reported that the duration of their current period of homelessness was two weeks or less (Table 4.13). A further 19% were homeless for between four and 26 weeks, while clients were at imminent risk of homelessness in 30% of cases. Duration of current homelessness was longer than one year in 14% of cases.

In the majority of cases (82%), clients were receiving government payments before receiving support from SAAP agencies (Table 4.14). Many clients (in 10% of support periods) reported having no income immediately before receiving support. This figure was much higher (84%) where clients were aged under 15 years. It was 21% for clients aged 15–19 years.

Clients in 6% of cases indicated that they were employed on either a full-time or part-time basis before receiving support, while an additional 3% were employed on a casual basis (Table 4.15). Clients in 58% of cases were not in the labour force before receiving support and 34% were unemployed and looking for work. Clients in 10% of support periods were studying at primary or secondary schools and a further 5% were studying at a post-secondary level or engaged in employment training (Table 4.16).

Prior to receiving support at SAAP agencies, the main forms of accommodation were the private rental market (42% of support periods), other non-SAAP accommodation (17%), and SAAP or Crisis Accommodation Program (CAP) funded accommodation (15%) (Table 4.19). In 10% of cases, clients reported that they had no shelter at all and had been living in a car, tent, park, squat or on the streets, before seeking assistance.

The most frequently reported need of SAAP clients was for general support and advocacy services—a need reported in 82% of support periods (Table 4.22). Advice or information was needed in 75% of support periods and clients required advocacy and liaison on their behalf in 54% of cases. Emotional support and other counselling (45%), SAAP/CAP accommodation (44%), financial assistance or material aid (43%), and assistance to obtain independent housing (39%) were also frequently required. This pattern varied considerably across target groups and, to some degree, across age groups (Tables 4.22 and 4.23).

## **SAAP services and unmet demand**

Advice or information was provided in more support periods (74%) than any other category of support (Table 5.1). Advocacy or liaison on the client's behalf was also provided in 52% of cases. The provision of emotional support (41%) and financial or material aid (32%) was also common.

Approximately half (52%) of support periods in Victoria lasted less than two weeks, with the largest proportion (30%) lasting less than one day (Table 5.11). A substantial number of support periods (22%) were between four and 13 weeks duration and 17% lasted longer than 13 weeks.

Among support periods in which accommodation was provided by crisis or short-term accommodation agencies, 45% had accommodation periods of one week or less (Table 5.22). Conversely, the majority (85%) of support periods in which accommodation was provided by medium- to long-term accommodation agencies involved accommodation periods of over four weeks.

When support services cannot be provided directly by a SAAP agency, clients may be referred to other (often more specialised) agencies. Across the State, at least 43,700 referrals were made on behalf of SAAP clients during the year (Table 5.23). More referrals were made for SAAP/CAP accommodation (14%), financial assistance or material aid (13%), and assistance to obtain independent housing (13%) than for other purposes. Agencies' referral patterns differed according to their service delivery model, target group and region (Tables 5.23-5.25). Referrals for each type of support may have been made on more than one occasion. However, in each support period,

only one referral for each support type is enumerated in the National Data Collection; therefore, the total number of referrals may be higher.

The large majority (90%) of needs identified by existing SAAP clients were met either through direct provision or referral (Table 5.29). Some 67% of the 229,350 needs identified during the year were met by agencies directly providing services to clients. An additional 12% were met through referrals and 11% were met through a combination of direct services and referrals. Ten per cent of needs were not met. Needs for housing or accommodation services accounted for more than a quarter (28%) of unmet needs. Assistance to obtain independent housing accounted for 13% of unmet requests, the highest of any particular support type (Table 5.30).

Among accompanying children, 88% of identified needs were met—46% of needs of children were met by agencies directly providing services; 23% were met through referrals; and 19% were met through a combination of direct services and referrals (Table 5.33).

The number of *valid* unmet requests recorded during the Unmet Demand Collection was 1,140. (See *unmet requests for support or accommodation* in Appendix 1 for a definition of valid requests). If this were replicated throughout the year, an estimated 29,670 unmet requests for support or supported accommodation would have occurred during 1998–99. It must be emphasised that this figure does not represent actual people, as a person can make requests on more than one occasion and to more than one SAAP agency. Research into estimates of unmet demand has shown that it is not valid to present *annual* estimates of the number of *people* who wanted to become SAAP clients but who could not. However, it is estimated that 990 people made valid, but unmet, requests for support or accommodation across Victoria in the period 12–25 November 1998 (AIHW 2000:163) This was the same as the comparable figure in 1997.

Almost half of potential clients sought crisis or short-term accommodation (48%) (Table 5.37). A further 44% sought medium- to long-term accommodation and 3% requested support without accommodation. There were more women (59%) among the potential client population than men (42%) (Table 5.39).

Analysis of the reasons why potential clients could not be supported is limited here to the first ‘appropriate’ request (that is, requests that were made at agencies with the relevant target group and service model, excluding those in which individuals refused an offer of assistance) made by each individual. Overall, the reason most frequently recorded by agencies for not meeting requests for assistance was that insufficient accommodation was available (85% of all unmet requests) (Table 5.42). Insufficient staff was recorded as the main reason for non-assistance in 6% of cases.

It is important to note that people who do not receive the requested support or accommodation often receive some level of one-off assistance. It is estimated that over 92,650 instances of one-off assistance were provided to people making unsuccessful requests for ongoing support or accommodation in 1998–99 (Table 5.52). This one-off assistance was primarily in the form of information (85%) and referrals for accommodation (50%). In five per cent of cases recorded during the Unmet Demand Collection period, the people seeking support or accommodation received no assistance at all.

In addition to the level of one-off assistance provided to people seeking ongoing support or accommodation, it is estimated that over 372,150 instances of one-off assistance were provided in 1998–99 to over 207,050 families or individuals who did not seek to become SAAP clients (Table 5.57). Meals were the most common form of one-off assistance provided—in 52% of cases. Information (44%) and formal referrals to other organisations on behalf of casual clients (19%) were other frequently provided forms of one-off assistance. Patterns in the provision of one-off assistance differed across regions and variations were also evident according to agencies’ target group and service delivery model (Tables 5.57–5.59).

## **Circumstances of SAAP clients after support**

SAAP clients in Victoria who did not have an income previously had obtained one by the end of their support period in 3% of cases, and clients in 5% of cases had no income both before and after receiving support (Table 6.1). An improvement in income status over the support period was more likely to occur when the support period was longer (Table 6.7).

At the conclusion of 74% of support periods, clients were living in housing that could be characterised as 'independent' (Table 6.9). (See appendix 1 for details of how independent and dependent housing have been defined.) In comparison, clients had been living in independent housing before support in 71% of all support periods (see Chapter 4—Table 4.19). After receiving support, clients in 44% of cases lived in private rental accommodation and in public housing in 14% of cases. In 27% of cases, clients were not living in independent housing, including 17% of support periods in which clients were housed in SAAP accommodation.

Following 4% of support periods, previously unemployed clients had obtained either full-time or part-time work and in an additional 3% of cases clients were working on a casual basis (Table 6.18). The proportion of cases in which clients found work varied among regions and also according to agencies' service delivery model and primary target group (Tables 6.17–19). Only a small minority of support periods involved clients who were students or trainees before receiving assistance (see Chapter 4). Of clients who were students before receiving support, 75% were still studying immediately after receiving support (Table 6.27).

Clients who were not students before receiving support undertook studies or employment training after receiving assistance in 2% of cases (Table 6.35). The comparable figure was higher for clients aged 15–19 years (6%). Clients who were not students before support undertook studies or employment training in a higher proportion of cases where support was provided for longer periods (Table 6.37).

## **PART B: Longitudinal analysis**

### **Client re-entry into SAAP**

The majority of clients (64%) accessed the program only once; 20% were supported on two separate occasions; 8% received three support periods; and just 3% of clients returned to SAAP at least six times during the year (Table 7.5).

### **Comparison of reporting periods**

Three financial years are compared—1996–97, 1997–98 and 1998–99. To facilitate making comparisons, data for each of these periods have been adjusted to account for agency non-participation and client non-consent. There was some variation recorded in agency participation rates across the three reporting periods (Table 7.7). In Victoria agency participation changed from 97% in 1996–97, to 93% in 1997–98 and 96% in 1998–99. The proportion of forms returned with consent and a valid alpha code rose from 57% in 1996–97 to 75% in 1997–98 and 1998–99.

During the 1998–99 financial year 44,250 support periods were provided. This represented a steady increase from the 36,800 support periods estimated for 1996–97, and 41,850 for 1997–98 (Table 7.8). The number of clients provided with assistance in the three years showed a similar pattern, rising from 23,700 in 1996–97 to 28,050 in 1997–98, and up to 29,100 in 1998–99. The number of accompanying children visits rose from 21,650 in 1996–97 to 23,450 in 1997–98, and to 23,900 in 1998–99 (Table 7.12).

There was only small variation in the demographic characteristics of the client population and service usage patterns between 1996–97 and 1998–99. One of the more significant changes was an increase in clients aged 15 to 19 years—from 17% of clients in 1996–97 to 20% in 1997–98 and 23% in 1998–99 (Table 7.10).

However, across the three periods there was a noticeable increase in the proportion of support periods in which a support plan was in place—up from 55% of support periods in 1996–97 to 69% in 1998–99 (Table 7.16).

Across Victoria, the estimated numbers of people who made unsuccessful requests for SAAP support or accommodation during the two-week Unmet Demand Collection were the same for the 1997 and 1998 surveys—990 in both the period 13–26 November 1997 and the period 12–25 November 1998.

# 1 Introduction

---

## 1.1 The Supported Accommodation Assistance Program

The Supported Accommodation Assistance Program (SAAP) was established in 1985 to consolidate a number of Commonwealth, State and Territory government programs assisting people who are homeless, including women and children escaping domestic violence.

The current program, governed by the *Supported Accommodation Assistance Act 1994*, 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.

Some 1,206 non-government, community or local government organisations were funded nationally under the program in 1998-99, 333 of them in Victoria (Table 2.5).<sup>1</sup> Organisations providing SAAP services 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 Background to the SAAP National Data Collection

A range of data collection practices had existed at the Commonwealth and State and Territory levels before the National Data Collection was developed. The 1993 national evaluation of SAAP highlighted the need for more effective data collection, analysis and reporting to assist in achieving the aims of the program. The evaluation report *Moving Forward* (Lindsay 1993) strongly recommended a new approach to data collection.

Following the evaluation, a senior officials group representing the Commonwealth, State and Territory departments with administrative responsibility for the program was established to develop strategic directions for the period of the new SAAP Agreement. This group, known as the SAAP National Coordination and Development Committee, also emphasised the need for better data to inform policy, planning and service delivery.

A Data and Research Advisory Committee (DRAC) was established as a sub-committee of the Coordination and Development Committee and was asked to develop a comprehensive information strategy for SAAP. The DRAC met for the first time in mid-1994 and comprised members from Commonwealth, State and Territory departments, representatives of community sector organisations and two advisers with expertise in data collection and research. The committee developed a core set of data items for SAAP. In November–December 1994, an initial feasibility study or pilot of the National Data Collection was conducted, involving some 15% of SAAP agencies across Australia.

---

<sup>1</sup>

This figure represents agencies funded for some part of the reporting period and may not be consistent with the number of agencies funded at the end of the financial year (see Chapter 2).

Following the pilot, further development work was undertaken. In July 1995, expressions of interest were sought from organisations willing to undertake the role of the SAAP National Data Collection Agency (NDCA) for three years. The Australian Institute of Health and Welfare's tender was accepted and the Institute commenced work on the project in September 1995. This is the third full year in which the National Data Collection has been conducted.

### **1.3 SAAP National Data Collection**

The National Data Collection consists of distinct components, each of which can be thought of as separate collections. Currently, five components exist: the Client Collection; the Administrative Data Collection; the Unmet Demand Collection; the Casual Client Collection; and Special Issue Collections.

The Client Collection is the main component. It consists of information about all clients receiving support under SAAP of more than one hour's duration. Data are collected by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended (that is, when a client leaves an accommodation agency or when an occasion of support has ended), and at the end of the reporting period (30 June and 31 December) for ongoing clients. Data collected include basic socio-demographic information and the services required by and provided to each client. The collection enables an examination of client outcomes by eliciting information about each client's situation before and after receiving SAAP services. A full-scale trial of the Client Collection involving all agencies across Australia commenced 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. Information about the 333 SAAP agencies located in Victoria is provided to the NDCA by the State's Department of Human Services.

The Unmet Demand Collection operates over a two-week period, once a year. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation at SAAP agencies that are not provided, 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. These are conducted to obtain information on a particular matter for a limited period of time and are an adjunct to the Client Collection. The Casual Client Collection was the first of these surveys. The second, the Accompanying Children in SAAP Collection, was conducted in May–June 1998 and is the subject of a separate report to be released mid-2000. A third collection on SAAP clients with no, or very little income, has recently been developed. It is being conducted in May and June 2000.

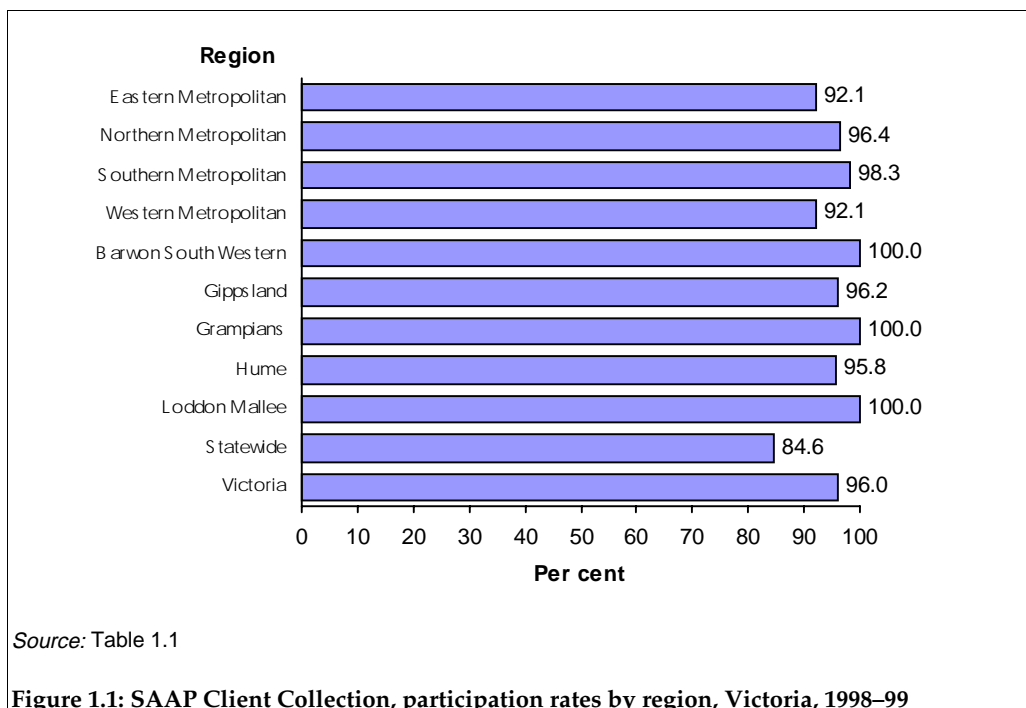
### **1.4 Participation in the National Data Collection**

To ensure that data collected accurately reflect the work conducted under the auspices of the program, it is important that a high level of participation of funded agencies in the National Data Collection is obtained.

#### **Client Collection**

Overall, the participation rate for the Client Collection has been very satisfactory. Not all agencies are 'in scope' of the Client Collection—some provide one-off or casual assistance only and so do not complete client forms. Others are funded to support and assist the functions of other SAAP agencies. They do not provide services directly to

homeless people. Accordingly, there were 12 'out of scope' agencies in Victoria during 1998–99. Of the remaining agencies, 96% returned client forms during the reporting period (Figure 1.1). This is slightly higher than the participation rate in 1997–98 (93%—Table 7.7). Regionally, response rates varied. They ranged from full participation in the Barwon South Western, Grampians and Loddon Mallee regions to a low of 85% in the Statewide agencies (see Appendix 1 for an explanation of regions used in the report).



Participation also varied across agency target groups and service delivery models (Table 1.1). All agencies targeting single women participated in the Client Collection; participation was lowest for agencies targeting single men (91%). Crisis or short-term accommodation agencies, day support agencies, and outreach support and telephone information and referral agencies all had 100% participation, while 95% of medium- to long-term accommodation agencies participated.

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 taken when interpreting data, because results may not fully reflect the entire population.

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 Data and Research Resource Folder, July 1996). If clients' consent is not obtained, only a limited number of questions may 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 clients. Thus alpha codes allow enumeration of actual clients in addition to occasions of support.

Across Victoria, clients consented in 79% of support periods (Table 1.1). Consent rates varied across regions and agency target groups. They ranged from 62% in the Northern Metropolitan region to a high of 88% in the Western Metropolitan region. At cross target, multiple target and general client agencies consent was obtained in 75% of support periods, contrasting with agencies targeting single men where consent was obtained in 83% of support periods. Family agencies and agencies for women escaping

domestic violence each recorded consent rates of 77% and 79% respectively. In general, average consent rates ranged from 71% to 79% across the service delivery models.

Nearly all support periods with consent also had valid alpha codes; that is, they had valid consent. While consent was obtained in 79% of support periods, valid consent was provided in 75% of cases.

### **Adjusting for non-participation and non-consent in the Client Collection**

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 irrespective of whether or not consent was obtained in a support period. This was the adjustment technique adopted for estimating the total number of clients in previous series of this report. 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 be different to those that would have been obtained if consent had been provided in 100% of cases (see Appendix 2). The varying consent rates by primary target group and service delivery model (see Table 1.1) 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, which allows for differences between support periods with consent and those without. It also adjusts estimates to allow for agency non-participation, for clients who give valid consent for some support periods but not for others (referred to as mixed consent), and for clients who do not give consent in any of their periods of support. 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 (1999:22, 25) describes the statistical assumptions underlying the adjustment scheme developed by the Australian Institute of Health and Welfare. It has the following features.

- The collection is divided into specified groups, or strata. Within these 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 or not valid consent was obtained. These strata are defined in terms of characteristics available for all support periods in participating agencies.
- Within each State and 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 are made for clients with mixed consent within sub-groups.<sup>2</sup> They 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. Estimates using these data are adjusted only for agency non-participation.
  - 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

---

<sup>2</sup> The method used to adjust for mixed client consent was refined for 1998–99. For 1998–99, as described in Karmel 1999, the number of support periods without consent that were for clients who consented at some stage is derived within fine sub-groups. However, the number of clients with mixed consent to whom these support periods related, is derived by gender only. Estimates for 1996–97 and 1997–98 in Chapter 7 are based on the procedures presented in Karmel 1999.



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.

Table 7.8 in this report provides estimates of clients and support periods derived from this new adjustment methodology for the three full years the collection has been conducted. To allow comparisons with previously published data, the estimates given in the 1996–97 and 1997–98 reports are also given.

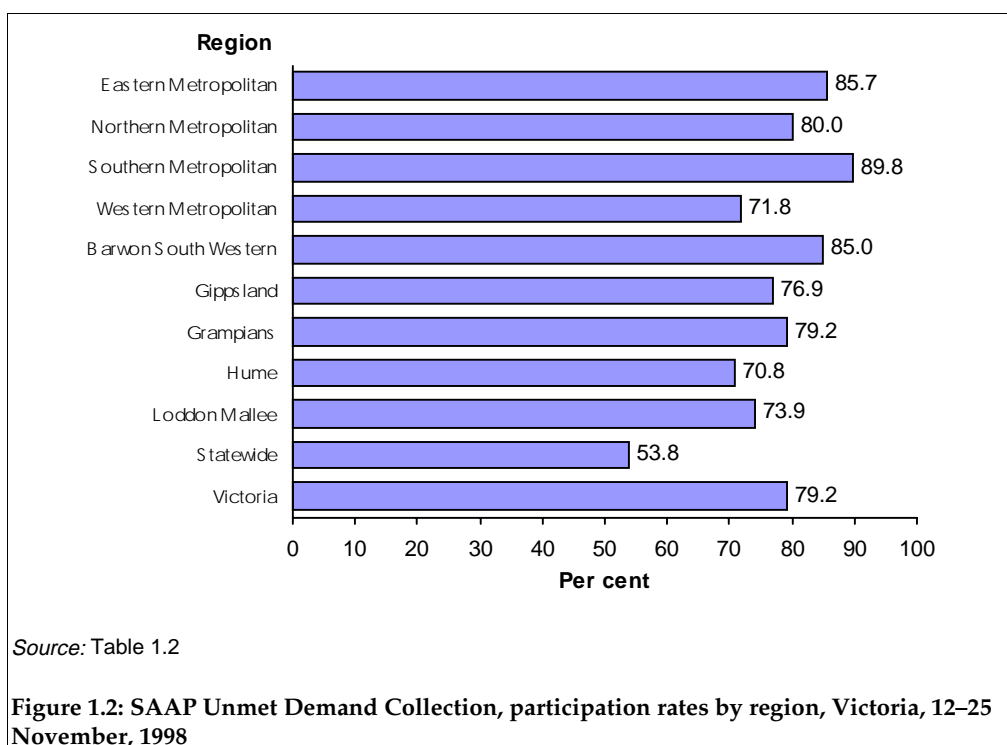
Elsewhere in this report, all state-wide estimates obtained using data from the Client Collection have been adjusted using the scheme outlined above. However, the weights are not applicable to regional data. Consequently all regional estimates are still unweighted, that is they have not been adjusted for either agency non-participation or client non-consent. Notes to the tables indicate which weights have been used; that is whether a non-participation weight, a full non-participation non-consent weight, or no weight has been used. Methods for adjusting the other collections in the National Data Collection for non-response have not yet been developed, so unadjusted figures are presented.

### **High volume agencies**

At June 30 1999 seven participating SAAP agencies in Victoria were classified as solely 'high-volume' agencies. These agencies, characterised by having a high client turnover, completed a data collection form designed specifically for their use. It contained only a subset of Client Collection data items. There were 6,649 high-volume forms returned during the reporting period. These records are excluded from tables which present data items not included on the high-volume form.

### **Unmet Demand Collection**

The participation rate for the Unmet Demand Collection was lower than that for the Client Collection—across Victoria 79% of agencies returned forms following the two-week collection period, 12–25 November 1998 (Figure 1.2). This was the same level of participation as the previous year. The participation rate ranged from a high in the Southern Metropolitan region of 90% to 54% at Statewide agencies.



The participation rate varied among agency target groups and service delivery models. Participation ranged from 100% for single women’s agencies to 72% at agencies targeting young people. The small number of day support, multiple model and telephone information and referral agencies and ‘other’ agencies contributed to fluctuations in participation, with rates of 75%, 33% and 50% respectively. Ninety per cent of crisis or short-term accommodation agencies and 78% of medium- to long-term accommodation agencies participated.

It is not known whether agencies that did not participate received requests they could not meet. Consequently, it is possible that findings from this collection may understate the true extent of unmet demand.

### Casual Client Collection

The participation rate for the Casual Client Collection was high across the State, with 77% of agencies returning forms following the two-week collection period, 20 May to 2 June 1999 (Table 1.3). The comparable participation rate in 1997–98 was 80%. Regionally, there were variations in agency participation rates, with 85% and 84%, respectively, of agencies in the Gippsland and Grampians regions participating. This compares to just under 70% in the Loddon Mallee region and Statewide agencies.

Participation was highest among agencies targeting single women (93%). In comparison, 72% of youth agencies and 75% of cross target, multiple model and general agencies participated. The participation rate for crisis or short-term accommodation agencies and medium- to long-term accommodation agencies was 86% and 76% respectively.

## 1.5 Interpretation of analyses

As well as noting the above discussion about participation rates, 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 has been included at the beginning of this report. In addition, readers are encouraged to consult the NDCA data interpretation manual and the NDCA collectors’ manual—both contain important information that

can aid in the use and interpretation of the data presented here. A data dictionary for the National Data Collection is included as part of the *SAAP Data and Research Resource Folder* which can be obtained from the Commonwealth Department of Family and Community Services.

Additionally, important information about the measurement of concepts and the counting rules used in the analysis in this report is presented in Appendix 1.

## 1.6 Variation from Series 3 reports

Analyses presented in this report may not be comparable with those presented in the Series 3 reports (1997–98). The following changes have been incorporated into this report:

- The number and profile of agencies has changed due to the amalgamation or splitting of agencies, the opening of new agencies or the reclassification of service delivery model or target group. These changes are determined by State and Territory departments.
- Unless indicated otherwise, estimates derived from the Client Collection have been adjusted for agency non-participation and, where necessary, client non-consent (see explanation above). In previous annual reports unadjusted data have been presented, except for estimates of the number of SAAP clients where a simple weighting system (for non-consent only) was used.
- In general, numbers from the Client and Casual Client Collections have been rounded to the nearest 50. Numbers of potential clients from the Unmet Demand Collection have been rounded to the nearest 10, while estimates of one-off assistance provided to these potential clients have been rounded to the nearest 50.
- Estimates of clients within regions by ethnicity and by average number of accompanying children per support period (Tables 3.2 and 3.4 in Series 3) are no longer published in Chapter 3. Rather, corresponding estimates of support periods within regions are given in Chapter 4.
- Chapter 7 now reports on three years' data. Consequently, the presentation of the tables has changed.
- The Unmet Demand Collection included two new questions (Questions 6 and 8—see Appendix 5), which have been included in the analysis of unmet demand in Chapter 5.
- The calculation of unmet demand has been refined to ensure consistent calculation across years. The method of calculating 'Potential clients unable to be supported' is described in Appendix 1. The revised calculations for November 1997 and November 1998 are included in Appendix 4.
- Following consultation with government and community stakeholders, the discussion associated with individual tables has been reduced in Chapters 2 to 6 and Appendix 3.
- Appendix 4 presents revised versions of tables included in the previous year's report.
- For the first time, copies of forms used in the 1998–99 collection are included in the report (see Appendix 5).

## 1.7 Structure and content of the report

Data in this report relate to the financial year ending 30 June 1999. Although most tables include information about both completed and ongoing support periods, analysis of duration of support and accommodation, and data items relating to client circumstances after support are necessarily limited to completed support periods only.

Following this introductory chapter, analyses for the reporting period are provided in Part A and some longitudinal analyses are provided in Part B. Part C comprises information used to calculate performance indicators established by the DRAC. Frequency distributions for all variables and regional tables are available in electronic format on request.

Part A has been divided into five chapters. Details of the number and distribution of SAAP agencies, and resources allocated under SAAP, are provided in Chapter 2. The characteristics of individual SAAP clients are examined in Chapter 3 and analyses of support periods (occasions of support) are presented in Chapter 4. The services provided to clients by agencies and unmet demand for services are examined in Chapter 5 and the circumstances of SAAP clients after support are reported in the final chapter of Part A (Chapter 6). Chapters in Parts A and B contain a descriptive account of major findings, as well as the graphical presentation of data. Detailed tables follow the discussion in each chapter.

There are five appendices in this report. Appendix 1 details the counting rules used in analyses contained in the report. Appendix 2 provides more details on consent rates and data on how the new weighting system affects major descriptive variables such as gender, ethnicity and age. Information about the circumstances after support of certain subgroups of SAAP clients is presented in Appendix 3, and Appendix 4 contains revisions to data contained in the previous series' reports. Copies of the forms used in the collection are shown in Appendix 5.

Occasionally it is necessary for data to be grouped to protect confidentiality. In this report, at least two 'in-scope' agencies are required in each region, target group or service delivery model category. For example, if only one single men's agency exists in the State its information would be grouped with another target group. The groupings used are indicated in affected tables. This practice has been adopted to prevent the identification of the agency concerned and, potentially, of their clients.

## 1.8 Detailed tables

Table 1.1: SAAP Client Collection, participation rates and forms returned with informed consent and valid alpha codes by region, primary target group and service delivery model, Victoria, 1998–99

	Agencies	Participation rate (%)	Forms returned		
			Total	Consent (%)	Valid alpha code (%)
<b>Region</b>					
Eastern Metropolitan	38	92.1	7,118	72.8	69.5
Northern Metropolitan	55	96.4	4,840	61.5	57.4
Southern Metropolitan	59	98.3	6,483	83.0	80.3
Western Metropolitan	38	92.1	6,979	88.3	85.2
Barwon South Western	20	100.0	2,388	80.4	78.0
Gippsland	26	96.2	2,164	81.3	78.4
Grampians	25	100.0	1,937	87.0	83.9
Hume	24	95.8	1,825	82.2	79.8
Loddon Mallee	23	100.0	3,597	75.1	72.3
Statewide	13	84.6	5,146	79.0	75.8
<b>Primary target group</b>					
Young people	133	95.5	11,935	82.2	79.9
Single men only	11	90.9	3,159	83.3	80.6
Single women only	15	100.0	1,051	76.1	72.7
Families	27	96.3	2,227	77.1	74.3
Women escaping domestic violence	53	98.1	9,105	78.9	74.1
Cross target/multiple/general	82	95.1	15,000	74.7	71.8
<b>Service delivery model</b>					
Crisis/short-term accommodation	59	100.0	9,894	79.2	76.7
Medium/long-term accommodation	252	95.2	23,333	78.7	75.3
Day support	6	100.0	7,155	77.6	74.6
Outreach support/telephone information/referral	2	100.0	1,725	71.2	68.9
Multiple	2	50.0	370	94.9	88.1
<b>Victoria</b>	<b>321</b>	<b>96.0</b>	<b>42,477</b>	<b>78.5</b>	<b>75.4</b>

### Notes

1. Based on forms returned from agencies 'in scope' for the Client Collection during 1998–99.
2. Agencies refers to the number of agencies that should have been participating in the reference period.
3. Valid alpha code here refers to all forms with a valid alpha code that were completed with consent (see glossary).
4. Inconsistencies in the Administrative Data Collection mean that these numbers may not be strictly comparable with those presented in Chapter 2.

Source: SAAP NDCA Administrative Data and Client Collections

**Table 1.2: SAAP Unmet Demand Collection, participation rates and forms returned by region, primary target group and service delivery model, Victoria, 12–25 November 1998**

	<b>Agencies</b>	<b>Participation rate (%)</b>	<b>Forms returned</b>
<b>Region</b>			
Eastern Metropolitan	35	85.7	273
Northern Metropolitan	55	80.0	261
Southern Metropolitan	59	89.8	560
Western Metropolitan	39	71.8	222
Barwon South Western	20	85.0	99
Gippsland	26	76.9	89
Grampians	24	79.2	80
Hume	24	70.8	30
Loddon Mallee	23	73.9	53
Statewide	13	53.8	91
<b>Primary target group</b>			
Young people	131	71.8	701
Single men only	10	80.0	88
Single women only	15	100.0	130
Families	27	88.9	227
Women escaping domestic violence	53	84.9	90
Cross target/multiple/general	82	80.5	522
<b>Service delivery model</b>			
Crisis/short-term accommodation	58	89.7	494
Medium/long-term accommodation	247	77.7	1,163
Day support	8	75.0	101
Telephone information/referral/multiple	3	33.3	0
Other	2	50.0	0
<b>Victoria</b>	<b>318</b>	<b>79.2</b>	<b>1,758</b>

*Notes*

1. Agencies refers to the number of agencies that should have been participating in the reference period.
2. Inconsistencies in the Administrative Data Collection mean that these numbers may not be strictly comparable with those presented in Chapter 2.

*Source:* SAAP NDCA Administrative Data and Unmet Demand Collections

**Table 1.3: SAAP Casual Client Collection, participation rates and forms returned by region, primary target group and service delivery model, Victoria, 20 May–2 June 1999**

	<b>Agencies</b>	<b>Participation rate (%)</b>	<b>Records returned</b>
<b>Region</b>			
Eastern Metropolitan	38	78.9	475
Northern Metropolitan	56	76.8	1,051
Southern Metropolitan	61	72.1	1,404
Western Metropolitan	40	80.0	413
Barwon South Western	20	75.0	231
Gippsland	26	84.6	316
Grampians	25	84.0	133
Hume	24	83.3	104
Loddon Mallee	23	69.6	158
Statewide	13	69.2	3,679
<b>Primary target group</b>			
Young people	133	72.2	1,373
Single men only	11	81.8	390
Single women only	15	93.3	176
Families	27	85.2	272
Women escaping domestic violence	53	84.9	482
Cross target/multiple/general	87	74.7	5,271
<b>Service delivery model</b>			
Crisis/short-term accommodation	59	86.4	1,139
Medium/long-term accommodation	252	75.8	2,703
Day support	9	66.7	4,093
Outreach support/ telephone information/referral	2	100.0	0
Multiple	2	50.0	29
Other	2	50.0	0
<b>Victoria</b>	<b>326</b>	<b>77.3</b>	<b>7,964</b>

*Notes*

1. Agencies refers to the number of agencies that should have been participating in the reference period.
2. Inconsistencies in the Administrative Data Collection mean that these numbers may not be strictly comparable with those presented in Chapter 2.

*Source:* SAAP NDCA Administrative Data and Casual Client Collections





# **PART A**

---

## **Current period analysis**



# 2 SAAP agencies

---

Funding for the 326 SAAP agencies operating in Victoria as at 30 June 1999 is provided jointly by the Commonwealth and Victorian governments. Details about these agencies are forwarded to the NDCA by the Department of Human Services, which administers the program in Victoria.

The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity or mode of delivering services, together with details of funding and staffing capacity where these are available. This chapter analyses information from the Administrative Data Collection to present an overview of the types of agencies funded under SAAP and the resources allocated to assisting those who are homeless and/or in crisis.

## 2.1 Overview

Descriptive information about active SAAP agencies at 30 June 1999 is presented in Tables 2.1–2.4. It should be noted that agencies' service delivery models and target groups are subject to change from year to year. It is difficult, therefore, to compare the distribution of agency characteristics with that presented in previous reports. Numbers may also not be consistent with information presented in Chapter 1 which necessarily included all agencies active during the reporting period in the assessment of participation rates. Tables 2.5–2.8 report on the funding and capacity of SAAP agencies and include all agencies funded during the financial year.

Six categories are used for classifying agencies according to their service delivery model: crisis or short-term accommodation; medium- to long-term accommodation; day support; telephone information and referral and outreach support; agency support; and multiple service delivery model. Further information about agency classifications is contained in Appendix 1.

The main models of service delivery were medium- to long-term accommodation, including outreach support agencies (73%), crisis or short-term accommodation (18%) and agencies that provide support to or represent SAAP agencies (5%) (Table 2.1).

Agencies in Victoria were distributed across nine geographic regions, though some were classified as Statewide agencies (predominantly agencies providing support to other agencies). The majority of agencies (58%) were located in the four metropolitan regions. The Gippsland, Grampians and Hume regions had the highest proportions of agencies in rural Victoria, each constituting 8% of the State total (Table 2.1).

An agency's primary client target group may be one of the following: young people; single men only; single women only; families; women escaping domestic violence; or cross target, multiple target or general clients. An agency may also have a secondary client target group: Indigenous Australians; people from non-English-speaking backgrounds; or some 'other' group.

## 2.2 Funding

Data provided by the Department of Human Services indicate that the total recurrent 1998–99 allocation under SAAP in Victoria was \$48,028,009. Additional funds may have been allocated on a non-recurrent basis. Non-recurrent funding is not collected under the National Data Collection and so is not included in this report. Of this amount, \$46,991,009 represented recurrent allocations to SAAP agencies and the

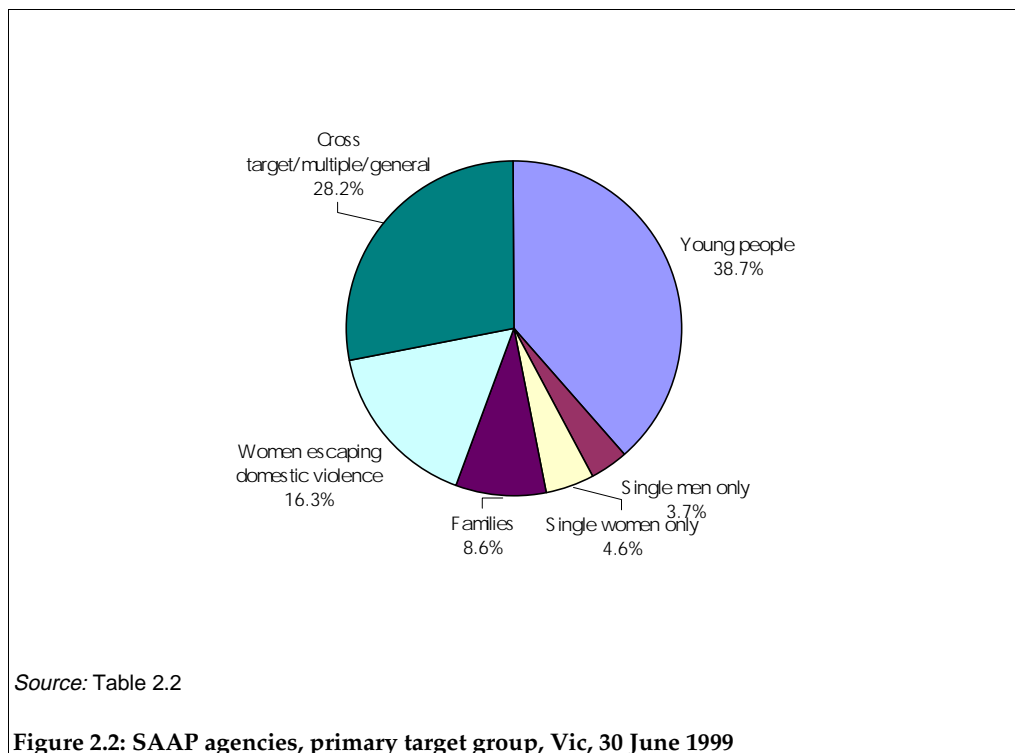
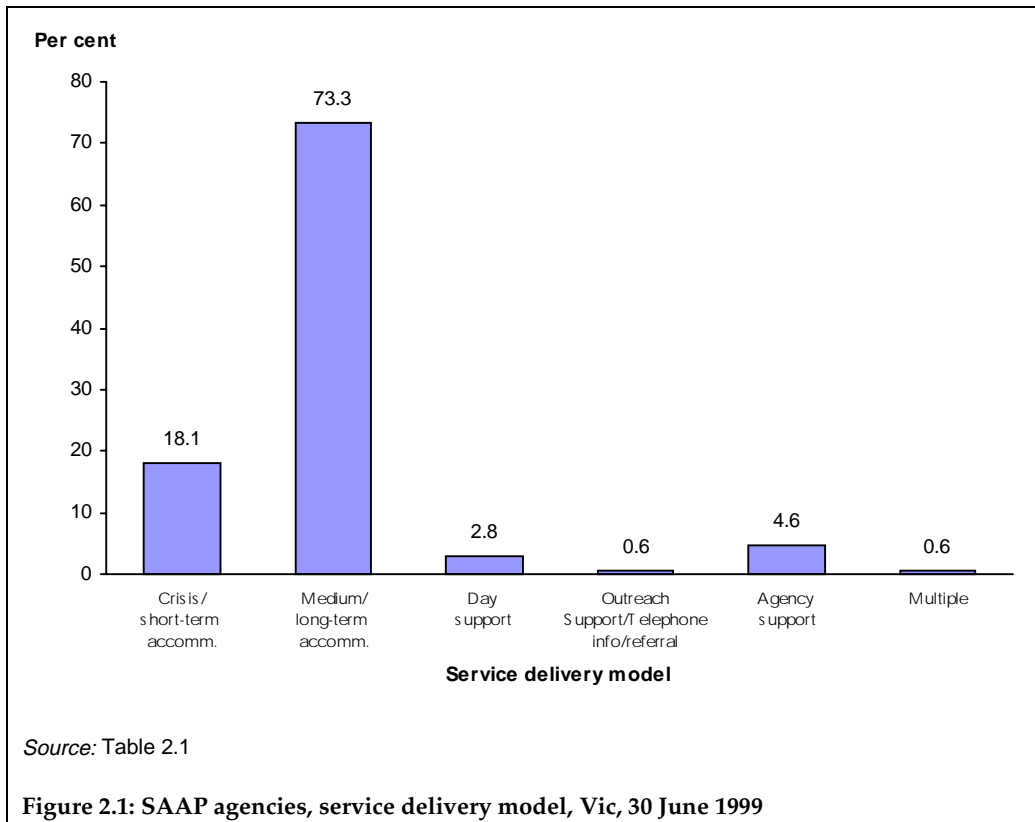
remaining \$1,037,000 was allocated for other purposes such as administration, training, research and evaluation.

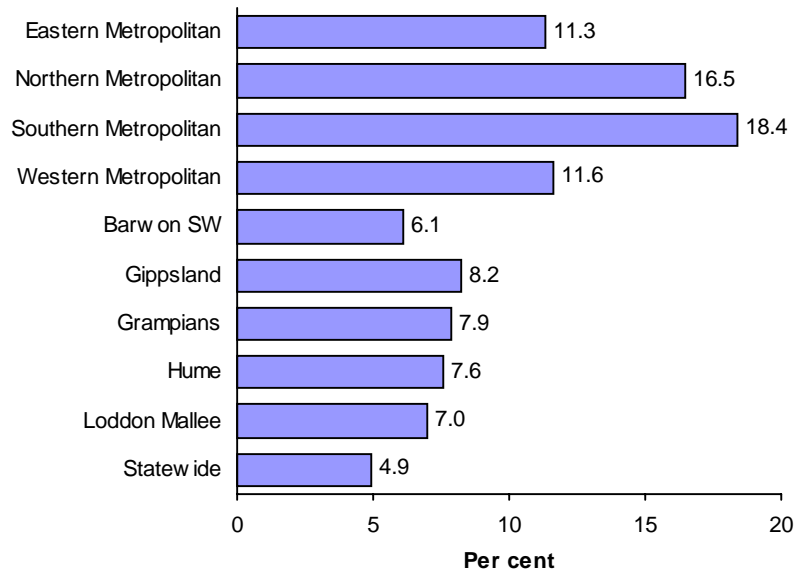
Data representing the recurrent amount of money allocated to an agency were provided to the NDCA once, at the end of the financial year. This amount was adjusted for agencies that were expected to be active for the full financial year but were not. Information pertaining to recurrent funding of SAAP agencies includes all agencies that received funds and operated for some part of the 1998–99 financial year. Thus, numbers of agencies may not be consistent with those in Tables 2.1 – 2.4.

Table 2.5 reports recurrent allocations to SAAP agencies by service delivery model. The total SAAP recurrent allocation to an agency refers to SAAP funds relating to salary costs and operating costs. A zero amount would be recorded for this data item for agencies solely in receipt of a non-recurrent grant.

The capacity of a SAAP agency is measured by the total number of SAAP accommodation places within an agency and applies only to agencies providing accommodation. Accommodation places refer to permanent beds which are owned or managed by a SAAP agency or paid for using SAAP funds. Data pertaining to the number of effective full-time staff provide a measure of the staff resources available to provide services to the existing client load. However, accurate information about the capacity of SAAP agencies is not available at present. The methodology for collecting accurate information about accommodation places and effective full-time staff is under review by the SAAP Data and Research Advisory Committee. It is expected that analysis of the capacity of SAAP agencies will appear in future reports.

## 2.3 Key charts





Source: Derived from Table 2.1

**Figure 2.3: SAAP agencies, region, Vic, 30 June 1999**

## 2.4 Detailed tables

### 2.4.1 Agency characteristics

Table 2.1: SAAP agencies, service delivery model by region, Victoria, 30 June 1999 (%)

Service delivery model	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Crisis/short-term accommodation	24.3	24.1	16.7	13.2	20.0	14.8	15.4	16.0	13.0	18.8	18.1
Medium/long-term accommodation	67.6	70.4	71.7	76.3	75.0	81.5	80.8	80.0	82.6	43.8	73.3
Day support	2.7	1.9	8.3	2.6	—	—	—	—	—	6.3	2.8
Outreach support/telephone information/referral	—	—	1.7	—	—	—	—	—	—	6.3	0.6
Agency support	5.4	3.7	1.7	2.6	5.0	3.7	3.8	4.0	4.3	25.0	4.6
Multiple	—	—	—	5.3	—	—	—	—	—	—	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>37</b>	<b>54</b>	<b>60</b>	<b>38</b>	<b>20</b>	<b>27</b>	<b>26</b>	<b>25</b>	<b>23</b>	<b>16</b>	<b>326</b>

Source: SAAP NDCA Administrative Data Collection

Table 2.2: SAAP agencies, primary target group by region, Victoria, 30 June 1999 (%)

Primary Target Group	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Young people	45.9	48.1	40.0	44.7	35.0	40.7	34.6	44.0	8.7	12.5	38.7
Single men only	—	9.3	—	—	5.0	—	3.8	—	—	31.3	3.7
Single women only	5.4	7.4	8.3	2.6	—	—	7.7	—	4.3	—	4.6
Families	2.7	9.3	13.3	15.8	15.0	—	3.8	16.0	—	—	8.6
Women escaping domestic violence	18.9	11.1	10.0	7.9	20.0	22.2	15.4	28.0	21.7	31.3	16.3
Cross target/multiple/general	27.0	14.8	28.3	28.9	25.0	37.0	34.6	12.0	65.2	25.0	28.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>37</b>	<b>54</b>	<b>60</b>	<b>38</b>	<b>20</b>	<b>27</b>	<b>26</b>	<b>25</b>	<b>23</b>	<b>16</b>	<b>326</b>

Source: SAAP NDCA Administrative Data Collection

Table 2.3: SAAP agencies, secondary target group by region, Victoria, 30 June 1999 (%)

Secondary Target Group	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Indigenous Australians	—	7.4	3.3	2.6	—	7.4	—	4.0	17.4	—	4.3
People from non-English-speaking backgrounds	2.7	7.4	—	2.6	—	—	—	—	—	6.3	2.1
Other	2.7	—	1.7	—	—	—	—	—	4.3	6.3	1.2
No secondary target group	94.6	85.2	95.0	94.7	100.0	92.6	100.0	96.0	78.3	87.5	92.3
<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>100.0</i>
<b>Total number</b>	<b>37</b>	<b>54</b>	<b>60</b>	<b>38</b>	<b>20</b>	<b>27</b>	<b>26</b>	<b>25</b>	<b>23</b>	<b>16</b>	<b>326</b>

Source: SAAP NDCA Administrative Data Collection

Table 2.4: SAAP agencies, service delivery model by primary target group, Victoria, 30 June 1999 (%)

Service delivery model	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	15.9	25.0	20.0	7.1	52.8	3.3	18.1
Medium/long-term accommodation	83.3	66.7	80.0	89.3	43.4	71.7	73.3
Day support	0.8	—	—	—	—	8.7	2.8
Outreach support/telephone information/referral	—	—	—	—	1.9	1.1	0.6
Agency support	—	8.3	—	3.6	1.9	13.0	4.6
Multiple	—	—	—	—	—	2.2	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>126</b>	<b>12</b>	<b>15</b>	<b>28</b>	<b>53</b>	<b>92</b>	<b>326</b>

Source: SAAP NDCA Administrative Data Collection

## 2.4.2 Funding

Table 2.5: SAAP agencies and recurrent allocations, service delivery model by funding and average cost per agency, Victoria, 1998–99

Service delivery model	Number of agencies	Funding (\$)	Average cost per agency (\$)
Crisis/short-term accommodation	59	16,935,731	287,046
Medium/long-term accommodation	248	26,608,604	107,293
Day support	8	1,699,488	212,436
Outreach support/telephone information/referral	1	701,214	701,214
Agency support	15	1,013,117	67,541
Multiple	2	32,855	16,428
<b>Total</b>	<b>333</b>	<b>46,991,009</b>	<b>141,114</b>

Source: SAAP NDCA Administrative Data Collection

Table 2.6: SAAP agencies and recurrent allocations, primary target group by funding and average cost per agency, Victoria, 1998–99

Primary target group	Number of agencies	Funding (\$)	Average cost per agency (\$)
Young people	131	14,901,268	113,750
Single men only	12	4,188,965	349,080
Single women only	15	2,195,764	146,384
Families	28	3,607,685	128,846
Women escaping domestic violence	52	10,920,753	210,014
Cross target/multiple/general	95	11,176,574	117,648
<b>Total</b>	<b>333</b>	<b>46,991,009</b>	<b>141,114</b>

Source: SAAP NDCA Administrative Data Collection



**Table 2.7: SAAP recurrent allocations, service delivery model by region, Victoria, 1998–99 (%)**

Service delivery model	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Crisis/short-term accommodation	40.8	40.8	36.8	25.8	35.6	35.2	33.4	34.8	22.3	40.4	36.0
Medium/long-term accommodation	50.5	55.6	53.8	67.9	63.0	63.4	64.7	63.6	76.3	38.3	56.6
Day support	6.7	2.5	8.5	4.5	—	—	—	—	—	1.0	3.6
Outreach support/telephone information /referral	—	—	—	—	—	—	—	—	—	12.2	1.5
Agency support	2.0	1.0	0.9	1.3	1.5	1.4	1.9	1.6	1.4	8.2	2.2
Multiple	—	—	—	0.6	—	—	—	—	—	—	0.1
<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>	<i>100.0</i>
<b>Total recurrent allocation (\$'000)</b>	<b>6,115.4</b>	<b>8,652.1</b>	<b>9,124.7</b>	<b>5,373.2</b>	<b>2,503.2</b>	<b>2,600.5</b>	<b>1,917.8</b>	<b>2,313.9</b>	<b>2,629.3</b>	<b>5,760.9</b>	<b>46,991.0</b>

Source: SAAP NDCA Administrative Data Collection

**Table 2.8: SAAP recurrent allocations, primary target group by region, Victoria, 1998–99 (%)**

Primary target group	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Young people	29.3	45.4	28.5	43.6	34.4	47.7	30.0	44.6	6.5	6.1	31.7
Single men only	—	4.6	—	—	5.2	—	6.9	—	—	61.3	8.9
Single women only	6.9	3.7	11.0	0.8	—	—	14.5	—	5.1	—	4.7
Families	0.9	10.3	11.9	11.3	18.3	—	4.6	18.1	—	—	7.7
Women escaping domestic violence	30.6	22.3	16.1	14.1	28.3	25.7	25.3	31.3	30.4	26.1	23.2
Cross target/multiple/general	32.3	13.7	32.5	30.2	13.8	26.6	18.6	6.0	58.0	6.4	23.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total recurrent allocation (\$'000)</b>	<b>6,115.4</b>	<b>8,652.1</b>	<b>9,124.7</b>	<b>5,373.2</b>	<b>2,503.2</b>	<b>2,600.5</b>	<b>1,917.8</b>	<b>2,313.9</b>	<b>2,629.3</b>	<b>5,760.9</b>	<b>46,991.0</b>



# 3 SAAP clients

---

To contain the administrative workload on the part of SAAP service providers, the SAAP National Data Collection distinguishes between *clients* and *casual clients* (see Glossary at the beginning of this report). The Client Collection provides considerable information about the characteristics of clients who receive support for one hour or more or supported accommodation under SAAP and this chapter focuses on information from that collection. Assistance provided to casual clients is outlined in Chapter 5.

During the 1998–99 financial year, it is estimated that SAAP agencies in Victoria provided 42,500 occasions of support (Table 5.1). However, this number exceeds the number of actual clients supported under the program because an individual person may receive support or supported accommodation on more than one occasion from one or more SAAP agencies.

The use of an alpha code in the National Data Collection enables a distinction to be made between individuals (the focus of this chapter) and the occasions of support they receive (Chapter 4). Unfortunately, only 75% of forms returned contained valid alpha codes. Furthermore, 4% of agencies ‘in scope’ of the SAAP National Data Collection did not participate in the collection. Thus, the exact number of clients assisted under the program is not known. It is, however, possible to estimate the number of SAAP clients using adjustment techniques. The method for adjusting the SAAP data to account for missing alpha codes and the non-participating agencies is described in Chapter 1.

The estimate of the number of clients provided with support or supported accommodation under SAAP, using the data adjustment methodology described in Chapter 1, is 29,100. It should be noted that this figure excludes children accompanying SAAP clients and relates only to those clients who received assistance of generally more than one hour’s duration (see Glossary for the definition of *client* in the National Data Collection).

The tables in this chapter show the characteristics of individual clients. Data regarding the repeat use of SAAP services by clients are included in Part B of this report.

## 3.1 Overview

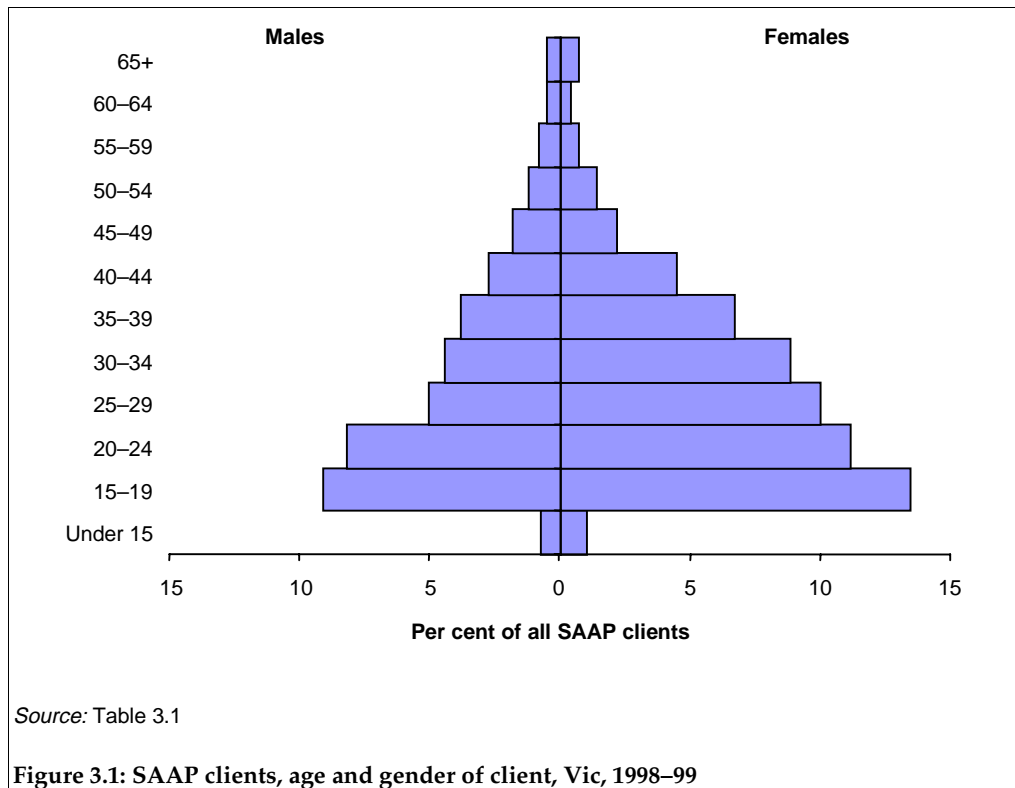
Estimates based on data received from agencies indicate that approximately 29,100 clients were provided with support or supported accommodation through SAAP in Victoria in 1998–99 (Table 3.1). This figure excludes accompanying children and relates only to those clients who received assistance of generally more than one hour’s duration.

SAAP agencies provided support to more female clients (61%) than male clients (39%) (Table 3.1). Clients aged 15–19 years were the single largest age grouping, accounting for 23% of all clients. The average age of female and male clients was 29 years.

The *1996 Census of Population and Housing* (ABS 1998) indicates that Indigenous Australians make up less than 1% of the Victorian population and people living in Victoria who were born in non-English-speaking countries constitute 17% of the State's total population. These proportions were somewhat different among SAAP clients in Victoria: Indigenous Australians made up 5% of SAAP clients, and people from non-English-speaking backgrounds made up 15% (Table 3.2). People from other English-speaking backgrounds constituted the remaining 81% of SAAP clients.

Of the 29,100 clients supported by SAAP agencies during 1998–99, 10,450 (36%) received supported accommodation (Table 3.3). The majority of accommodated clients (76%) received crisis or short-term accommodation and 27% received medium- to long-term accommodation.

### 3.2 Key charts



### 3.3 Detailed tables

Table 3.1: SAAP clients, age of client by gender, Victoria, 1998–99 (%)

Age	Percentage of total population		Percentage of gender group		Total
	Female	Male	Female	Male	
Under 15 years	1.0	0.7	1.6	1.8	1.7
15–19 years	13.5	9.1	22.1	23.4	22.6
20–24 years	11.2	8.2	18.3	21.2	19.4
25–29 years	10.0	5.0	16.3	12.9	15.0
30–34 years	8.9	4.4	14.6	11.4	13.4
35–39 years	6.7	3.8	10.9	9.8	10.5
40–44 years	4.5	2.7	7.4	6.9	7.2
45–49 years	2.2	1.8	3.5	4.7	4.0
50–54 years	1.4	1.2	2.2	3.2	2.6
55–59 years	0.7	0.8	1.2	2.1	1.5
60–64 years	0.4	0.5	0.7	1.2	0.9
65 years and over	0.7	0.5	1.2	1.4	1.3
<i>Total</i>	<i>60.7</i>	<i>38.5</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>17,650</b>	<b>11,200</b>	<b>17,650</b>	<b>11,200</b>	<b>28,850</b>

*Notes*

1. Number excluded due to errors (weighted): 11
2. Number excluded due to omissions (weighted): 244
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. This table includes all those clients that ever visited Victoria. In the 1998-99 National Annual Report estimates of the number of clients by State and Territory are based on the State or Territory first visited by clients (estimated at 27,900 clients).

Source: SAAP NDCA Client Collection

Table 3.2: SAAP clients, ethnicity of client by gender, Victoria, 1998–99 (%)

Ethnicity	Female	Male	Total
Indigenous Australian	4.9	3.8	4.5
Non-English-speaking background	16.6	11.2	14.5
Other	78.6	85.0	81.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>17,150</b>	<b>10,800</b>	<b>27,950</b>

*Notes*

1. Number excluded due to errors (weighted): 11
2. Number excluded due to omissions (weighted): 1,149
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. This table includes all those clients that ever visited Victoria. In the 1998-99 National Annual Report estimates of the number of clients by State and Territory are based on the State or Territory first visited by clients (estimated at 27,900 clients).

Source: SAAP NDCA Client Collection

**Table 3.3: Accommodated clients, accommodation provided by gender of client, Victoria, 1998–99 (%)**

<b>Accommodation type</b>	<b>Female</b>	<b>Male</b>	<b>Total</b>
Crisis/short-term accommodation	75.1	78.1	76.4
Medium/long-term accommodation	29.4	24.6	27.3
SAAP arranged/paid for accommodation	3.3	2.7	3.0
<b>Total number</b>	<b>5,900</b>	<b>4,550</b>	<b>10,450</b>

*Notes*

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 1,115
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Clients were able to be provided with more than one type of accommodation so percentages do not total 100.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection





# 4 SAAP support periods

---

As indicated in Chapter 3, *clients* of SAAP agencies may receive support on more than one occasion—either from the same SAAP agency or from different SAAP agencies. Each occasion of support is defined as a *support period*, which may be as short as one hour or may extend over several years (see Glossary at the beginning of this report). The previous chapter focused on individual clients; in this chapter, data refer to the number of support periods provided to clients by participating SAAP agencies.

It should be noted that short-term (generally taking less than one hour) or one-off assistance provided to individuals does not constitute a support period. Thus, an individual who is provided with a food voucher and who does not establish an *ongoing support relationship* with the agency, for example, is considered a *casual client* and will not be included here (see Glossary). The provision of such assistance is detailed in Chapter 5.

The current chapter provides an overview of the total number of support periods provided in the twelve months from July 1998 to June 1999—this number is, of course, larger than the number of discrete clients (see Chapter 3). The characteristics of clients for all occasions of support are also described here, along with their needs and circumstances before their support periods.

## 4.1 Overview

Participating agencies reported 42,500 occasions of support in Victoria in 1998–99 (Table 4.1). Agencies with a cross target, multiple or general client group provided more support periods (35%) than agencies targeting any other group. The number of cases at agencies targeting young people (28%) was next highest, followed by those targeting women escaping domestic violence (21%). This pattern of service provision varied at a regional level.

The amount of assistance provided varies from day to day. For example, it is estimated on 15 July 1998 there were 5,900 support periods for clients, while on 15 March 1999 SAAP agencies were involved with 6,600 support periods (Table 4.2).

These figures exclude accompanying children. The current methodology of the National Data Collection does not allow the total number of accompanying children to be calculated. This would require an alpha code for each child to be recorded. As a result, Tables in Chapter 4 are limited to analysing the proportion of SAAP clients who seek assistance for themselves and their children. The majority of SAAP clients (73%) did not have accompanying children when they received support or were accommodated by agencies (Table 4.4).

The DRAC and the NDCA are investigating alternative options to estimate the number of children supported under SAAP. Accompanying children were the subject of a special collection conducted in May–June 1998. The results of this survey are to be released in mid-2000.

The proportion of clients who were of Indigenous Australian or non-English-speaking backgrounds varied across regions (Table 4.6). For example, the percentage of clients of Indigenous Australian background was higher in rural regions, whereas

the percentage of clients from non-English-speaking backgrounds was much higher in metropolitan areas of Victoria.

Clients accessed services through self-referral or were told of services by family or friends in 48% of all support periods (Table 4.10). In 23% of cases, clients were referred to services by another SAAP agency or other non-government agencies.

Women cited domestic violence (41%) and relationship or family breakdown (12%) as the main reasons for seeking assistance (Table 4.11). Women, in 12% of cases, also reported that they had been evicted or their previous accommodation had ended. Men most frequently reported eviction (18%), financial difficulty (14%) and relationship or family breakdown (14%) as their main reason for seeking help.

Clients in 24% of cases reported that the duration of their current period of homelessness was two weeks or less (Table 4.13). A further 19% were homeless for between four and 26 weeks, while clients were at imminent risk of homelessness in 30% of cases. Duration of current homelessness was longer than one year in 14% of cases.

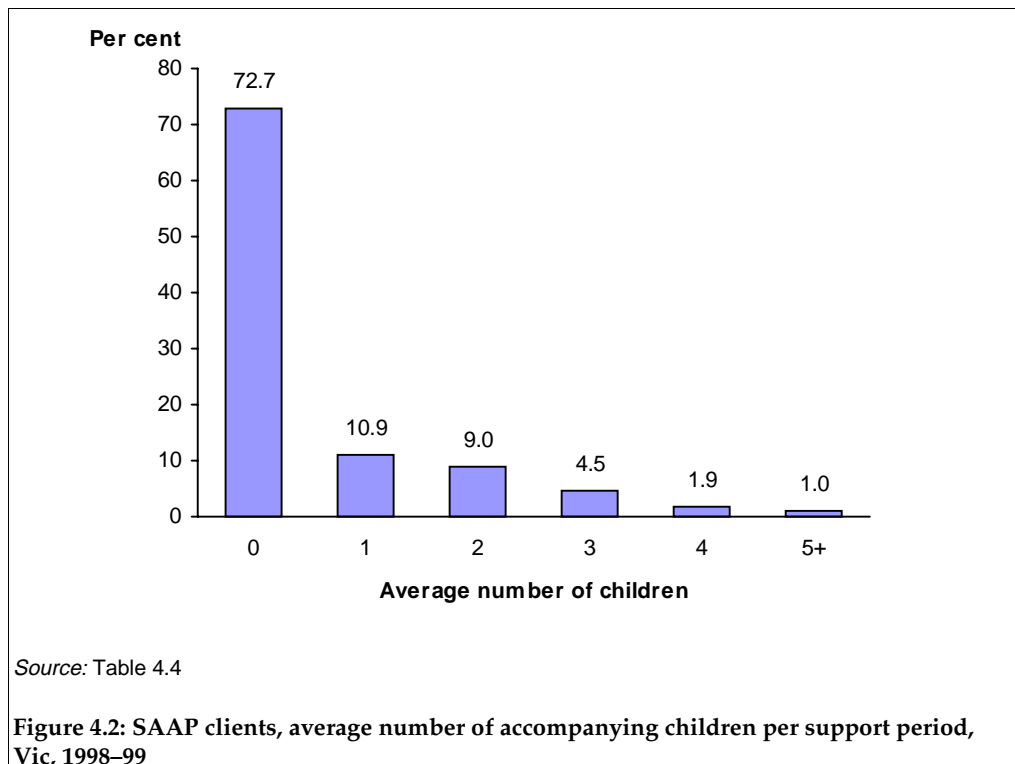
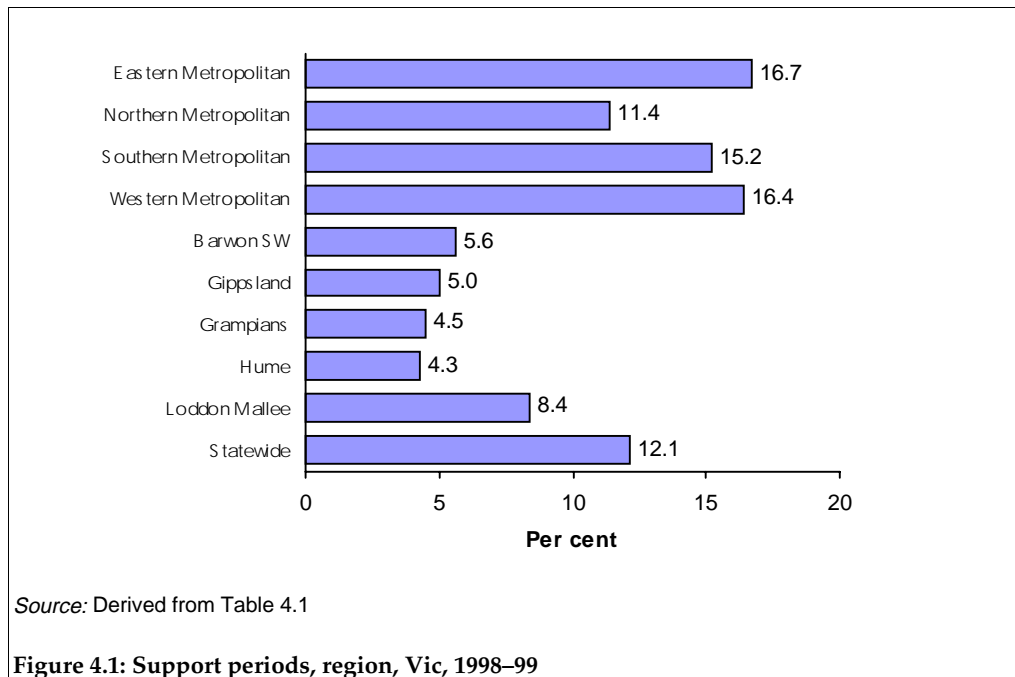
In the majority of cases (82%), clients were receiving government payments before receiving support from SAAP agencies (Table 4.14). Many clients (in 10% of support periods) reported having no income immediately before receiving support. This figure was much higher (84%) where clients were aged under 15 years. It was 21% for clients aged 15–19 years.

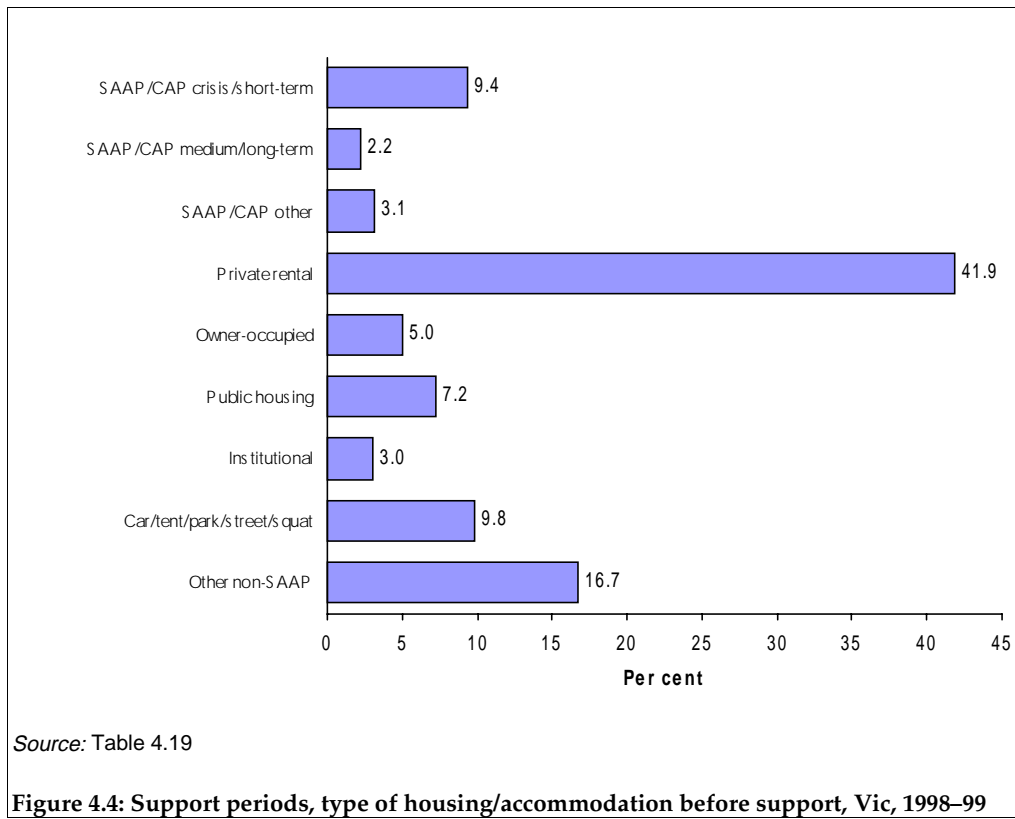
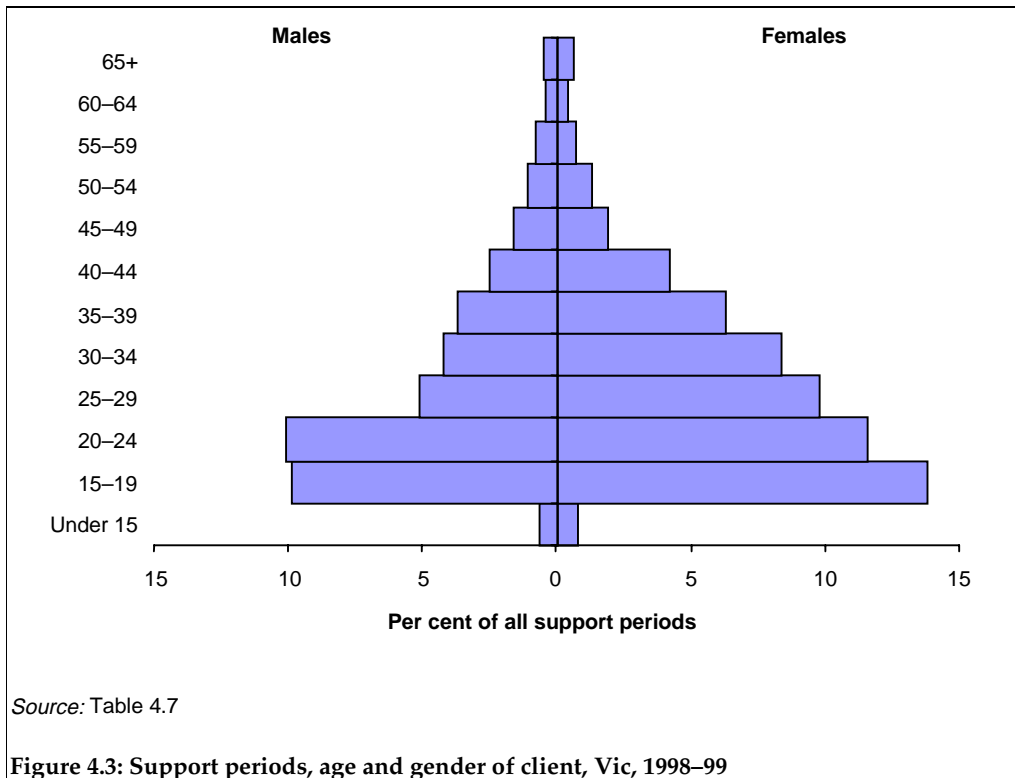
Clients in 6% of cases indicated that they were employed on either a full-time or part-time basis before receiving support, while an additional 3% were employed on a casual basis (Table 4.15). Clients in 58% of cases were not in the labour force before receiving support and 34% were unemployed and looking for work. Clients in 10% of support periods were studying at primary or secondary schools and a further 5% were studying at a post-secondary level or engaged in employment training (Table 4.16).

Prior to receiving support at SAAP agencies, the main forms of accommodation were the private rental market (42% of support periods), other non-SAAP accommodation (17%), and SAAP or Crisis Accommodation Program (CAP) funded accommodation (15%) (Table 4.19). In 10% of cases, clients reported that they had no shelter at all and had been living in a car, tent, park, squat or on the streets, before seeking assistance.

The most frequently reported need of SAAP clients was for general support and advocacy services—a need reported in 82% of support periods (Table 4.22). Advice or information was needed in 75% of support periods and clients required advocacy and liaison on their behalf in 54% of cases. Emotional support and other counselling (45%), SAAP/CAP accommodation (44%), financial assistance or material aid (43%), and assistance to obtain independent housing (39%) were also frequently required. This pattern varied considerably across target groups and, to some degree, across age groups (Tables 4.22 and 4.23).

## 4.2 Key charts





### 4.3 Detailed tables

Table 4.1: Support periods, primary target group by region, Victoria, 1998–99 (%)

Primary target group	Metropolitan				Rural				LM	SW	Vic
	East	North	South	West	BSW	Gipp	Gramp	Hume			
Young people	13.4	32.9	21.8	62.4	47.0	39.1	29.4	40.9	8.8	0.3	28.1
Single men only	—	8.8	—	—	2.6	—	10.7	—	—	47.9	7.4
Single women only	1.7	5.2	5.1	1.2	—	—	10.2	—	1.8	—	2.5
Families	—	5.8	10.5	8.6	9.9	—	4.5	18.8	—	—	5.2
Women escaping domestic violence	18.5	14.2	16.7	8.0	22.0	29.0	18.8	36.0	24.3	47.0	21.4
Cross target/multiple/general	66.4	33.1	46.0	19.8	18.5	31.8	26.4	4.2	65.1	4.9	35.3
<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>100.0</i>
<b>Total number</b>	<b>7,100</b>	<b>4,850</b>	<b>6,500</b>	<b>7,000</b>	<b>2,400</b>	<b>2,150</b>	<b>1,950</b>	<b>1,850</b>	<b>3,600</b>	<b>5,150</b>	<b>42,500</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.2: Support periods, on the 15<sup>th</sup> of the month, by month, Victoria, 1998–99 (%)

Date	Support Periods
July 15, 1998	5,900
August 15, 1998	6,100
September 15, 1998	6,250
October 15, 1998	6,200
November 15, 1998	6,300
December 15, 1998	6,350
January 15, 1999	6,100
February 15, 1999	6,450
March 15, 1999	6,600
April 15, 1999	6,550
May 15, 1999	6,450
June 15, 1999	6,350

*Notes*

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

Source: SAAP NDCA Client Collection

### 4.3.1 Client characteristics

Table 4.3: Support periods, presenting unit by region, Victoria, 1998–99 (%)

Presenting unit	Metropolitan				Rural							
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic	
Person alone	53.2	67.2	63.4	69.3	62.0	57.6	52.6	51.1	52.9	70.8	61.7	
Couple without children	7.4	4.7	6.3	7.7	5.3	4.5	4.4	4.4	5.9	0.7	5.5	
Person with children	28.1	23.0	22.7	17.4	26.5	33.5	32.3	38.0	32.0	27.8	26.0	
Couple with children	9.6	3.0	5.6	3.5	4.5	4.0	7.5	5.2	7.5	0.1	5.0	
Other	1.7	2.1	2.1	2.0	1.7	0.5	3.2	1.3	1.7	0.7	1.7	
<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>100.0</i>	
<b>Total number</b>	<b>6,950</b>	<b>4,750</b>	<b>6,400</b>	<b>6,900</b>	<b>2,250</b>	<b>2,150</b>	<b>1,900</b>	<b>1,800</b>	<b>3,550</b>	<b>5,050</b>	<b>41,700</b>	

*Notes*

1. Number excluded due to errors (unweighted): 117
2. Number excluded due to omissions (unweighted): 667
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.4: Support periods, number of accompanying children per support period by region, Victoria, 1998–99 (%)

Average number of children	Metropolitan				Rural							
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic	
No children	68.2	78.8	75.2	81.5	72.6	67.7	63.8	60.2	65.9	73.1	72.7	
1 child	14.4	8.9	10.3	7.5	9.9	11.8	14.3	13.5	11.6	10.9	10.9	
2 children	9.8	7.0	8.5	5.9	9.2	10.4	11.4	13.7	11.9	9.1	9.0	
3 children	4.7	3.0	3.9	2.9	5.2	6.2	6.4	7.9	6.1	4.2	4.5	
4 children	2.0	1.2	1.4	1.4	2.2	2.6	2.8	3.5	3.0	1.6	1.9	
5 or more children	0.9	1.1	0.7	0.8	1.0	1.3	1.2	1.2	1.6	1.1	1.0	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	
<b>Total Number</b>	<b>6950</b>	<b>4600</b>	<b>6400</b>	<b>6850</b>	<b>2300</b>	<b>2050</b>	<b>1900</b>	<b>1750</b>	<b>3450</b>	<b>5100</b>	<b>41350</b>	

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 1119
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 12,300 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 4.5: Accompanying children in support periods, age of accompanying child by region, Victoria, 1998–99 (%)**

Age group	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
0–4 years	45.0	44.1	44.4	45.9	44.1	43.6	45.4	45.0	45.8	49.9	45.5
5–12 years	42.4	41.3	41.8	40.8	45.5	44.9	41.3	40.9	43.1	42.3	42.3
13–15 years	9.3	10.2	9.9	9.4	8.5	9.2	10.1	10.8	8.1	6.2	9.1
16–17 years	3.2	4.4	3.8	3.9	2.0	2.3	3.2	3.3	3.0	1.6	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>	<i>100.0</i>
<b>Number of child visits</b>	<b>4,250</b>	<b>2,000</b>	<b>3,100</b>	<b>2,600</b>	<b>1,350</b>	<b>1,400</b>	<b>1,400</b>	<b>1,500</b>	<b>2,600</b>	<b>2,750</b>	<b>22,950</b>

*Notes*

1. Number excluded due to errors (unweighted): 649
2. Number excluded due to omissions (unweighted): 711
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. An accompanying child may be counted in more than one support period and so the total number does not equal the actual number of accompanying children assisted.
6. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 4.6: Support periods, ethnicity of client by region, Victoria, 1998–99 (%)**

Ethnicity	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Indigenous Australian	1.3	4.9	4.0	1.8	4.6	10.6	4.3	8.1	10.3	2.4	4.2
Non-English-speaking background	14.9	21.7	17.8	16.5	3.7	1.6	3.1	2.8	3.6	22.8	13.8
Other	83.8	73.4	78.2	81.6	91.7	87.7	92.6	89.1	86.1	74.8	82.1
<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>	<i>100.0</i>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 1,262
3. Number of records excluded because consent was not obtained: 9,137
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 32,100 records contributed to this table.

*Source:* SAAP NDCA Client and Administrative Data Collections

Table 4.7: Support periods, age of client by gender, Victoria, 1998–99 (%)

Age	Percentage of total population		Percentage of gender group		Total
	Female	Male	Female	Male	
Under 15 years	0.8	0.6	1.3	1.4	1.4
15–19 years	13.8	9.9	23.0	24.6	23.7
20–24 years	11.6	10.1	19.4	25.0	21.7
25–29 years	9.8	5.1	16.4	12.6	14.9
30–34 years	8.4	4.2	14.1	10.4	12.6
35–39 years	6.3	3.7	10.6	9.1	10.0
40–44 years	4.2	2.5	7.0	6.2	6.7
45–49 years	1.9	1.6	3.2	3.9	3.5
50–54 years	1.3	1.1	2.1	2.7	2.4
55–59 years	0.7	0.8	1.1	2.0	1.5
60–64 years	0.4	0.4	0.6	1.0	0.8
65 years and over	0.6	0.5	1.0	1.2	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>26,300</b>	<b>17,750</b>	<b>26,300</b>	<b>17,750</b>	<b>44,050</b>

*Notes*

1. Number excluded due to errors (weighted): 14
2. Number excluded due to omissions (weighted): 339
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.8: Support periods, ethnicity of client by gender, Victoria, 1998–99 (%)

Ethnicity	Female	Male	Total
Indigenous Australian	4.7	3.5	4.2
Non-English-speaking background	15.8	10.1	13.5
Other	79.6	86.3	82.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>25,600</b>	<b>17,050</b>	<b>42,650</b>

*Notes*

1. Number excluded due to errors (weighted): 14
2. Number excluded due to omissions (weighted): 1,771
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection



**Table 4.9: Support periods, ethnicity of client by primary target group, Victoria, 1998–99 (%)**

<b>Ethnicity</b>	<b>Young people</b>	<b>Single men only</b>	<b>Single women only</b>	<b>Families</b>	<b>Women escaping DV</b>	<b>Cross target/multiple/general</b>	<b>Total</b>
Indigenous Australian	3.8	1.5	4.6	4.4	5.4	4.4	4.2
Non-English-speaking background	10.9	8.4	15.2	14.3	25.7	8.9	13.5
Other	85.3	90.1	80.2	81.4	68.9	86.7	82.3
<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>
<b>Total number</b>	<b>12,100</b>	<b>3,150</b>	<b>1,100</b>	<b>2,200</b>	<b>9,250</b>	<b>15,100</b>	<b>42,900</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,523
3. Percentages are based on valid values only.
4. Components may not add to total due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

### 4.3.2 Client circumstances

**Table 4.10: Support periods, source of referral/information by primary target group, Victoria, 1998–99 (%)**

<b>Source of referral/information</b>	<b>Young people</b>	<b>Single men only</b>	<b>Single women only</b>	<b>Families</b>	<b>Women escaping DV</b>	<b>Cross target/multiple/general</b>	<b>Total</b>
Self	31.2	45.1	39.3	32.1	32.9	44.6	37.3
Family	5.9	0.6	2.8	4.3	2.4	4.6	4.1
Friends	8.7	1.3	6.5	6.5	3.0	8.6	6.6
School/other educational institution	8.7	—	0.7	0.8	0.6	0.8	2.7
Community services department	6.6	0.9	2.7	4.9	3.8	2.5	3.9
Police/legal unit	0.8	1.3	2.7	1.2	7.1	1.6	2.8
Prison/correction institution	0.9	2.5	3.4	0.3	—	0.5	0.7
Hospital/health/medical services	2.8	5.7	5.1	4.5	4.6	3.6	3.9
Psychiatric unit	0.9	3.1	1.9	0.8	0.8	1.5	1.2
Telephone/crisis referral agency	4.4	2.3	2.4	2.6	21.8	2.5	7.9
Other SAAP agency	12.6	24.5	12.8	9.2	12.1	7.7	11.2
Other government department	7.2	2.4	4.3	11.4	3.6	6.8	6.1
Other non-government organisation	9.3	10.4	15.3	21.4	7.3	14.6	11.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>9,150</b>	<b>1,900</b>	<b>1,050</b>	<b>2,250</b>	<b>9,200</b>	<b>12,350</b>	<b>35,900</b>

*Notes*

1. Number excluded due to errors (weighted): 98
2. Number excluded due to omissions (weighted): 1,302
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 4.11: Support periods, main reason for seeking assistance by gender of client, Victoria, 1998–99 (%)**

<b>Main reason for seeking assistance</b>	<b>Female</b>	<b>Male</b>	<b>Total</b>
Usual accommodation unavailable	3.3	5.8	4.2
Time out from family/other situation	2.5	4.1	3.0
Relationship/family breakdown	11.6	13.6	12.3
Interpersonal conflicts	3.6	5.5	4.3
Physical/emotional abuse	3.2	1.3	2.5
Domestic violence	40.9	1.1	27.3
Sexual abuse	1.0	0.1	0.7
Financial difficulty	7.3	13.7	9.5
Eviction/previous accommodation ended	11.6	17.8	13.7
Drug/alcohol/substance abuse	1.9	8.4	4.1
Emergency accommodation ended	1.0	1.7	1.2
Recently left institution	0.6	2.7	1.3
Psychiatric illness	1.0	2.1	1.4
Recent arrival to area with no means of support	2.3	6.3	3.7
Itinerant	3.1	8.3	4.9
Other	5.2	7.2	5.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>22,200</b>	<b>11,500</b>	<b>33,700</b>

*Notes*

1. Number excluded due to errors (weighted): 223
2. Number excluded due to omissions (weighted): 3,552
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 4.12: Support periods, main reason for seeking assistance by primary target group, Victoria, 1998–99 (%)**

Main reason for seeking assistance	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Usual accommodation unavailable	6.4	2.3	4.6	5.7	0.3	5.4	4.2
Time out from family/other situation	6.3	1.2	2.9	2.7	0.3	3.0	3.0
Relationship/family breakdown	27.0	5.7	9.1	10.9	1.5	11.1	12.2
Interpersonal conflicts	7.9	1.5	5.4	3.2	0.7	4.8	4.3
Physical/emotional abuse	3.5	0.6	3.9	1.9	3.2	1.6	2.5
Domestic violence	3.2	0.4	13.2	10.5	90.8	4.6	27.4
Sexual abuse	1.3	—	2.7	0.6	0.7	0.3	0.7
Financial difficulty	5.9	9.7	10.8	17.8	0.3	17.3	9.5
Eviction/previous accommodation ended	14.5	10.3	12.7	22.1	0.4	22.0	13.7
Drug/alcohol/substance abuse	3.9	33.4	4.5	2.4	0.1	3.8	4.1
Emergency accommodation ended	1.7	1.0	2.4	2.1	0.1	1.6	1.2
Recently left institution	0.8	5.5	4.2	0.8	—	2.1	1.3
Psychiatric illness	1.0	5.6	7.2	0.9	—	1.7	1.4
Recent arrival to area with no means of support	3.6	9.1	3.2	5.1	0.1	5.5	3.7
Itinerant	5.5	6.2	4.8	5.0	0.1	7.8	4.9
Other	7.5	7.7	8.6	8.3	1.2	7.4	5.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>8,450</b>	<b>1,500</b>	<b>950</b>	<b>2,100</b>	<b>8,900</b>	<b>12,000</b>	<b>33,900</b>

*Notes*

1. Number excluded due to errors (weighted): 216
2. Number excluded due to omissions (weighted): 3,358
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

Table 4.13: Support periods, duration of current homelessness by age of client, Victoria, 1998–99 (%)

Duration of current homelessness	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
0–2 weeks	21.1	25.9	26.5	21.9	20.1	13.1	23.5
>2–4 weeks	1.5	9.3	7.8	7.6	6.8	7.2	7.9
>4–26 weeks	6.1	17.9	20.7	19.5	17.6	16.3	19.0
>26–52 weeks	0.4	4.6	5.9	6.4	5.6	4.2	5.7
>52–104 weeks	0.3	3.0	4.0	5.5	3.8	3.0	4.3
>104 weeks	3.9	3.9	7.9	12.6	15.5	15.4	9.7
At imminent risk	66.8	35.3	27.2	26.6	30.6	40.8	29.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>400</b>	<b>6,600</b>	<b>5,250</b>	<b>12,300</b>	<b>2,100</b>	<b>250</b>	<b>26,900</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 10,897
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.14: Support periods, primary source of income before support by age of client, Victoria, 1998–99 (%)

Primary income source before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
No income	84.2	21.0	4.9	5.9	6.9	3.8	10.3
Government payments	14.2	73.7	90.5	84.7	82.5	92.7	82.3
Other income	1.6	5.3	4.6	9.4	10.6	3.4	7.3
<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>
<b>Total number</b>	<b>550</b>	<b>9,850</b>	<b>9,150</b>	<b>18,600</b>	<b>3,400</b>	<b>450</b>	<b>42,100</b>

*Notes*

1. Number excluded due to errors (weighted): 748
2. Number excluded due to omissions (weighted): 1,600
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

**Table 4.15: Support periods, labour force status before support by age of client, Victoria, 1998–99 (%)**

<b>Labour force status before support</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
Employed full time	0.5	2.1	2.2	3.3	2.8	0.4	2.7
Employed part time	0.7	2.6	1.9	3.5	3.0	0.7	2.9
Employed on casual basis	1.2	4.5	2.9	2.9	3.0	0.4	3.2
Unemployed	4.8	41.9	46.0	28.1	24.7	3.4	33.8
Not in labour force	92.8	49.0	47.0	62.3	66.5	95.2	57.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>550</b>	<b>8,300</b>	<b>6,650</b>	<b>16,400</b>	<b>2,950</b>	<b>400</b>	<b>35,200</b>

*Notes*

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 2,256
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 4.16: Support periods, student status before support by age of client, Victoria, 1998–99 (%)**

<b>Student status before support</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
Not a student	20.5	60.3	91.1	96.4	97.4	99.5	85.6
Primary/secondary school student	79.0	33.0	2.4	0.4	0.3	0.5	9.9
Post-secondary student/ employment training	0.5	6.6	6.5	3.2	2.3	—	4.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>550</b>	<b>8,300</b>	<b>6,550</b>	<b>15,950</b>	<b>2,850</b>	<b>400</b>	<b>34,550</b>

*Notes*

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 2,916
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 4.17: Support periods, living situation before support by gender of client, Victoria, 1998–99 (%)**

<b>Living situation before support</b>	<b>Female</b>	<b>Male</b>	<b>Total</b>
With one or both parents	11.8	15.4	13.0
With relative/friend long term	2.7	3.6	3.0
With relative/friend short term	16.8	20.0	17.9
With partner, with/without children	33.5	13.7	26.8
Alone or with children	24.8	30.4	26.7
Other	10.6	17.0	12.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>23,400</b>	<b>12,000</b>	<b>35,400</b>

*Notes*

1. Number excluded due to errors (weighted): 114
2. Number excluded due to omissions (weighted): 1,950
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 4.18: Support periods, living situation before support by age of client, Victoria, 1998–99 (%)**

<b>Living situation before support</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
With one or both parents	66.2	31.1	13.0	4.4	2.4	0.6	13.0
With relative/friend long term	6.1	4.3	3.4	1.9	3.0	9.5	3.0
With relative/friend short term	8.4	27.3	20.8	13.9	9.8	10.5	17.8
With partner, with/without children	3.0	8.1	24.4	36.9	32.8	20.0	26.8
Alone or with children	4.4	9.6	22.9	34.2	42.4	48.1	26.7
Other	11.9	19.7	15.5	8.7	9.6	11.2	12.7
<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>
<b>Total number</b>	<b>550</b>	<b>8,250</b>	<b>6,750</b>	<b>16,650</b>	<b>3,000</b>	<b>400</b>	<b>35,600</b>

*Notes*

1. Number excluded due to errors (weighted): 107
2. Number excluded due to omissions (weighted): 1,790
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

Table 4.19: Support periods, type of housing/accommodation before support by region, Victoria, 1998–99 (%)

Type of housing/accommodation before support	Metropolitan				Rural				LM	SW	Vic
	East	North	South	West	BSW	Gipp	Gramp	Hume			
<b>SAAP/CAP funded accommodation</b>											
Crisis/short-term accommodation	6.0	11.8	7.7	12.4	4.1	4.6	5.1	6.2	3.7	24.7	9.4
Medium/long-term accommodation	2.7	3.9	2.5	2.6	1.4	0.8	1.3	0.8	1.1	2.0	2.2
Other	2.5	2.9	2.4	5.7	1.9	2.1	2.4	2.8	1.4	3.8	3.1
<b>Non-SAAP housing/accommodation</b>											
Non-SAAP emergency accommodation	3.5	1.8	0.8	1.4	1.2	1.5	0.5	1.2	1.7	0.8	1.6
Private rental	44.3	35.6	45.3	38.1	43.0	49.8	44.4	43.0	52.7	29.2	41.9
Owner-occupied	6.0	2.9	3.9	2.3	5.5	8.1	6.9	9.7	5.0	6.4	5.0
Public housing	4.4	10.4	6.1	5.0	8.3	9.1	10.5	11.2	9.9	7.3	7.2
Institutional	1.8	5.8	3.8	2.1	2.8	1.5	1.9	1.5	3.8	4.9	3.0
Living in a car/tent/park/street/squat	11.3	6.0	11.9	14.4	3.9	3.2	4.2	2.9	9.6	12.6	9.8
Other non-SAAP accommodation	17.4	18.8	15.6	16.1	28.0	19.3	22.9	20.7	11.1	8.2	16.7
<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>100.0</i>

*Notes*

1. Number excluded due to errors (unweighted): 131
2. Number excluded due to omissions (unweighted): 2,566
3. Number of records excluded because consent was not obtained: 9,137
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 30,650 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.20: Support periods, type of housing/accommodation before support by gender of client, Victoria, 1998–99 (%)

Type of housing/accommodation before support	Female	Male	Total
<b>SAAP/CAP funded accommodation</b>			
Crisis/short-term accommodation	7.0	12.2	9.1
Medium/long-term accommodation	2.2	2.1	2.2
Other	2.8	3.4	3.1
<b>Non-SAAP housing/accommodation</b>			
Non-SAAP emergency accommodation	1.6	1.6	1.6
Private rental	45.7	37.6	42.3
Owner-occupied	7.7	0.9	4.9
Public housing	9.5	3.7	7.1
Institutional	1.9	4.7	3.1
Living in a car/tent/park/street/squat	4.6	17.0	9.7
Other non-SAAP accommodation	16.9	16.8	16.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>23,900</b>	<b>16,650</b>	<b>40,500</b>

*Notes*

1. Number excluded due to errors (weighted): 192
2. Number excluded due to omissions (weighted): 3,664
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.21: Support periods, type of housing/accommodation before support by age of client, Victoria, 1998–99 (%)

Type of housing/accommodation before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
<b>SAAP/CAP funded accommodation</b>							
Crisis/short-term accommodation	3.5	9.7	10.6	8.4	8.0	5.7	9.1
Medium/long-term accommodation	1.7	3.1	2.6	1.6	1.5	2.7	2.2
Other	2.7	4.2	3.5	2.2	3.0	2.2	3.1
<b>Non-SAAP housing/accommodation</b>							
Non-SAAP emergency accommodation	—	1.5	2.0	1.5	1.3	2.5	1.6
Private rental	14.0	34.7	44.3	47.0	41.0	35.9	42.4
Owner-occupied	4.9	0.9	0.8	7.3	13.7	15.7	4.9
Public housing	4.4	2.3	4.8	10.1	12.0	14.7	7.2
Institutional	1.8	2.7	3.0	3.2	3.5	4.0	3.1
Living in a car/tent/park/street/squat	2.5	9.1	13.0	8.9	9.2	4.8	9.7
Other non-SAAP accommodation	64.5	31.7	15.3	9.8	6.9	11.7	16.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>600</b>	<b>9,900</b>	<b>8,900</b>	<b>17,700</b>	<b>3,250</b>	<b>400</b>	<b>40,800</b>

*Notes*

1. Number excluded due to errors (weighted): 180
2. Number excluded due to omissions (weighted): 3,466
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection



### 4.3.3 Client needs

Table 4.22: Support periods, support services needed by primary target group, Victoria, 1998–99 (%)

Support services needed	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
<b>Housing/accommodation</b>							
SAAP/CAP accommodation	44.9	71.7	49.4	42.4	56.1	30.1	44.0
Assistance to obtain short-term accommodation	29.8	24.2	23.1	26.7	33.8	38.1	32.8
Assistance to obtain independent housing	40.1	31.5	52.1	60.5	23.8	45.7	39.3
<i>Subtotal</i>	<i>71.7</i>	<i>87.5</i>	<i>75.5</i>	<i>77.5</i>	<i>65.4</i>	<i>73.5</i>	<i>72.6</i>
<b>Financial/employment</b>							
Assistance to obtain government benefit/pension/allowance	17.2	2.9	13.5	15.1	14.7	9.7	12.7
Employment/training assistance	17.0	4.4	11.8	7.2	2.4	6.7	8.6
Financial assistance/material aid	33.9	20.6	49.6	63.8	30.6	57.7	42.5
Financial counselling	14.1	9.3	22.6	24.6	6.7	14.4	13.0
<i>Subtotal</i>	<i>46.9</i>	<i>27.1</i>	<i>58.8</i>	<i>68.9</i>	<i>38.1</i>	<i>63.0</i>	<i>50.7</i>
<b>Counselling</b>							
Incest/sexual abuse counselling	3.6	0.5	12.8	5.1	6.0	2.1	3.6
Domestic violence counselling	5.0	0.5	16.8	14.8	71.1	5.7	20.0
Family/relationship counselling and support	27.2	5.7	28.5	29.8	25.7	14.6	21.0
Emotional support/other counselling	40.7	19.5	61.1	58.9	63.6	39.4	45.1
<i>Subtotal</i>	<i>47.0</i>	<i>20.6</i>	<i>67.6</i>	<i>64.3</i>	<i>84.2</i>	<i>42.1</i>	<i>52.7</i>
<b>General support/advocacy</b>							
Living skills/personal development	32.0	6.6	23.0	17.7	8.5	11.7	17.0
Assistance with legal issues/court support	10.8	10.0	21.3	23.3	41.6	10.2	18.1
Advice/information	71.3	64.9	62.9	82.1	77.6	77.8	74.9
Retrieval/storage/removal of personal belongings	19.2	27.4	24.8	17.2	17.7	11.5	16.8
Advocacy/liaison on behalf of client	42.8	52.6	52.5	66.8	62.6	54.9	53.6
<i>Subtotal</i>	<i>76.7</i>	<i>74.3</i>	<i>75.4</i>	<i>88.3</i>	<i>87.8</i>	<i>82.9</i>	<i>81.7</i>
<b>Specialist services</b>							
Psychological services	3.5	3.9	7.0	3.0	7.1	2.4	4.0
Psychiatric services	3.7	11.1	11.5	5.3	2.9	4.6	4.7
Pregnancy support	3.1	—	5.6	5.9	3.1	1.8	2.6
Family planning support	2.7	0.1	3.0	3.3	1.6	1.2	1.8
Drug/alcohol support/rehabilitation	11.0	25.1	17.6	10.6	4.6	10.4	10.6
Physical disability services	0.8	0.7	2.1	1.3	0.9	1.0	0.9
Intellectual disability services	0.7	0.7	2.0	1.2	0.7	0.7	0.7
Culturally appropriate support	6.4	1.0	8.2	5.5	15.3	3.1	6.7
Interpreter services	1.1	0.5	3.3	2.0	7.3	1.2	2.5
Health/medical services	17.3	25.7	31.2	23.0	24.5	13.9	18.9
<i>Subtotal</i>	<i>30.9</i>	<i>43.5</i>	<i>49.2</i>	<i>37.9</i>	<i>39.9</i>	<i>25.6</i>	<i>32.7</i>
<b>Other support</b>							
Meals	21.9	69.9	17.2	11.8	27.5	17.9	24.6
Laundry/shower facilities	16.8	68.4	18.6	8.7	25.3	7.9	18.9
Recreation	18.2	26.1	20.9	9.9	13.9	3.9	12.5
Transport	34.4	26.1	43.4	33.8	43.1	21.2	31.2
Brokerage services	3.0	2.4	6.9	5.9	3.6	7.6	5.0
Other	7.9	3.6	7.5	6.0	6.0	5.1	6.1
<i>Subtotal</i>	<i>46.8</i>	<i>75.2</i>	<i>57.7</i>	<i>42.8</i>	<i>50.0</i>	<i>41.6</i>	<i>47.8</i>
<b>Total number</b>	<b>12,150</b>	<b>3,150</b>	<b>1,050</b>	<b>2,250</b>	<b>9,300</b>	<b>15,150</b>	<b>43,100</b>

**Notes**

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,161
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.23: Support periods, support services needed by age of client, Victoria, 1998–99 (%)

Support services needed	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
<b>Housing/accommodation</b>							
SAAP/CAP accommodation	27.3	46.6	43.0	46.0	43.4	38.2	44.9
Assistance to obtain short-term accommodation	16.7	32.7	34.7	34.4	25.9	19.8	33.0
Assistance to obtain independent housing	6.5	43.3	43.2	40.8	37.9	38.5	41.2
<i>Subtotal</i>	<i>40.2</i>	<i>75.7</i>	<i>76.0</i>	<i>74.1</i>	<i>70.3</i>	<i>69.0</i>	<i>74.1</i>
<b>Financial/employment</b>							
Assistance to obtain government benefit/pension/allowance	3.6	21.7	10.2	11.5	11.1	12.7	13.5
Employment/training assistance	2.8	17.4	11.1	5.2	4.4	0.6	9.2
Financial assistance/material aid	14.2	38.3	46.5	48.6	44.9	40.1	44.9
Financial counselling	3.3	14.0	13.9	14.4	14.0	10.7	14.0
<i>Subtotal</i>	<i>18.3</i>	<i>52.9</i>	<i>53.5</i>	<i>55.1</i>	<i>51.5</i>	<i>48.6</i>	<i>53.4</i>
<b>Counselling</b>							
Incest/sexual abuse counselling	5.4	4.0	4.2	4.0	2.3	1.7	3.9
Domestic violence counselling	15.3	6.2	14.2	30.9	22.5	17.4	20.4
Family/relationship counselling and support	57.4	28.2	17.9	20.4	16.7	16.1	21.9
Emotional support/other counselling	63.1	43.8	38.6	50.9	50.2	55.6	46.7
<i>Subtotal</i>	<i>79.2</i>	<i>50.7</i>	<i>44.7</i>	<i>60.1</i>	<i>56.5</i>	<i>60.4</i>	<i>54.5</i>
<b>General support/advocacy</b>							
Living skills/personal development	17.4	33.2	19.2	11.3	10.2	11.3	18.2
Assistance with legal issues/court support	5.5	11.6	14.8	25.9	18.2	16.5	19.1
Advice/information	45.3	75.8	76.3	78.8	76.7	77.3	76.9
Retrieval/storage/removal of personal belongings	9.7	19.6	15.9	17.8	18.4	14.9	17.7
Advocacy/liaison on behalf of client	37.8	48.1	47.6	63.7	61.0	65.5	56.0
<i>Subtotal</i>	<i>53.3</i>	<i>82.3</i>	<i>82.3</i>	<i>86.7</i>	<i>84.8</i>	<i>87.5</i>	<i>84.1</i>
<b>Specialist services</b>							
Psychological services	4.6	2.8	3.7	5.1	5.6	4.1	4.3
Psychiatric services	2.0	3.2	4.6	5.7	7.1	2.1	4.9
Pregnancy support	0.9	4.0	3.6	2.3	0.1	—	2.8
Family planning support	1.1	3.4	2.2	1.4	0.1	—	1.9
Drug/alcohol support/rehabilitation	2.7	10.4	12.3	11.8	9.9	6.1	11.2
Physical disability services	—	0.6	0.5	1.1	2.3	1.2	0.9
Intellectual disability services	0.5	0.5	0.9	0.9	1.0	0.8	0.8
Culturally appropriate support	7.4	4.6	4.9	8.3	9.0	13.9	6.8
Interpreter services	0.2	1.0	1.5	3.6	4.0	9.3	2.5
Health/medical services	11.4	17.8	16.9	21.4	24.9	27.5	19.8
<i>Subtotal</i>	<i>22.5</i>	<i>30.4</i>	<i>31.0</i>	<i>37.4</i>	<i>39.9</i>	<i>42.7</i>	<i>34.4</i>
<b>Other support</b>							
Meals	12.3	22.9	22.8	27.2	32.9	26.1	25.5
Laundry/shower facilities	11.6	16.5	16.1	21.7	26.6	24.9	19.6
Recreation	11.9	16.9	11.3	11.4	13.1	14.0	12.9
Transport	19.5	36.6	29.6	33.4	33.8	38.1	33.2
Brokerage services	1.4	4.5	5.7	5.9	4.7	6.6	5.4
Other	8.8	8.3	6.8	5.4	4.6	7.0	6.4
<i>Subtotal</i>	<i>32.6</i>	<i>50.6</i>	<i>46.7</i>	<i>51.6</i>	<i>55.2</i>	<i>53.3</i>	<i>50.3</i>
<b>Total number</b>	<b>600</b>	<b>10,250</b>	<b>9,400</b>	<b>19,200</b>	<b>3,550</b>	<b>450</b>	<b>43,400</b>

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,006
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.24: Support periods, support services needed by ethnicity of client, Victoria, 1998–99 (%)

Support services needed	Indigenous Australian	Non-English-speaking background	Other	Total
<b>Housing/accommodation</b>				
SAAP/CAP accommodation	49.1	54.2	43.2	44.9
Assistance to obtain short-term accommodation	35.8	35.5	32.4	33.0
Assistance to obtain independent housing	38.3	41.8	41.5	41.4
<i>Subtotal</i>	<i>79.1</i>	<i>77.1</i>	<i>73.6</i>	<i>74.3</i>
<b>Financial/employment</b>				
Assistance to obtain government benefit/pension/allowance	10.6	21.8	12.4	13.6
Employment/training assistance	7.4	11.3	9.1	9.3
Financial assistance/material aid	45.7	42.6	45.2	44.9
Financial counselling	9.6	14.2	14.3	14.1
<i>Subtotal</i>	<i>53.0</i>	<i>54.0</i>	<i>53.6</i>	<i>53.7</i>
<b>Counselling</b>				
Incest/sexual abuse counselling	3.8	3.1	4.1	3.9
Domestic violence counselling	23.4	31.2	18.6	20.5
Family/relationship counselling and support	19.8	21.9	22.1	22.0
Emotional support/other counselling	49.3	54.3	45.4	46.8
<i>Subtotal</i>	<i>57.8</i>	<i>64.5</i>	<i>53.1</i>	<i>54.9</i>
<b>General support/advocacy</b>				
Living skills/personal development	15.6	18.9	18.3	18.3
Assistance with legal issues/court support	17.7	27.4	18.0	19.2
Advice/information	72.6	80.6	76.7	77.1
Retrieval/storage/removal of personal belongings	21.8	20.9	17.1	17.8
Advocacy/liaison on behalf of client	57.7	66.0	54.4	56.1
<i>Subtotal</i>	<i>82.5</i>	<i>88.8</i>	<i>83.9</i>	<i>84.5</i>
<b>Specialist services</b>				
Psychological services	2.7	5.2	4.2	4.3
Psychiatric services	4.1	2.9	5.3	4.9
Pregnancy support	3.7	2.8	2.7	2.8
Family planning support	2.5	1.6	2.0	1.9
Drug/alcohol support/rehabilitation	15.4	4.6	12.3	11.4
Physical disability services	1.4	1.2	0.9	0.9
Intellectual disability services	0.5	0.5	0.9	0.8
Culturally appropriate support	27.1	36.6	0.8	6.7
Interpreter services	0.1	17.8	0.1	2.5
Health/medical services	23.3	23.6	19.0	19.8
<i>Subtotal</i>	<i>45.6</i>	<i>53.1</i>	<i>30.9</i>	<i>34.6</i>
<b>Other support</b>				
Meals	35.5	25.4	24.9	25.4
Laundry/shower facilities	29.1	21.7	18.6	19.4
Recreation	16.5	17.3	12.0	12.9
Transport	49.6	40.2	31.3	33.3
Brokerage services	2.8	5.5	5.5	5.4
Other	4.1	6.4	6.5	6.4
<i>Subtotal</i>	<i>61.4</i>	<i>52.6</i>	<i>49.7</i>	<i>50.6</i>
<b>Total number</b>	<b>1,750</b>	<b>5,700</b>	<b>34,700</b>	<b>42,150</b>

**Notes**

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,269
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection



# 5 SAAP services and unmet demand

---

Reflecting the diverse nature of client needs, the range of services provided by funded agencies to people who are homeless or at imminent risk of becoming homeless is considerable. Support may include the provision of supported accommodation (in which clients are offered support services while accommodated in SAAP owned, managed or funded housing), or a range of support services generally provided on an ongoing basis to clients who are not in SAAP housing. Such support may be provided in the context of an agreed case management or support plan, or may be intensive and short-lived for clients in extreme crisis. Conversely, services provided to people who are homeless or at imminent risk of homelessness may be casual in nature—an instance of assistance that is not part of an ongoing support period, such as the provision of a meal.

This chapter provides information on the prevalence and nature of support provided to SAAP clients and their accompanying children; the duration of support and accommodation for clients; and the extent of case management in SAAP. If an agency is unable to support a client, it may refer the client elsewhere for assistance; such referrals are outlined in Tables 5.23–5.25. Information is contained in Tables 5.29—5.36 about people who requested support or accommodation but who were not provided with the required services. Finally, the extent of one-off assistance provided to casual clients, including those who unsuccessfully requested more intensive support or accommodation, is examined.

## 5.1 Support provided - Summary

The Client Collection form specifies 31 distinct types of support and allows agencies to record other types of support not listed on the client form. Tables relating to support services list each of the 31 distinct types separately; however, subtotals are provided for six higher order groupings of support services to aid data interpretation. Supported accommodation was provided either directly at SAAP agencies or through other arrangements organised or paid for by agencies (for example, at hotels or hostels) in 36% of support periods in Victoria (Table 5.1).

Advice or information was provided in more support periods (74%) than any other category of support. Advocacy or liaison on the client's behalf was also provided in 52% of cases. The provision of emotional support (41%) and financial or material aid (32%) was also common.

Support services provided to children accompanying clients have been categorised into four groups: counselling; child care and liaison with schools or kindergartens; support regarding access arrangements; and 'other' support services. Child care or related services were provided in 4% of all support periods (including those to clients not accompanied by children), and counselling in 5% of cases (Table 5.5). Twenty seven per cent of clients had children with them when they received support or accommodation.

The provision of support services to accompanying children in SAAP appears artificially low in these figures for two reasons. Firstly, the percentages reported here are based on all support periods, including those in which children were not present.

Secondly, the Client Collection form records only whether a particular service was provided in each support period and so does not enumerate the provision of support to each child. It is anticipated that these problems will be overcome for future reports. There are also a significant number of children receiving support or accommodation from SAAP agencies who are not accompanied by an adult—analysis on these children is included in the general analysis of support periods and clients and is not included here. Services to children in SAAP were a specific focus of a special collection conducted in May–June 1998 and are the subject of a separate report, due for release mid-2000.

Given the increased national emphasis on case management in SAAP, it is interesting to note that clients agreed to the adoption of a support plan in 69% of support periods (Table 5.8). They did not agree to a plan in 8% of cases and it was not considered appropriate in 23% of cases.

Approximately half (52%) of support periods in Victoria lasted less than two weeks, with the largest proportion (30%) lasting less than one day (Table 5.11). A substantial number of support periods (22%) were between four and 13 weeks duration and 17% lasted longer than 13 weeks.

Among support periods in which accommodation was provided by crisis or short-term accommodation agencies, 45% had accommodation periods of one week or less (Table 5.22). Conversely, the majority (85%) of support periods in which accommodation was provided by medium- to long-term accommodation agencies involved accommodation periods of over four weeks.

When support services cannot be provided directly by a SAAP agency, clients may be referred to other (often more specialised) agencies. Across the State, at least 43,700 referrals were made on behalf of SAAP clients during the year (Table 5.23). More referrals were made for SAAP/CAP accommodation (14%), financial assistance or material aid (13%), and assistance to obtain independent housing (13%) than for other purposes. Agencies' referral patterns differed according to their service delivery model, target group and region (Tables 5.23-5.25). Referrals for each type of support may have been made on more than one occasion. However, in each support period, only one referral for each support type is enumerated in the National Data Collection; therefore, the total number of referrals may be higher.

Referrals made on behalf of accompanying children were relatively infrequent when considered as a proportion of all support periods. However, as many as 2,750 referrals for support for children were made across the State during the year (Table 5.26). Referrals for each type of support may have been made on more than one occasion and for more than one child. Again, because multiple referrals cannot be recorded in the collection, the number of referrals for support for children may be higher.

Among accompanying children, 88% of identified needs were met—46% of needs of children were met by agencies directly providing services; 23% were met through referrals; and 19% were met through a combination of direct services and referrals (Table 5.33).

## **5.2 Met and unmet demand**

Unmet demand arises when the particular needs of existing clients and their accompanying children cannot be met either by the direct provision of services by SAAP agencies or through referrals to other agencies. (It should be noted that data about the final outcome of referrals are not collected. It is assumed that clients' needs are met through the referral process, but this may not always be the case.)

Unmet demand also stems from an inability to provide supported accommodation or support alone to all homeless people who request such assistance—not all those who wish to become clients of SAAP can be accepted as clients. Analyses of both types of unmet demand are presented here separately.

### 5.2.1 Unmet demand—SAAP clients

The large majority (90%) of needs identified by existing SAAP clients were met either through direct provision or referral (Table 5.29). Some 67% of the 229,350 needs identified during the year were met by agencies directly providing services to clients. An additional 12% were met through referrals and 11% were met through a combination of direct services and referrals. Ten per cent of needs were not met. Needs for housing or accommodation services accounted for more than a quarter (28%) of unmet needs. Assistance to obtain independent housing accounted for 13% of unmet requests, the highest of any particular support type (Table 5.30).

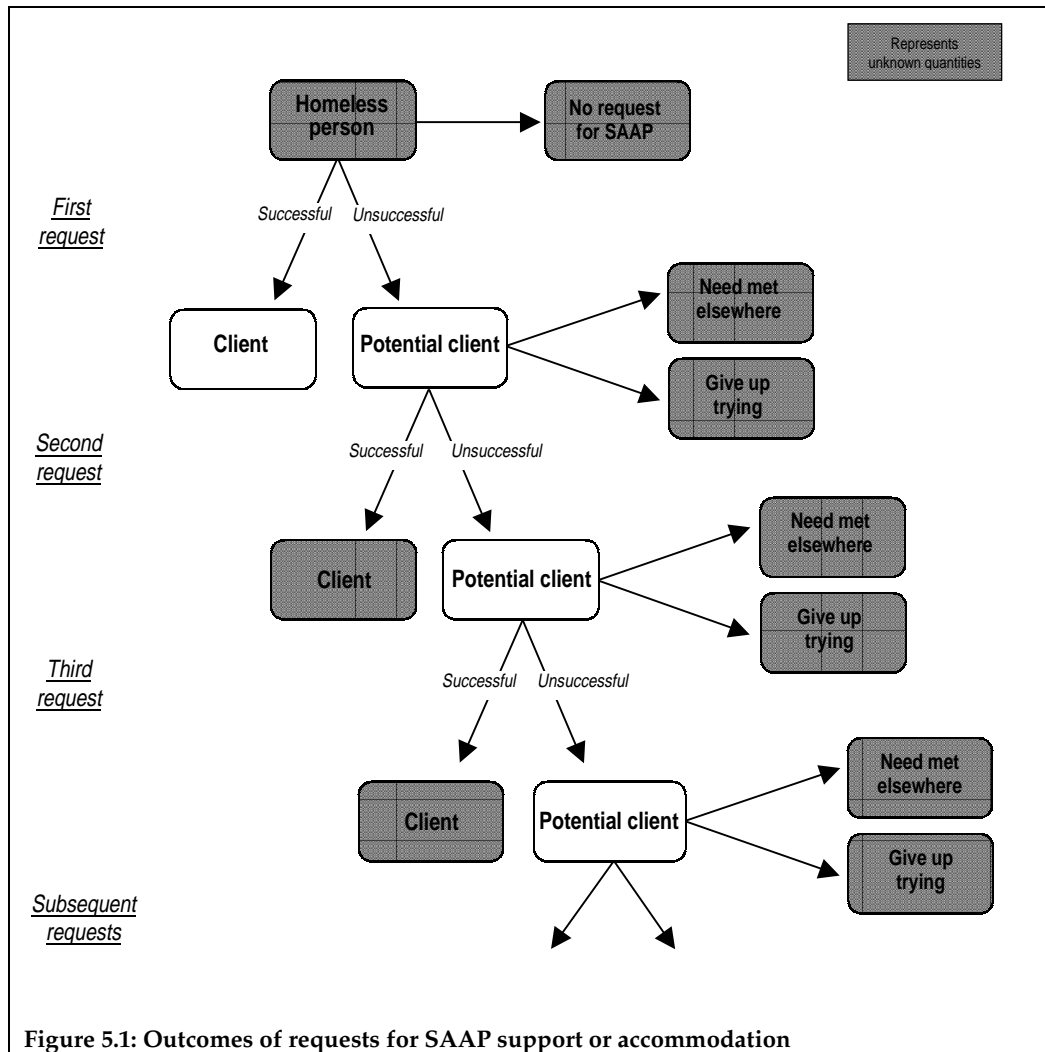
### 5.2.2 Unmet demand—potential clients

As noted previously, unmet demand also occurs when a homeless person is not accepted as a client of a SAAP agency. The two-week Unmet Demand Collection is conducted annually to gather information on this group—in 1998–99, the collection was held during 12–25 November 1998. All SAAP agencies are asked to record each unsuccessful request for SAAP support or accommodation during the specified fortnight—a form is completed for each person aged 18 years or older and children aged under 18 years who are not accompanied by a parent or guardian.

Over the collection period, agencies across Victoria reported 1,758 requests that were not met (Table 1.2). However, as estimates of unmet demand should measure the capacity of SAAP to meet expressed need, calculations of unmet demand should exclude instances in which an individual refuses an offer of support or was inappropriately referred to an agency (for example, where the individual concerned does not fall within the agency's target group). The number of *valid* unmet requests recorded during the Unmet Demand Collection was 1,140. (See *unmet requests for support or accommodation* in Appendix 1 for a definition of valid requests). If this were replicated throughout the year, an estimated 29,670 unmet requests for support or supported accommodation would have occurred during 1998–99. This figure does not represent actual people as a person can make requests on more than one occasion and to more than one SAAP agency.

There are several methodological difficulties in estimating the number of people who request support or accommodation from SAAP agencies but who, for various reasons, are not provided with that assistance. These difficulties primarily exist for the reasons that a linkage key (the alpha code) is not universally collected in the Unmet Demand Collection and because data are only collected for a two-week period. Significantly, although the alpha code was initially defined as a required item in the Unmet Demand Collection, SAAP agencies reported considerable difficulty in its collection during the collection's pilot test. In 1998, the alpha code was included as an optional data item; however, nationally only 31% of forms returned by agencies contained a valid alpha code. A detailed discussion is beyond the scope of this report; technical information about these difficulties is available from the NDCA on request. However, several key issues are noteworthy.

Firstly, an unknown proportion of people who make an unsuccessful request for support or accommodation may subsequently receive ongoing support or accommodation from a SAAP agency, quite possibly soon after the initial request. Alternatively they may have their needs met by other means and no longer require SAAP assistance (see Figure 5.1). This gives rise to two problems—estimates obtained from the collection may overstate the actual level of unmet demand, and the potential for an individual to be included in both the Client and Unmet Demand collections (and an inability to identify the magnitude of this overlap) prevents the calculation of a reliable and accurate unmet demand rate.



**Figure 5.1: Outcomes of requests for SAAP support or accommodation**

Secondly, attempts to count *people* (rather than *requests*) without the use of a linkage key are problematic. From the Unmet Demand Collection, it is possible to identify requests from people who have not previously made a request for the same service at a SAAP agency during the two-week collection period. By counting only the first request made by each person during the period, an estimate of the number of people requesting support or accommodation over the fortnight can be obtained. However, as noted above, only valid requests should be considered. The need to exclude both subsequent requests and requests which were not valid instances of unmet demand poses further problems. An adjustment method has been developed to overcome these problems and estimates can be made of the number of individuals, at a State/Territory or national level, whose valid requests were not met during the two-week period. However, it should be noted that the resulting figures will overestimate the number of people involved to the extent that people make requests for different services on different approaches to SAAP agencies within the collection period. No reliable adjustment method has been identified as yet to enable disaggregation by individual or agency characteristics.

Finally, pro-rating the number of potential clients from the two-week collection period to a full year is invalid. A potential client who makes an unsuccessful request for support may also request support or accommodation outside of this two-week period—either for the same need or a different need. A simple extrapolation to obtain the number of clients in a year would result in an inflated estimate to the extent that multiple requests are made—for example, an individual making a request each fortnight would be counted as 26 individuals if the two-week estimate were multiplied by 26 to give an annual estimate. The extent of this inflation depends on



the length of the collection period—the shorter the collection period, the stronger the upward bias in the estimates of potential clients. Therefore, it is not possible to estimate the number of potential clients in a given year based on data from the two-week Unmet Demand Collection.

As a result, it is currently only possible to estimate the number of people in Victoria who could not be supported or accommodated by SAAP agencies in the two-week collection period—during 12–25 November 1998, an estimated 990 potential clients (those who make an ‘appropriate’ request for support or accommodation but are not provided with the requested assistance) were unable to be supported by SAAP agencies at the time they made their request for assistance.<sup>3</sup>

The methodological issues discussed above will need to be addressed for the development of a suitable methodology to estimate reliably the number of potential clients unable to be assisted under the program. Solutions to some of these methodological issues may require changes to the collection instrument. In the mean time, only limited information can be obtained from the collection about potential clients and this is reported below.

The Unmet Demand Collection contains information about the characteristics of people who made an unmet request for support and accommodation. This information is analysed for those whose first request during the collection period was made at an appropriate agency and who did not refuse an offer of SAAP support or accommodation.

Almost half of potential clients sought crisis or short-term accommodation (48%) (Table 5.37). A further 44% sought medium- to long-term accommodation and 3% requested support without accommodation. There were more women (59%) among the potential client population than men (42%) (Table 5.39).

Analysis of the reasons why potential clients could not be supported is limited here to the first ‘appropriate’ request (that is, requests that were made at agencies with the relevant target group and service model, excluding those in which individuals refused an offer of assistance) made by each individual. Overall, the reason most frequently recorded by agencies for not meeting requests for assistance was that insufficient accommodation was available (85% of all unmet requests) (Table 5.42). Insufficient staff was recorded as the main reason for non-assistance in 6% of cases.

## 5.3 One-off assistance

In addition to ongoing support, SAAP agencies also provide one-off assistance to homeless people, including those who do not become clients at the time they request support or accommodation. One-off assistance includes the provision of a meal, a shower, transport, clothing, information and the like. A distinction is made in the National Data Collection between such one-off assistance, which takes less than one hour of a worker’s time, and support, which requires a greater time commitment and which is normally provided as part of an ongoing support relationship. Recipients of one-off assistance are referred to as *casual clients* (see Glossary) under the National Data Collection.

### 5.3.1 Unmet Demand Collection

During the two-week Unmet Demand Collection held 12–25 November 1998, SAAP workers recorded details of one-off assistance given to people who requested support or accommodation but who were not provided with these services.

---

<sup>3</sup> Refer to Appendix 1 for the methodology used to derive this figure. This method of estimating potential clients is a departure from Series 3 reports and readers should note that figures reported here are not comparable with those reported in previous reports. The comparable number of potential clients recorded during the 1997 Unmet Demand Collection was 990.

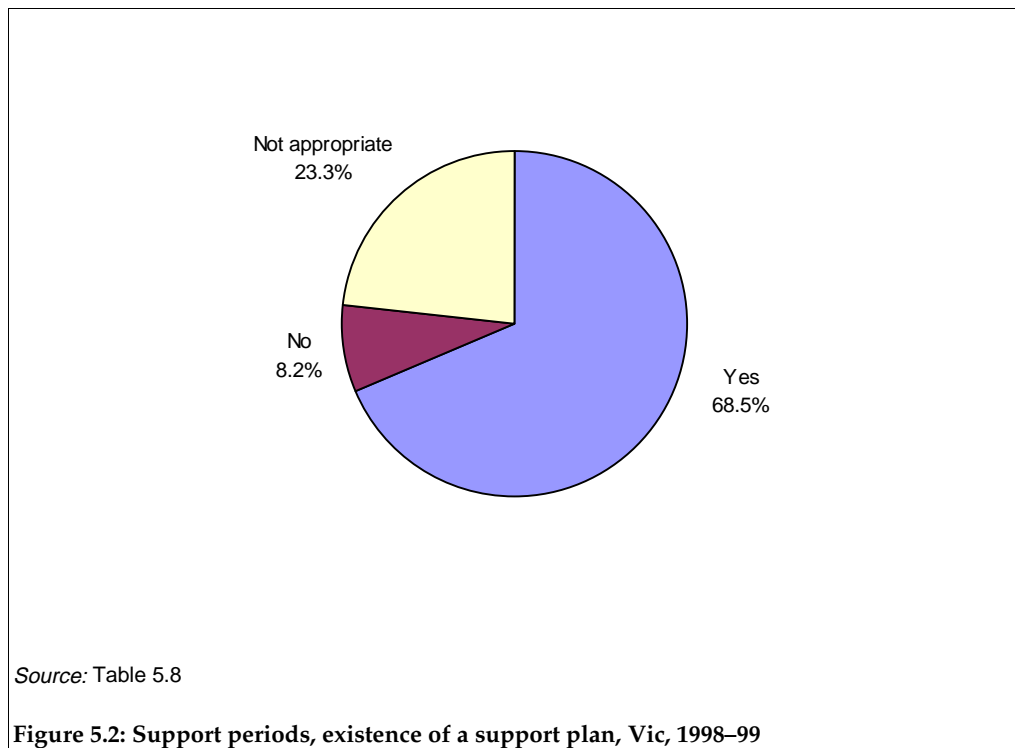
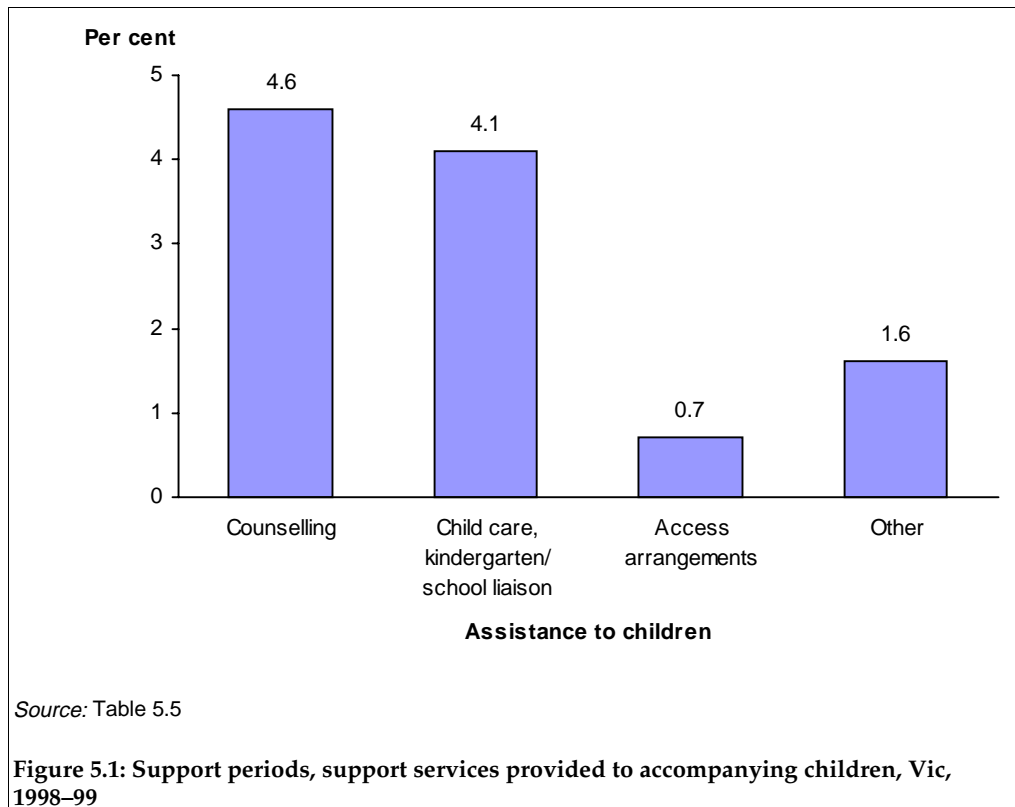
It is important to note that people who do not receive the requested support or accommodation often receive some level of one-off assistance. It is estimated that over 92,650 instances of one-off assistance were provided to people making unsuccessful requests for ongoing support or accommodation in 1998–99 (Table 5.52). This one-off assistance was primarily in the form of information (85%) and referrals for accommodation (50%). In five per cent of cases recorded during the Unmet Demand Collection period, the people seeking support or accommodation received no assistance at all.

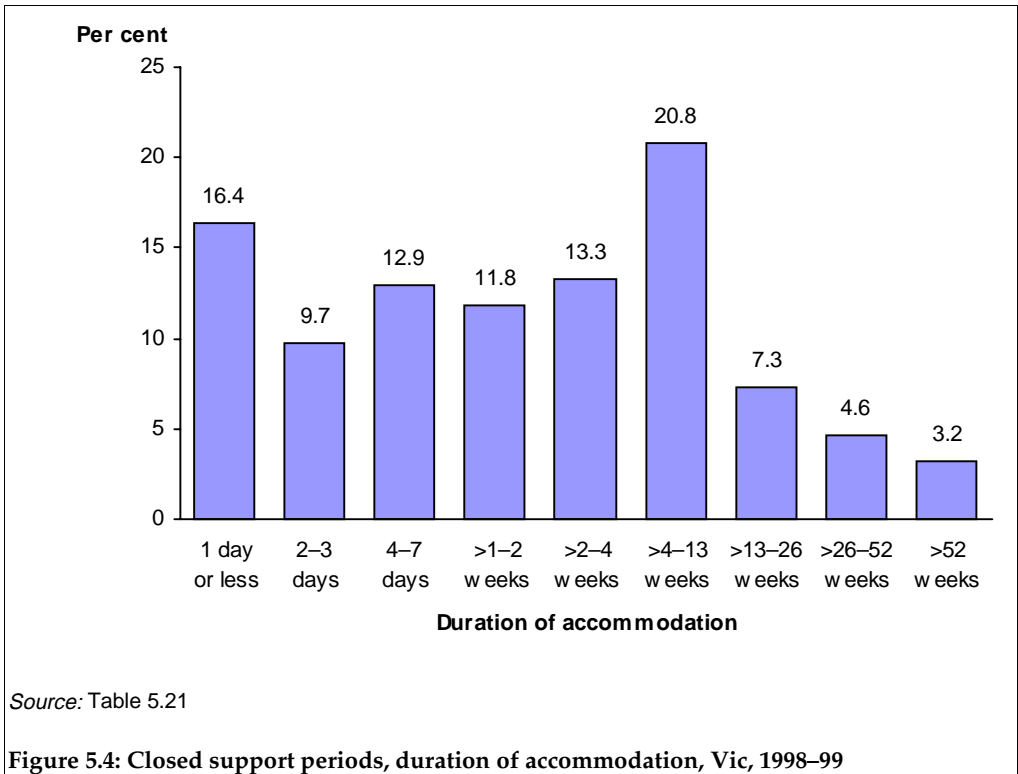
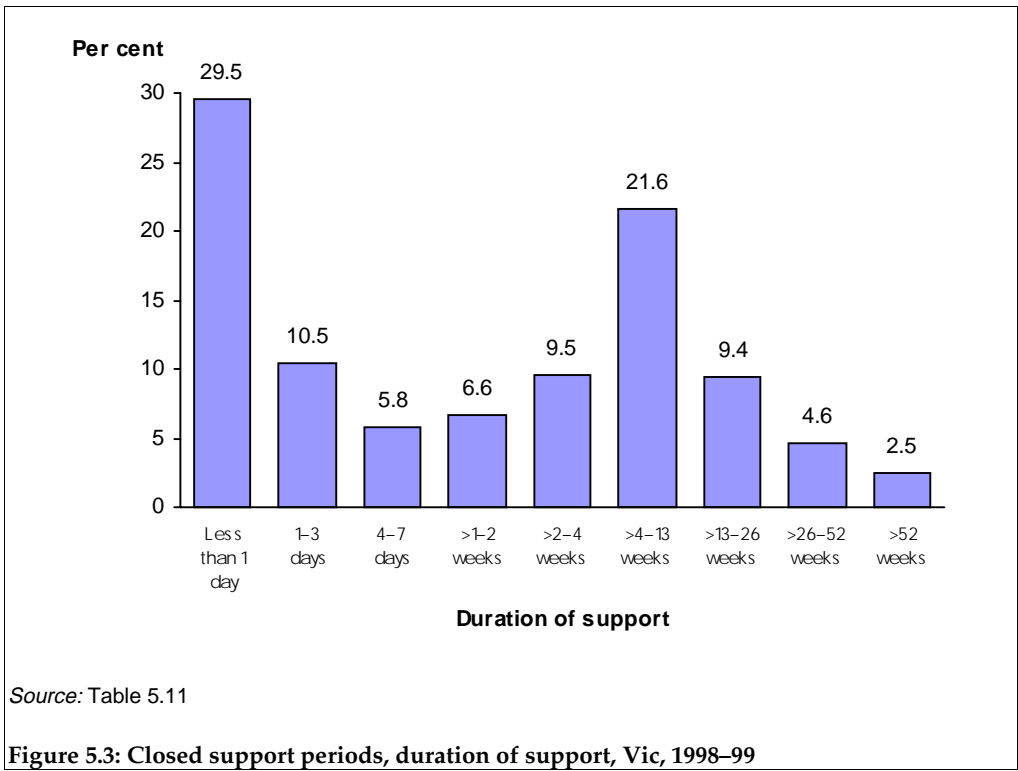
### **5.3.2 Casual Client Collection**

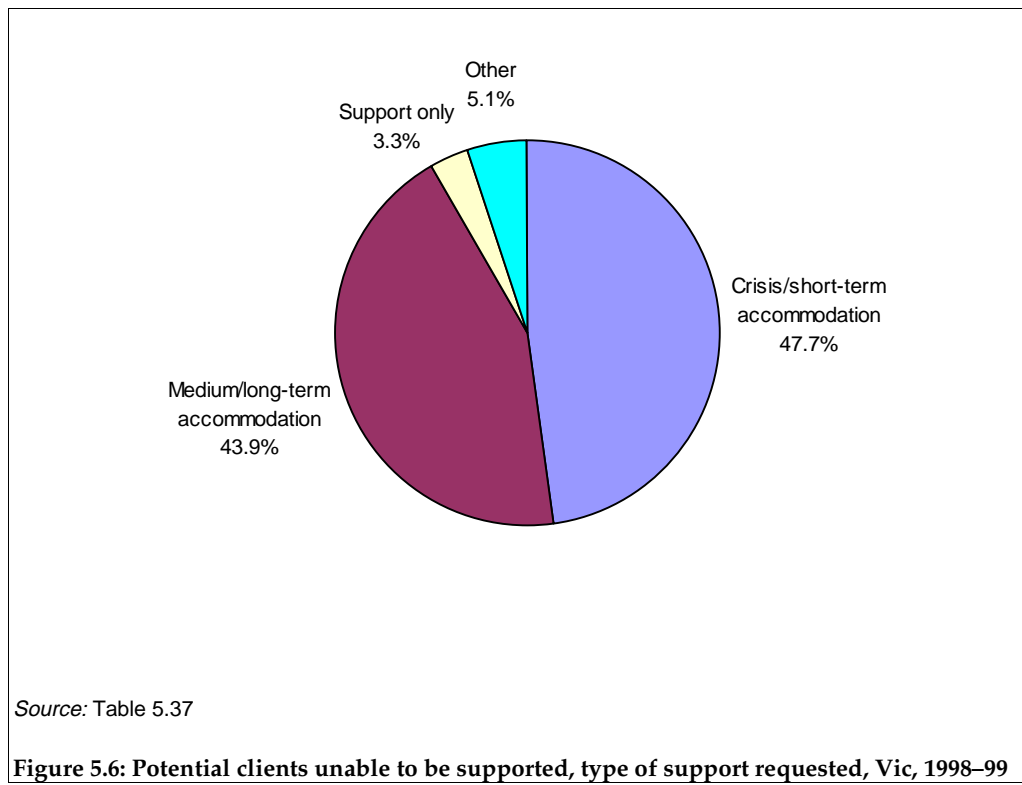
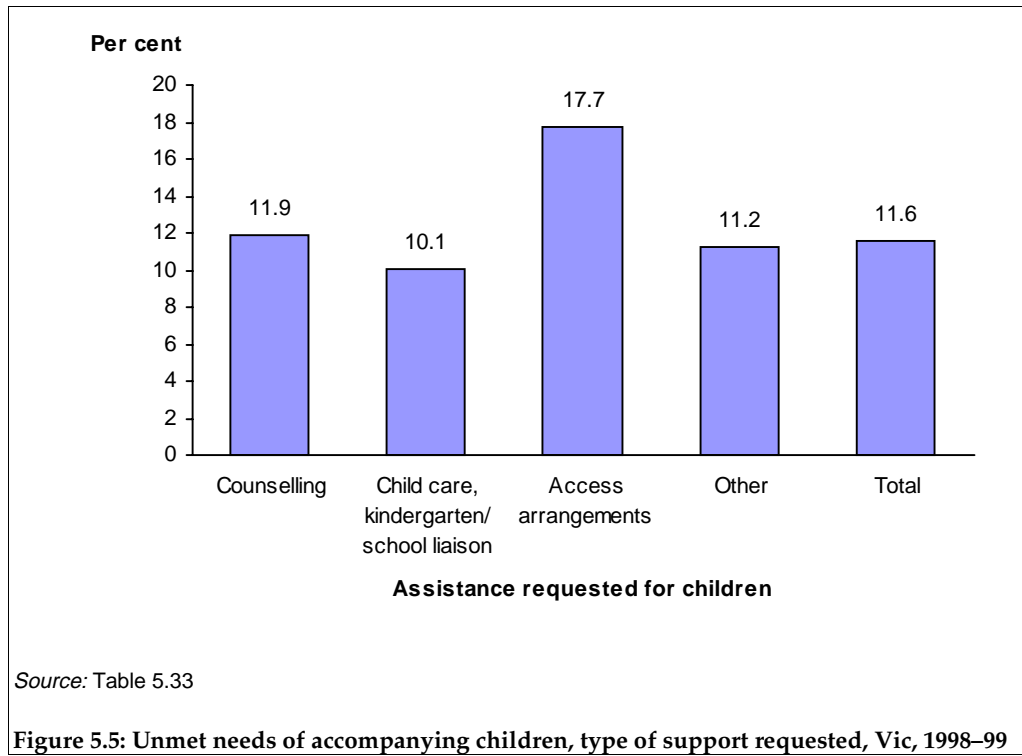
The Casual Client Collection was held between 20 May and 2 June 1999 to obtain information about the provision of one-off assistance to people. It should be noted that the methodology for the Casual Client Collection differed from that of the Unmet Demand Collection—the former obtained information about services provided to each family group whereas the latter collected information about services provided to each adult. As a result, estimates derived from the Casual Client Collection may understate the actual level of service provision.

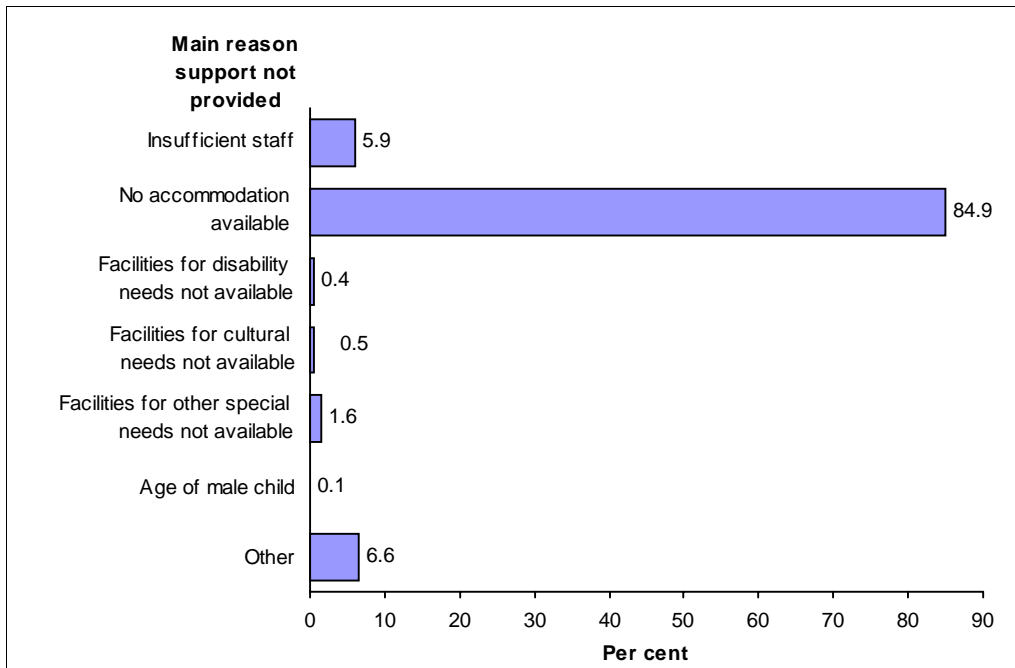
During that fortnight, agencies reported providing one-off assistance to 7,950 casual client contacts, which, if weighted to estimate a yearly figure, would equate to 207,050 contacts. It is estimated from this that over 372,150 instances of one-off assistance were provided during 1998–99 to casual clients (Table 5.57). Meals were the most common form of one-off assistance provided—in 52% of cases. Information (44%) and formal referrals to other organisations on behalf of casual clients (19%) were other frequently provided forms of one-off assistance. Patterns in the provision of one-off assistance differed across regions and variations were also evident according to agencies' target group and service delivery model (Tables 5.57–5.59).

## 5.4 Key charts



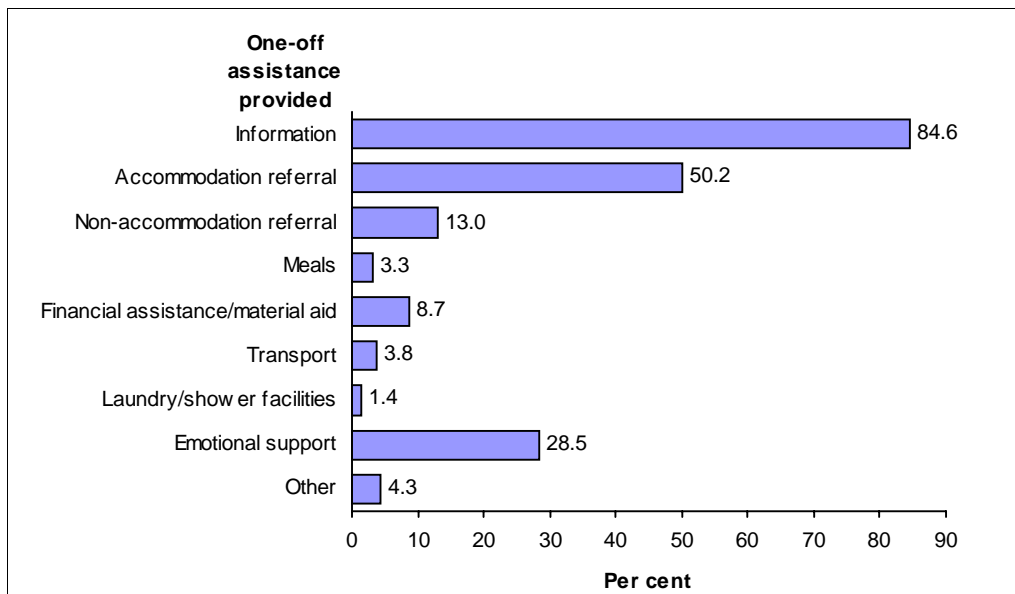






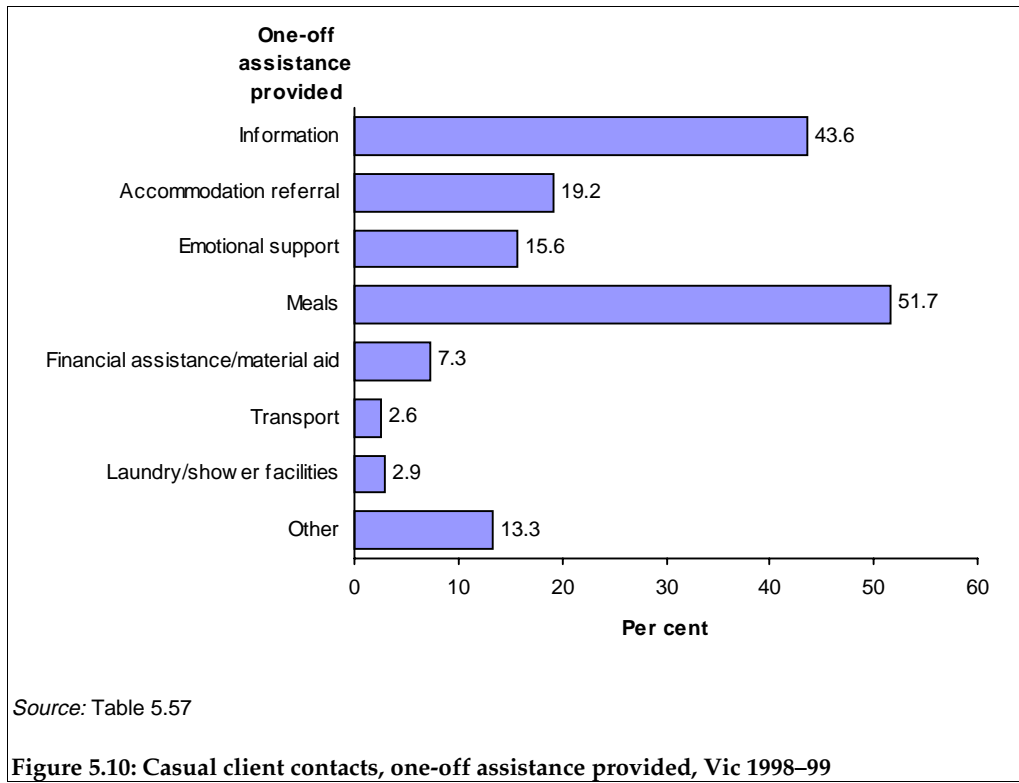
Source: Table 5.42

**Figure 5.8: Potential clients unable to be supported, main reason support not provided, Vic, 1998-99**



Source: Table 5.52

**Figure 5.9: Casual clients seeking support or accommodation, one-off assistance provided, Vic, 1998-99**



## 5.5 Detailed tables

### 5.5.1 Support provided to clients

Table 5.1: Support periods, support services provided to client by region, Victoria, 1998-99 (%)

Support services provided	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
<b>Housing/accommodation</b>											
SAAP/CAP accommodation	21.6	45.9	50.6	21.2	29.3	36.2	40.4	32.6	37.0	49.6	35.8
Assistance to obtain short-term accommodation	26.2	21.1	20.6	18.1	14.7	22.5	19.6	11.0	25.6	38.8	23.2
Assistance to obtain independent housing	20.2	38.3	25.1	20.7	28.3	37.8	29.7	19.7	33.8	9.6	24.7
<i>Subtotal</i>	<i>50.1</i>	<i>70.5</i>	<i>63.4</i>	<i>45.9</i>	<i>50.9</i>	<i>68.6</i>	<i>63.7</i>	<i>46.0</i>	<i>66.0</i>	<i>77.7</i>	<i>59.9</i>
<b>Financial/employment</b>											
Assistance to obtain government benefit/pension/allowance	7.1	11.2	11.0	6.9	10.7	18.5	12.4	12.3	5.8	2.8	8.7
Employment/training assistance	3.6	6.3	5.4	3.8	3.6	7.4	3.6	5.1	1.6	1.3	4.0
Financial assistance/material aid	38.5	34.2	40.6	23.2	27.4	45.7	26.0	28.3	41.3	15.9	32.0
Financial counselling	6.0	12.1	11.0	6.0	6.4	7.0	11.6	9.8	6.6	3.9	7.7
<i>Subtotal</i>	<i>43.8</i>	<i>42.4</i>	<i>45.3</i>	<i>28.4</i>	<i>34.8</i>	<i>54.5</i>	<i>37.9</i>	<i>38.4</i>	<i>44.5</i>	<i>20.2</i>	<i>38.1</i>
<b>Counselling</b>											
Incest/sexual abuse counselling	1.6	1.8	2.3	0.6	1.3	2.3	1.9	1.9	1.1	0.8	1.5
Domestic violence counselling	13.4	10.6	14.1	4.4	21.4	23.8	16.2	34.7	19.7	30.8	16.4
Family/relationship counselling and support	14.0	18.6	17.0	8.3	12.2	25.4	28.4	28.8	12.0	6.3	14.7
Emotional support/other counselling	34.6	49.6	49.8	28.6	46.3	61.0	50.1	63.2	37.1	26.3	40.7
<i>Subtotal</i>	<i>39.6</i>	<i>51.9</i>	<i>52.7</i>	<i>30.2</i>	<i>53.0</i>	<i>67.7</i>	<i>63.4</i>	<i>73.2</i>	<i>43.4</i>	<i>43.8</i>	<i>47.0</i>
<b>General support/advocacy</b>											
Living skills/personal development	7.9	21.4	20.4	15.1	24.3	27.0	12.1	14.0	5.1	4.5	14.2
Assistance with legal issues/court support	10.9	12.6	14.9	7.7	15.1	25.3	18.5	19.7	8.5	9.9	12.5
Advice/information	77.6	78.4	72.9	73.2	81.1	85.5	52.6	73.6	75.1	67.6	74.1
Retrieval/storage/removal of personal belongings	8.6	14.4	19.6	8.1	14.1	35.7	17.3	11.4	10.1	16.8	14.2
Advocacy/liaison on behalf of client	41.1	62.4	52.8	37.9	49.3	69.7	46.1	53.7	60.0	64.5	51.9
<i>Subtotal</i>	<i>82.3</i>	<i>84.9</i>	<i>78.0</i>	<i>76.1</i>	<i>86.3</i>	<i>90.2</i>	<i>67.2</i>	<i>78.0</i>	<i>78.7</i>	<i>83.2</i>	<i>80.5</i>
<b>Specialist services</b>											
Psychological services	1.2	1.6	1.6	0.4	0.5	1.2	1.5	2.0	0.4	1.6	1.2
Psychiatric services	1.0	1.7	1.8	0.9	1.0	2.5	1.9	1.7	1.0	4.3	1.7
Pregnancy support	1.4	2.4	2.0	1.4	1.7	2.3	2.2	2.6	1.3	0.2	1.6
Family planning support	1.0	1.3	1.2	0.8	1.3	2.4	1.4	1.4	0.5	0.1	1.0
Drug/alcohol support/rehabilitation	2.4	6.5	8.6	3.2	3.7	5.6	3.1	3.2	2.3	11.4	5.3
Physical disability services	0.3	0.5	0.5	0.2	1.6	2.0	0.5	0.1	0.3	0.5	0.5
Intellectual disability services	0.2	0.2	0.2	0.3	0.7	0.2	0.5	0.3	0.1	0.4	0.3
Culturally appropriate support	4.8	8.0	6.3	5.4	1.2	10.6	1.7	2.4	0.6	7.9	5.4
Interpreter services	2.7	2.7	2.0	2.0	0.6	0.2	0.1	0.3	0.1	2.7	1.8
Health/medical services	7.0	12.4	13.5	5.8	9.0	18.1	6.5	11.1	4.4	15.8	10.0
<i>Subtotal</i>	<i>13.9</i>	<i>25.2</i>	<i>24.4</i>	<i>13.9</i>	<i>16.0</i>	<i>30.1</i>	<i>14.6</i>	<i>17.5</i>	<i>8.1</i>	<i>32.7</i>	<i>19.7</i>
<b>Other support</b>											
Meals	14.9	24.7	32.2	10.6	18.9	28.2	16.7	8.7	21.8	47.5	23.2
Laundry/shower facilities	8.5	21.5	21.4	9.0	17.3	23.0	12.5	7.2	18.2	45.8	18.7
Recreation	7.3	16.5	13.1	9.2	13.5	18.7	9.7	8.7	4.2	15.1	11.3
Transport	19.1	32.0	31.8	19.4	33.6	58.7	32.9	35.9	34.0	21.2	28.2
Brokerage services	9.3	5.6	5.5	2.0	1.9	4.4	6.5	3.0	2.8	1.5	4.5
Other	4.2	5.0	7.1	6.5	9.8	3.7	2.5	7.6	1.5	2.2	5.0
<i>Subtotal</i>	<i>35.5</i>	<i>42.6</i>	<i>53.7</i>	<i>30.1</i>	<i>41.0</i>	<i>63.3</i>	<i>48.6</i>	<i>42.0</i>	<i>42.1</i>	<i>54.5</i>	<i>43.7</i>
<b>Total number</b>	<b>7,100</b>	<b>4,850</b>	<b>6,500</b>	<b>7,000</b>	<b>2,400</b>	<b>2,150</b>	<b>1,950</b>	<b>1,850</b>	<b>3,600</b>	<b>5,150</b>	<b>42,500</b>

#### Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections



Table 5.2: Support periods, support services provided to client by service delivery model, Victoria, 1998–99 (%)

Support services provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support /telephone information/ referral	Agency support	Total
<b>Housing/accommodation</b>						
SAAP/CAP accommodation	82.9	27.6	5.4	11.9	8.7	35.8
Assistance to obtain short-term accommodation	22.4	18.5	25.9	77.7	21.5	23.2
Assistance to obtain independent housing	21.0	31.5	10.8	0.2	85.3	24.7
<i>Subtotal</i>	<i>84.7</i>	<i>54.1</i>	<i>37.6</i>	<i>82.1</i>	<i>87.0</i>	<i>59.9</i>
<b>Financial/employment</b>						
Assistance to obtain government benefit/pension/allowance	11.4	10.8	1.2	0.1	0.3	8.7
Employment/training assistance	3.4	5.7	0.7	0.1	0.3	4.0
Financial assistance/material aid	33.3	33.8	29.6	14.1	22.6	32.0
Financial counselling	8.2	10.5	0.6	0.3	—	7.7
<i>Subtotal</i>	<i>39.9</i>	<i>41.5</i>	<i>31.0</i>	<i>14.4</i>	<i>22.7</i>	<i>38.1</i>
<b>Counselling</b>						
Incest/sexual abuse counselling	2.2	1.7	0.1	0.8	—	1.5
Domestic violence counselling	22.8	15.5	0.3	61.9	—	16.4
Family/relationship counselling and support	16.4	19.3	1.6	2.3	—	14.7
Emotional support/other counselling	48.0	49.1	10.6	21.6	1.4	40.7
<i>Subtotal</i>	<i>52.2</i>	<i>55.1</i>	<i>11.4</i>	<i>65.4</i>	<i>1.4</i>	<i>47.0</i>
<b>General support/advocacy</b>						
Living skills/personal development	17.6	17.9	1.8	0.6	—	14.2
Assistance with legal issues/court support	16.8	15.4	0.9	0.7	1.6	12.5
Advice/information	68.9	76.3	73.4	72.6	95.6	74.1
Retrieval/storage/removal of personal belongings	24.0	15.2	1.1	1.4	4.9	14.2
Advocacy/liaison on behalf of client	49.5	58.7	21.8	89.5	95.1	51.9
<i>Subtotal</i>	<i>77.1</i>	<i>81.9</i>	<i>75.4</i>	<i>97.0</i>	<i>98.1</i>	<i>80.5</i>
<b>Specialist services</b>						
Psychological services	1.7	1.4	—	0.2	—	1.2
Psychiatric services	3.5	1.6	0.2	0.1	—	1.7
Pregnancy support	1.8	2.2	0.1	0.1	—	1.6
Family planning support	0.9	1.4	0.1	0.1	—	1.0
Drug/alcohol support/rehabilitation	9.4	5.4	0.9	0.2	0.3	5.3
Physical disability services	0.6	0.7	0.1	—	—	0.5
Intellectual disability services	0.4	0.3	—	0.1	—	0.3
Culturally appropriate support	10.2	5.2	0.6	1.2	—	5.4
Interpreter services	4.1	1.3	—	3.7	—	1.8
Health/medical services	23.4	7.9	1.7	0.9	0.5	10.0
<i>Subtotal</i>	<i>36.4</i>	<i>19.0</i>	<i>3.3</i>	<i>5.7</i>	<i>0.8</i>	<i>19.7</i>
<b>Other support</b>						
Meals	68.1	9.5	11.9	5.0	0.3	23.2
Laundry/shower facilities	63.3	6.5	2.7	2.0	—	18.7
Recreation	31.8	6.9	0.9	0.6	—	11.3
Transport	46.8	30.1	3.3	8.3	2.7	28.2
Brokerage services	3.2	4.4	8.0	0.3	0.8	4.5
Other	5.9	4.4	6.9	1.7	0.8	5.0
<i>Subtotal</i>	<i>76.1</i>	<i>37.9</i>	<i>27.1</i>	<i>12.2</i>	<i>4.1</i>	<i>43.7</i>
<b>Total number</b>	<b>10,300</b>	<b>24,300</b>	<b>7,450</b>	<b>50</b>	<b>2,100</b>	<b>44,250</b>

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.3: Support periods, support services provided to client by primary target group, Victoria, 1998-99 (%)

Support services provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
<b>Housing/accommodation</b>							
SAAP/CAP accommodation	38.0	76.1	47.4	32.9	35.4	25.5	35.8
Assistance to obtain short-term accommodation	19.4	17.0	16.6	15.5	28.5	25.8	23.2
Assistance to obtain independent housing	22.2	25.9	35.3	38.6	14.7	29.9	24.7
<i>Subtotal</i>	<i>57.2</i>	<i>86.9</i>	<i>69.5</i>	<i>59.9</i>	<i>56.2</i>	<i>57.8</i>	<i>59.9</i>
<b>Financial/employment</b>							
Assistance to obtain government benefit/pension/allowance	11.6	2.2	10.9	9.2	10.0	6.8	8.7
Employment/training assistance	8.9	1.6	3.9	3.2	0.9	2.7	4.0
Financial assistance/material aid	25.1	17.3	35.3	49.0	23.5	43.1	32.0
Financial counselling	9.1	7.3	12.1	15.2	3.8	7.7	7.7
<i>Subtotal</i>	<i>34.5</i>	<i>22.4</i>	<i>44.2</i>	<i>52.4</i>	<i>29.1</i>	<i>47.1</i>	<i>38.1</i>
<b>Counselling</b>							
Incest/sexual abuse counselling	1.4	0.2	7.0	1.9	2.5	0.6	1.5
Domestic violence counselling	2.6	0.2	10.2	7.8	65.9	2.1	16.4
Family/relationship counselling and support	19.4	4.2	22.9	20.0	19.6	8.8	14.7
Emotional support/other counselling	36.0	17.8	55.8	51.7	59.7	35.0	40.7
<i>Subtotal</i>	<i>40.3</i>	<i>18.6</i>	<i>62.1</i>	<i>54.3</i>	<i>80.8</i>	<i>35.7</i>	<i>47.0</i>
<b>General support/advocacy</b>							
Living skills/personal development	28.5	5.6	19.5	14.4	6.1	9.1	14.2
Assistance with legal issues/court support	6.9	8.5	15.7	15.7	31.2	5.7	12.5
Advice/information	70.0	64.3	61.1	80.9	77.7	77.2	74.1
Retrieval/storage/removal of personal belongings	18.2	27.1	22.2	15.0	11.4	9.3	14.2
Advocacy/liaison on behalf of client	41.1	51.3	49.8	64.4	61.8	52.9	51.9
<i>Subtotal</i>	<i>74.9</i>	<i>73.5</i>	<i>72.1</i>	<i>86.8</i>	<i>87.4</i>	<i>81.8</i>	<i>80.5</i>
<b>Specialist services</b>							
Psychological services	1.1	2.8	1.2	0.7	1.6	0.7	1.2
Psychiatric services	1.1	7.5	2.2	2.0	1.1	1.3	1.7
Pregnancy support	2.1	—	3.6	4.1	1.7	1.0	1.6
Family planning support	1.7	0.1	1.3	1.5	0.8	0.7	1.0
Drug/alcohol support/rehabilitation	5.4	20.1	8.9	4.4	1.8	4.2	5.3
Physical disability services	0.6	0.4	0.9	0.8	0.4	0.5	0.5
Intellectual disability services	0.2	0.5	0.4	0.7	0.2	0.2	0.3
Culturally appropriate support	5.7	0.9	6.9	3.8	12.1	2.0	5.4
Interpreter services	0.8	0.4	2.0	1.3	5.1	0.8	1.8
Health/medical services	8.4	22.2	17.3	11.6	12.8	6.4	10.0
<i>Subtotal</i>	<i>18.9</i>	<i>37.3</i>	<i>30.4</i>	<i>21.1</i>	<i>25.2</i>	<i>12.4</i>	<i>19.7</i>
<b>Other support</b>							
Meals	20.8	69.6	15.9	9.8	25.7	16.3	23.2
Laundry/shower facilities	16.8	68.1	18.3	8.2	24.5	7.9	18.7
Recreation	16.9	25.3	18.3	9.5	13.4	2.4	11.3
Transport	32.7	25.0	41.5	31.7	35.3	19.5	28.2
Brokerage services	2.6	2.1	6.1	5.6	3.2	7.1	4.5
Other	7.2	3.5	6.9	5.5	3.7	4.1	5.0
<i>Subtotal</i>	<i>43.7</i>	<i>74.6</i>	<i>53.9</i>	<i>39.6</i>	<i>41.0</i>	<i>38.6</i>	<i>43.7</i>
<b>Total number</b>	<b>12,450</b>	<b>3,300</b>	<b>1,100</b>	<b>2,300</b>	<b>9,500</b>	<b>15,600</b>	<b>44,250</b>

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.4: Support periods, support services provided to client by age of client, Victoria, 1998–99 (%)

Support services provided	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
<b>Housing/accommodation</b>							
SAAP/CAP accommodation	27.0	37.6	34.6	35.2	36.9	35.3	35.7
Assistance to obtain short-term accommodation	8.7	22.5	25.3	25.1	18.6	17.3	23.7
Assistance to obtain independent housing	4.6	25.3	27.2	26.5	26.0	30.6	26.1
<i>Subtotal</i>	<i>34.2</i>	<i>60.5</i>	<i>62.4</i>	<i>62.1</i>	<i>59.8</i>	<i>63.6</i>	<i>61.2</i>
<b>Financial/employment</b>							
Assistance to obtain government benefit/pension/allowance	2.6	14.9	7.2	7.7	7.7	8.6	9.2
Employment/training assistance	2.1	9.2	5.4	1.9	1.9	—	4.3
Financial assistance/material aid	11.2	28.8	34.3	37.0	34.3	33.3	33.9
Financial counselling	2.4	9.7	8.2	7.4	9.3	7.5	8.2
<i>Subtotal</i>	<i>14.7</i>	<i>39.6</i>	<i>39.6</i>	<i>41.7</i>	<i>40.5</i>	<i>38.9</i>	<i>40.2</i>
<b>Counselling</b>							
Incest/sexual abuse counselling	2.7	1.7	1.5	1.6	0.6	0.9	1.5
Domestic violence counselling	14.4	3.8	10.7	26.2	19.6	16.8	16.7
Family/relationship counselling and support	49.1	20.1	12.0	14.2	11.9	14.1	15.4
Emotional support/other counselling	58.8	39.0	35.0	45.8	46.0	52.7	42.1
<i>Subtotal</i>	<i>72.4</i>	<i>44.0</i>	<i>39.5</i>	<i>54.2</i>	<i>52.0</i>	<i>57.8</i>	<i>48.7</i>
<b>General support/advocacy</b>							
Living skills/personal development	16.6	29.0	16.2	8.5	8.3	9.1	15.1
Assistance with legal issues/court support	4.1	7.5	9.3	18.5	13.5	11.8	13.3
Advice/information	43.2	74.6	76.2	77.2	75.9	77.3	75.8
Retrieval/storage/removal of personal belongings	9.3	18.4	13.4	13.8	15.2	14.0	14.8
Advocacy/liaison on behalf of client	35.5	45.8	46.1	61.5	58.8	64.6	53.9
<i>Subtotal</i>	<i>52.1</i>	<i>80.4</i>	<i>81.7</i>	<i>84.7</i>	<i>83.9</i>	<i>85.5</i>	<i>82.5</i>
<b>Specialist services</b>							
Psychological services	1.2	0.9	1.0	1.4	1.7	1.7	1.2
Psychiatric services	—	1.1	1.7	2.2	2.6	0.6	1.8
Pregnancy support	0.9	2.5	2.3	1.4	0.1	—	1.7
Family planning support	0.5	2.1	1.1	0.7	0.1	—	1.1
Drug/alcohol support/rehabilitation	0.8	5.6	5.7	5.9	5.9	3.6	5.7
Physical disability services	—	0.5	0.2	0.5	1.2	0.3	0.5
Intellectual disability services	—	0.2	0.2	0.3	0.5	0.8	0.3
Culturally appropriate support	7.0	4.0	4.0	6.4	7.5	11.3	5.4
Interpreter services	0.4	0.7	1.1	2.5	2.8	5.5	1.8
Health/medical services	4.2	8.8	8.6	11.2	14.4	15.8	10.3
<i>Subtotal</i>	<i>11.9</i>	<i>18.5</i>	<i>17.7</i>	<i>22.2</i>	<i>25.6</i>	<i>26.7</i>	<i>20.5</i>
<b>Other support</b>							
Meals	12.3	21.3	20.8	25.5	31.5	25.8	23.8
Laundry/shower facilities	11.8	16.1	15.8	21.3	26.5	24.6	19.2
Recreation	11.4	15.0	10.1	10.1	11.7	13.7	11.5
Transport	19.2	34.1	26.9	29.3	31.0	37.1	30.0
Brokerage services	0.4	4.2	5.2	5.4	4.4	7.3	4.9
Other	7.5	7.5	6.1	3.8	3.5	6.7	5.2
<i>Subtotal</i>	<i>30.7</i>	<i>46.9</i>	<i>42.7</i>	<i>46.1</i>	<i>51.7</i>	<i>51.6</i>	<i>45.8</i>
<b>Total number</b>	<b>600</b>	<b>10,500</b>	<b>9,600</b>	<b>19,600</b>	<b>3,600</b>	<b>450</b>	<b>44,350</b>

Notes

1. Number excluded due to errors (weighted): 62
2. Number excluded due to omissions (weighted): 62
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.
7. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

## 5.52 Support provided to accompanying children

Table 5.5: Support periods, support services provided to accompanying children by region, Victoria, 1998–99 (%)

Support services provided to children	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Counselling	5.7	3.1	4.3	2.8	5.9	10.1	5.9	9.8	3.2	1.5	4.6
Child care, kindergarten/school liaison	5.2	3.8	5.1	3.1	4.6	6.6	5.3	5.4	2.1	0.6	4.1
Access arrangements	1.5	0.4	0.6	0.3	0.6	1.6	0.8	0.6	0.6	—	0.7
Other	2.6	1.8	2.3	1.3	2.2	1.3	2.6	0.5	0.5	0.4	1.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<b>Total number</b>	<b>5,300</b>	<b>4,850</b>	<b>6,200</b>	<b>4,000</b>	<b>2,300</b>	<b>2,150</b>	<b>1,950</b>	<b>1,850</b>	<b>3,600</b>	<b>3,600</b>	<b>35,750</b>

### Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 66
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple services so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.6: Support periods, support services provided to accompanying children by service delivery model, Victoria, 1998–99 (%)

Support services provided to accompanying children	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support /telephone information/referral	Agency support	Total
Counselling	8.8	3.8	—	0.3	—	4.6
Child care, kindergarten/school liaison	10.6	2.3	0.2	0.1	—	4.0
Access arrangements	1.2	0.6	—	—	—	0.7
Other	2.6	1.4	1.8	0.1	—	1.6
<b>Total number</b>	<b>8,900</b>	<b>24,150</b>	<b>2,050</b>	<b>1,800</b>	<b>400</b>	<b>37,300</b>

### Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple services so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 5.7: Support periods, support services provided to accompanying children by primary target group, Victoria, 1998–99 (%)**

<b>Support services provided to accompanying children</b>	<b>Young people</b>	<b>Single men only</b>	<b>Single women only</b>	<b>Families</b>	<b>Women escaping DV</b>	<b>Cross target/multiple/general</b>	<b>Total</b>
Counselling	1.2	0.1	1.0	9.4	11.9	1.9	4.6
Child care, kindergarten/school liaison	1.1	0.1	2.6	8.0	10.6	1.4	4.0
Access arrangements	0.2	0.1	0.6	1.3	1.8	0.2	0.7
Other	0.8	—	1.8	6.2	2.6	1.0	1.6
<b>Total number</b>	<b>9,350</b>	<b>1,900</b>	<b>1,100</b>	<b>2,300</b>	<b>9,500</b>	<b>13,200</b>	<b>37,300</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple services so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

### 5.5.3 Case management/support plans

**Table 5.8: Support periods, existence of a support plan by region, Victoria, 1998–99 (%)**

<b>Existence of support plan</b>	<b>Metropolitan</b>				<b>Rural</b>				<b>LM</b>	<b>SW</b>	<b>Vic</b>
	<b>East</b>	<b>North</b>	<b>South</b>	<b>West</b>	<b>BSW</b>	<b>Gipp</b>	<b>Gramp</b>	<b>Hume</b>			
Support plan	68.7	71.5	85.7	70.8	68.3	65.8	82.9	71.3	55.1	37.2	68.5
No support plan	6.6	8.5	5.3	8.5	6.2	14.5	7.3	8.5	16.1	4.3	8.2
Not appropriate	24.7	20.0	9.0	20.6	25.5	19.7	9.8	20.2	28.7	58.5	23.3
<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>100.0</i>
<b>Total number</b>	<b>3,650</b>	<b>4,500</b>	<b>5,900</b>	<b>3,900</b>	<b>2,150</b>	<b>2,100</b>	<b>1,850</b>	<b>1,700</b>	<b>3,400</b>	<b>3,400</b>	<b>32,550</b>

*Notes*

1. Number excluded due to errors (unweighted): 41
2. Number excluded due to omissions (unweighted): 3,229
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

Table 5.9: Support periods, existence of a support plan by service delivery model, Victoria, 1998–99 (%)

Existence of support plan	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support /telephone information/referral	Agency support	Total
Support plan	73.5	73.1	2.8	2.4	65.1	68.5
No support plan	8.8	8.4	19.1	0.4	0.6	8.2
Not appropriate	17.7	18.5	78.1	97.2	34.4	23.3
<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>
<b>Total number</b>	<b>8,550</b>	<b>22,800</b>	<b>550</b>	<b>1,700</b>	<b>350</b>	<b>33,950</b>

Notes

1. Number excluded due to errors (weighted): 43
2. Number excluded due to omissions (weighted): 3,309
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.10: Support periods, existence of a support plan by primary target group, Victoria, 1998–99 (%)

Existence of support plan	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Support plan	73.2	79.2	73.2	85.5	56.9	68.4	68.5
No support plan	8.7	9.6	6.0	5.5	5.7	10.4	8.2
Not appropriate	18.1	11.2	20.7	9.0	37.4	21.2	23.3
<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>
<b>Total number</b>	<b>8,800</b>	<b>1,850</b>	<b>1,050</b>	<b>2,200</b>	<b>8,900</b>	<b>11,200</b>	<b>33,950</b>

Notes

1. Number excluded due to errors (weighted): 43
2. Number excluded due to omissions (weighted): 3,309
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

## 5.5.4 Duration of support

Table 5.11: Closed support periods, duration of support by region, Victoria, 1998–99 (%)

Duration of support	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Less than 1 day	59.9	13.0	14.4	59.7	7.1	5.0	2.3	7.7	9.7	27.5	29.5
1–3 days	3.5	11.4	11.1	5.2	7.7	8.5	11.7	5.2	14.9	25.8	10.5
4–7 days	2.6	8.0	8.8	2.8	5.3	6.9	5.5	5.9	7.8	6.9	5.8
>1–2 weeks	3.1	8.0	10.7	3.8	6.8	5.9	7.9	6.4	8.0	7.7	6.6
>2–4 weeks	5.7	12.7	13.8	5.2	9.6	11.2	12.8	11.2	11.0	8.9	9.5
>4–13 weeks	13.4	24.7	23.6	13.0	36.8	35.3	32.0	33.8	29.2	15.4	21.6
>13–26 weeks	6.4	11.1	10.2	5.2	16.8	13.2	18.3	18.3	13.0	4.1	9.4
>26–52 weeks	3.7	5.4	4.6	2.7	7.2	9.4	6.9	8.7	5.0	2.7	4.6
>52 weeks	1.7	5.7	2.8	2.3	2.7	4.5	2.5	2.8	1.4	1.0	2.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>6,400</b>	<b>4,050</b>	<b>5,550</b>	<b>6,300</b>	<b>1,950</b>	<b>1,750</b>	<b>1,700</b>	<b>1,450</b>	<b>3,050</b>	<b>4,700</b>	<b>36,800</b>

### Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 93
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.12: Closed support periods, duration of support by service delivery model, Victoria, 1998–99 (%)

Duration of support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support /telephone information/referral	Agency support	Total
Less than 1 day	8.7	13.0	94.0	57.9	1.0	29.5
1–3 days	21.2	6.3	1.3	39.3	4.1	10.5
4–7 days	12.9	4.6	1.0	0.6	6.3	5.7
>1–2 weeks	13.5	5.9	1.0	0.3	11.7	6.6
>2–4 weeks	15.4	10.1	1.3	0.3	35.2	9.4
>4–13 weeks	22.1	31.0	0.9	1.1	25.1	21.6
>13–26 weeks	4.4	16.1	0.3	0.5	12.7	9.5
>26–52 weeks	1.3	8.3	0.2	—	3.8	4.6
>52 weeks	0.7	4.7	—	—	—	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>9,350</b>	<b>19,550</b>	<b>7,350</b>	<b>1,800</b>	<b>350</b>	<b>38,400</b>

### Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 55
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.13: Closed support periods, duration of support by primary target group, Victoria, 1998–99 (%)

Duration of support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Less than 1 day	33.2	7.6	4.8	7.4	21.9	40.3	29.5
1–3 days	6.8	11.6	8.2	5.4	19.7	8.2	10.5
4–7 days	4.0	11.9	4.3	6.2	6.4	5.4	5.7
>1–2 weeks	4.9	14.6	6.3	8.4	6.2	6.2	6.6
>2–4 weeks	8.3	18.2	10.6	13.6	9.3	8.0	9.4
>4–13 weeks	21.3	24.8	27.6	30.6	24.0	18.2	21.6
>13–26 weeks	10.7	6.2	19.4	17.1	8.9	7.9	9.5
>26–52 weeks	6.6	3.8	10.2	7.3	2.8	3.7	4.6
>52 weeks	4.2	1.3	8.5	4.0	0.7	2.2	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>10,500</b>	<b>2,850</b>	<b>800</b>	<b>1,850</b>	<b>8,500</b>	<b>13,850</b>	<b>38,400</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 55
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.14: Closed support periods, duration of support by gender of client, Victoria, 1998–99 (%)

Duration of support	Female	Male	Total
Less than 1 day	25.3	34.3	29.1
1–3 days	11.5	9.0	10.4
4–7 days	5.5	6.2	5.8
>1–2 weeks	6.3	7.3	6.7
>2–4 weeks	9.3	9.7	9.5
>4–13 weeks	23.5	19.0	21.6
>13–26 weeks	10.6	8.0	9.5
>26–52 weeks	5.3	3.9	4.7
>52 weeks	2.6	2.6	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>21,500</b>	<b>15,400</b>	<b>36,900</b>

*Notes*

1. Number excluded due to errors (weighted): 13
2. Number excluded due to omissions (weighted): 1,523
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection



Table 5.15: Closed support periods, duration of support by age of client, Victoria, 1998–99 (%)

Duration of support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Less than 1 day	10.1	30.7	42.2	24.9	20.3	19.2	29.5
1–3 days	9.7	7.8	9.2	12.5	11.7	8.8	10.5
4–7 days	6.7	4.5	4.8	6.7	7.3	9.0	5.8
>1–2 weeks	7.7	5.5	5.5	6.9	8.2	5.3	6.4
>2–4 weeks	15.7	8.3	7.6	10.2	10.4	9.4	9.3
>4–13 weeks	23.4	21.6	17.0	22.7	24.3	22.4	21.3
>13–26 weeks	15.8	11.5	7.3	9.7	10.0	16.7	9.8
>26–52 weeks	9.2	6.5	3.7	4.3	5.2	5.0	4.8
>52 weeks	1.7	3.4	2.7	2.0	2.7	4.2	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>500</b>	<b>8,900</b>	<b>8,600</b>	<b>17,050</b>	<b>3,050</b>	<b>400</b>	<b>38,450</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 108
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 5.16: Closed support periods, duration of support by presenting unit of client, Victoria, 1998–99 (%)

Duration of support	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Less than 1 day	30.5	43.6	23.2	37.6	21.8	29.5
1–3 days	10.5	6.0	12.4	4.5	7.2	10.4
4–7 days	6.2	4.3	5.4	3.8	4.8	5.8
>1–2 weeks	7.2	5.0	5.9	4.4	5.6	6.6
>2–4 weeks	9.9	7.6	9.0	7.5	11.8	9.5
>4–13 weeks	20.3	20.7	25.1	21.2	20.5	21.6
>13–26 weeks	8.2	7.5	11.5	13.9	16.6	9.4
>26–52 weeks	4.4	3.3	5.4	4.5	6.8	4.6
>52 weeks	2.7	1.8	2.1	2.7	4.9	2.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>23,500</b>	<b>2,150</b>	<b>9,700</b>	<b>1,800</b>	<b>600</b>	<b>37,750</b>

*Notes*

1. Number excluded due to errors (weighted): 99
2. Number excluded due to omissions (weighted): 597
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 5.17: Closed support periods, duration of support by ethnicity of client, Victoria, 1998–99 (%)

Duration of support	Indigenous Australian	Non-English-speaking background	Other	Total
Less than 1 day	19.0	24.6	30.6	29.4
1–3 days	16.9	13.0	9.7	10.4
4–7 days	9.0	6.3	5.6	5.8
>1–2 weeks	7.1	6.5	6.4	6.4
>2–4 weeks	7.7	10.2	9.2	9.3
>4–13 weeks	19.8	21.5	21.4	21.4
>13–26 weeks	12.5	10.1	9.7	9.8
>26–52 weeks	6.2	4.7	4.8	4.8
>52 weeks	1.8	3.1	2.5	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,550</b>	<b>4,850</b>	<b>30,850</b>	<b>37,250</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,294
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 5.18: Closed support periods, existence of a support plan by duration of support, Victoria, 1998–99 (%)

Existence of support plan	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Support plan	28.0	34.8	63.1	71.0	75.4	77.9	84.0	88.0	92.8	64.9
No support plan	13.3	11.2	13.9	11.3	8.1	6.9	5.1	4.2	3.9	8.9
Not appropriate	58.7	54.0	23.0	17.7	16.5	15.2	10.8	7.8	3.3	26.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>4,450</b>	<b>3,550</b>	<b>1,850</b>	<b>2,200</b>	<b>3,150</b>	<b>7,450</b>	<b>3,400</b>	<b>1,700</b>	<b>950</b>	<b>28,750</b>

*Notes*

1. Number excluded due to errors (weighted): 41
2. Number excluded due to omissions (weighted): 2,857
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

### 5.5.5 Accommodation provided

Table 5.19: Support periods in which clients were accommodated, accommodation provided by region, Victoria, 1998–99 (%)

Accommodation type	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Crisis/short-term accommodation	73.9	61.7	74.1	72.3	77.9	57.2	77.4	68.1	83.3	91.3	75.3
Medium/long-term accommodation	29.4	31.4	29.5	27.4	18.6	43.1	21.7	27.0	18.6	6.1	24.1
Other SAAP	0.8	8.4	0.3	2.5	8.8	1.8	3.4	5.7	2.1	2.6	3.1
<b>Total number</b>	<b>1,300</b>	<b>1,900</b>	<b>2,650</b>	<b>1,200</b>	<b>600</b>	<b>750</b>	<b>700</b>	<b>500</b>	<b>1,200</b>	<b>2,400</b>	<b>13,200</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 1,622
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.20: Support periods in which clients were accommodated, accommodation provided by primary target group, Victoria, 1998–99 (%)

Accommodation type	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	57.1	90.8	71.0	69.8	91.5	73.8	75.3
Medium/long-term accommodation	40.5	8.0	32.8	31.8	9.4	25.9	24.1
Other SAAP	4.3	1.4	1.7	1.3	3.2	3.4	3.1
<b>Total number</b>	<b>4,100</b>	<b>2,350</b>	<b>450</b>	<b>600</b>	<b>3,000</b>	<b>3,250</b>	<b>13,800</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,674
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 5.21: Closed support periods in which clients were accommodated, duration of accommodation by region, Victoria, 1998–99 (%)**

Duration of accommodation	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
1 day or less	16.7	13.0	7.8	41.7	12.9	10.3	18.7	13.8	20.0	17.2	16.4
2–3 days	6.1	7.2	7.1	4.1	12.5	13.4	11.2	8.9	21.5	10.4	9.7
4–7 days	9.0	12.4	13.8	6.0	16.7	20.4	12.1	11.7	18.7	12.0	12.9
>1–2 weeks	10.9	8.3	15.4	7.8	14.1	9.8	11.3	6.8	12.3	13.4	11.8
>2–4 weeks	16.4	12.8	15.5	8.6	13.1	12.6	12.9	14.1	7.4	15.1	13.3
>4–13 weeks	23.5	21.4	22.3	16.8	19.5	19.2	22.0	24.0	11.7	23.4	20.8
>13–26 weeks	7.5	9.9	8.9	6.1	6.2	6.3	6.8	10.2	6.2	5.1	7.3
>26–52 weeks	7.2	6.2	5.4	6.0	2.6	5.4	3.1	8.3	1.7	2.3	4.6
>52 weeks	2.7	8.8	3.8	3.0	2.4	2.6	1.9	2.3	0.6	1.1	3.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,050</b>	<b>1,550</b>	<b>2,150</b>	<b>900</b>	<b>500</b>	<b>550</b>	<b>650</b>	<b>400</b>	<b>1,050</b>	<b>2,150</b>	<b>11,000</b>

*Notes*

1. Number excluded due to errors (unweighted): 70
2. Number excluded due to omissions (unweighted): 1,508
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 5.22: Support periods in which clients were accommodated, duration of accommodation by accommodation provided, Victoria, 1998–99 (%)**

Duration of accommodation	Crisis/short-term accommodation	Medium/long-term accommodation	Other SAAP	Total
1 day or less		18.7	2.3	16.1
2–3 days		11.5	0.8	9.5
4–7 days		14.3	3.8	12.7
>1–2 weeks		13.6	2.9	11.6
>2–4 weeks		14.8	5.4	13.1
>4–13 weeks		20.7	25.7	21.0
>13–26 weeks		4.1	23.1	7.4
>26–52 weeks		1.6	20.2	5.0
>52 weeks		0.7	15.7	3.5
<b>Total number</b>		<b>9,550</b>	<b>2,250</b>	<b>11,950</b>

*Notes*

1. Number excluded due to errors (weighted): 73
2. Number excluded due to omissions (weighted): 3,479
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

## 5.5.6 Support services for clients referred

Table 5.23: Support periods, support services referred by region, Victoria, 1998–99 (%)

Support services referred	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
<b>Housing/accommodation</b>											
SAAP/CAP accommodation	10.4	8.2	8.1	15.8	6.6	8.3	9.6	8.6	5.2	41.3	13.6
Assistance to obtain short-term accommodation	9.9	13.0	8.2	14.5	9.3	9.4	13.5	8.9	10.1	5.0	10.3
Assistance to obtain independent housing	9.8	17.5	12.2	14.3	13.7	17.5	13.3	14.5	14.4	4.7	12.5
<i>Subtotal</i>	<i>24.3</i>	<i>29.0</i>	<i>21.9</i>	<i>34.1</i>	<i>23.8</i>	<i>27.4</i>	<i>24.3</i>	<i>23.4</i>	<i>22.8</i>	<i>46.4</i>	<i>28.7</i>
<b>Financial/employment</b>											
Assistance to obtain government benefit/pension/allowance	2.1	5.4	4.5	6.7	7.0	12.8	6.6	4.6	3.2	1.3	4.7
Employment/training assistance	2.3	5.5	5.9	4.1	3.6	7.6	5.5	3.6	1.7	1.1	3.8
Financial assistance/material aid	9.6	12.9	17.8	16.0	14.8	20.6	18.1	8.5	9.8	6.1	13.1
Financial counselling	2.1	3.8	4.1	5.3	6.1	7.6	9.7	3.9	8.6	1.6	4.6
<i>Subtotal</i>	<i>13.6</i>	<i>21.5</i>	<i>25.2</i>	<i>23.4</i>	<i>24.2</i>	<i>35.9</i>	<i>29.0</i>	<i>16.3</i>	<i>20.4</i>	<i>8.0</i>	<i>20.3</i>
<b>Counselling</b>											
Incest/sexual abuse counselling	1.7	2.2	3.2	1.4	2.1	4.6	3.4	3.2	1.6	1.2	2.2
Domestic violence counselling	2.7	6.0	4.6	4.0	4.3	6.3	8.0	5.8	4.0	0.6	4.1
Family/relationship counselling and support	4.3	6.5	4.6	5.9	5.3	25.1	15.4	6.3	5.5	1.2	6.3
Emotional support/other counselling	4.7	6.0	6.3	5.6	3.7	11.0	13.5	6.5	5.2	1.0	5.6
<i>Subtotal</i>	<i>9.8</i>	<i>13.5</i>	<i>12.8</i>	<i>11.6</i>	<i>11.8</i>	<i>33.7</i>	<i>25.5</i>	<i>15.7</i>	<i>12.3</i>	<i>3.1</i>	<i>12.7</i>
<b>General support/advocacy</b>											
Living skills/personal development	0.8	1.9	2.5	2.4	1.2	6.0	3.4	2.3	1.4	0.6	1.9
Assistance with legal issues/court support	4.6	9.1	7.8	7.3	7.9	20.6	10.3	7.9	7.2	4.3	7.6
Advice/information	3.5	7.3	8.4	9.6	3.6	13.9	11.0	5.1	12.6	1.2	7.1
Retrieval/storage/removal of personal belongings	1.3	2.0	1.6	1.2	2.3	5.6	2.8	1.9	3.0	1.5	2.0
Advocacy/liaison on behalf of client	2.0	8.4	5.8	6.7	1.9	16.0	10.8	6.3	11.4	1.8	6.2
<i>Subtotal</i>	<i>9.7</i>	<i>20.1</i>	<i>17.2</i>	<i>18.5</i>	<i>12.5</i>	<i>28.7</i>	<i>21.8</i>	<i>16.4</i>	<i>21.8</i>	<i>7.7</i>	<i>16.2</i>
<b>Specialist services</b>											
Psychological services	2.1	2.7	3.3	1.5	2.0	3.3	5.4	3.5	0.9	3.4	2.6
Psychiatric services	1.7	3.5	4.4	2.0	3.5	4.6	3.8	3.4	3.4	5.3	3.4
Pregnancy support	0.8	1.4	1.3	1.0	1.6	3.3	1.6	1.4	1.1	0.1	1.2
Family planning support	0.7	0.7	0.7	0.9	1.1	2.7	1.4	1.0	0.6	0.1	0.8
Drug/alcohol support/rehabilitation	2.9	6.7	8.5	5.1	4.7	10.9	6.0	5.0	5.3	10.6	6.4
Physical disability services	0.3	0.4	0.3	0.4	1.0	0.7	0.9	0.4	0.5	0.3	0.4
Intellectual disability services	0.2	0.3	0.6	0.4	0.8	0.7	0.9	0.5	0.5	0.3	0.5
Culturally appropriate support	1.1	2.4	1.7	1.9	1.0	2.3	0.7	1.0	0.4	1.7	1.5
Interpreter services	0.8	1.6	0.8	0.9	0.3	0.3	0.1	0.2	—	1.7	0.8
Health/medical services	4.8	14.9	16.6	8.0	11.5	24.7	11.2	7.5	10.2	8.4	10.9
<i>Subtotal</i>	<i>10.6</i>	<i>22.8</i>	<i>24.8</i>	<i>15.2</i>	<i>18.8</i>	<i>32.9</i>	<i>23.1</i>	<i>16.3</i>	<i>16.5</i>	<i>21.1</i>	<i>19.1</i>
<b>Other support</b>											
Meals	0.5	0.9	5.0	2.6	1.4	2.0	1.3	0.9	2.8	1.5	2.1
Laundry/shower facilities	0.2	0.2	1.0	0.8	0.4	0.3	0.2	0.3	0.1	0.3	0.4
Recreation	0.4	0.8	2.5	1.4	1.2	1.1	1.4	0.7	0.4	1.2	1.1
Transport	0.7	1.1	1.6	2.0	0.8	3.8	1.8	1.8	1.5	2.4	1.6
Brokerage services	0.7	0.8	0.8	0.3	0.2	0.8	4.4	0.6	0.2	0.1	0.7
Other	1.2	1.0	1.4	0.8	2.2	1.3	1.5	0.7	0.5	4.2	1.5
<i>Subtotal</i>	<i>3.1</i>	<i>4.1</i>	<i>9.7</i>	<i>5.8</i>	<i>4.8</i>	<i>7.6</i>	<i>8.9</i>	<i>4.0</i>	<i>4.8</i>	<i>7.8</i>	<i>6.0</i>
<b>Total number</b>	<b>7,100</b>	<b>4,850</b>	<b>6,500</b>	<b>7,000</b>	<b>2,300</b>	<b>2,150</b>	<b>1,950</b>	<b>1,850</b>	<b>3,600</b>	<b>5,150</b>	<b>42,400</b>

### Notes

1. Number excluded due to errors (unweighted): 66
2. Number excluded due to omissions (unweighted): 66
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.24: Support periods, support services referred by service delivery model, Victoria, 1998–99 (%)

Support services referred	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support /telephone information/referral	Agency support	Total
<b>Housing/accommodation</b>						
SAAP/CAP accommodation	9.8	10.9	10.7	84.2	1.1	13.6
Assistance to obtain short-term accommodation	8.0	10.6	13.2	2.3	27.2	10.3
Assistance to obtain independent housing	9.1	15.2	9.8	0.4	40.3	12.5
<i>Subtotal</i>	<i>21.2</i>	<i>27.4</i>	<i>28.7</i>	<i>85.4</i>	<i>47.8</i>	<i>28.7</i>
<b>Financial/employment</b>						
Assistance to obtain government benefit/pension/allowance	4.7	6.1	1.7	0.4	0.3	4.7
Employment/training assistance	3.0	5.6	0.3	0.1	0.3	3.8
Financial assistance/material aid	8.4	16.6	10.3	1.8	20.7	13.0
Financial counselling	2.3	7.2	0.5	0.1	0.3	4.6
<i>Subtotal</i>	<i>14.8</i>	<i>26.5</i>	<i>12.1</i>	<i>2.2</i>	<i>21.4</i>	<i>20.3</i>
<b>Counselling</b>						
Incest/sexual abuse counselling	2.5	2.7	0.7	0.1	—	2.2
Domestic violence counselling	4.0	5.5	0.6	0.8	—	4.1
Family/relationship counselling and support	4.3	9.2	1.6	—	—	6.3
Emotional support/other counselling	4.5	7.6	2.2	0.4	—	5.6
<i>Subtotal</i>	<i>10.7</i>	<i>17.2</i>	<i>4.0</i>	<i>1.2</i>	<i>—</i>	<i>12.7</i>
<b>General support/advocacy</b>						
Living skills/personal development	1.4	2.8	0.4	—	—	1.9
Assistance with legal issues/court support	8.3	9.9	1.4	0.5	0.5	7.6
Advice/information	5.3	9.3	3.6	0.2	16.3	7.1
Retrieval/storage/removal of personal belongings	1.2	2.8	0.4	0.6	4.1	1.9
Advocacy/liaison on behalf of client	4.1	8.9	0.7	1.4	15.8	6.1
<i>Subtotal</i>	<i>14.6</i>	<i>20.9</i>	<i>6.1</i>	<i>2.7</i>	<i>19.5</i>	<i>16.2</i>
<b>Specialist services</b>						
Psychological services	2.9	3.4	0.2	—	0.3	2.6
Psychiatric services	4.7	3.8	1.0	0.3	—	3.4
Pregnancy support	1.0	1.6	0.3	—	—	1.2
Family planning support	0.5	1.2	0.2	—	—	0.8
Drug/alcohol support/rehabilitation	8.3	7.3	2.9	0.2	—	6.4
Physical disability services	0.2	0.7	—	—	0.3	0.4
Intellectual disability services	0.5	0.6	0.1	—	—	0.5
Culturally appropriate support	2.7	1.4	0.1	3.5	—	1.5
Interpreter services	1.5	0.8	—	1.4	0.5	0.8
Health/medical services	15.9	12.8	1.4	0.2	0.5	10.9
<i>Subtotal</i>	<i>25.4</i>	<i>22.0</i>	<i>5.3</i>	<i>4.9</i>	<i>1.4</i>	<i>19.1</i>
<b>Other support</b>						
Meals	3.3	1.9	1.4	0.5	0.3	2.1
Laundry/shower facilities	0.8	0.4	0.2	0.1	—	0.4
Recreation	1.2	1.5	0.2	—	—	1.1
Transport	1.9	1.7	1.2	2.0	—	1.6
Brokerage services	0.4	0.9	0.6	—	1.4	0.7
Other	0.9	1.2	1.0	10.8	—	1.5
<i>Subtotal</i>	<i>5.6</i>	<i>6.2</i>	<i>4.3</i>	<i>12.8</i>	<i>1.6</i>	<i>6.0</i>
<b>Total number</b>	<b>10,300</b>	<b>24,300</b>	<b>7,450</b>	<b>50</b>	<b>2,100</b>	<b>44,250</b>

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple referrals so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collection

Table 5.25: Support periods, support services referred by primary target group, Victoria, 1998–99 (%)

Accommodation type	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
<b>Housing/accommodation</b>							
SAAP/CAP accommodation	12.4	8.0	9.2	14.3	26.8	7.8	13.6
Assistance to obtain short-term accommodation	11.3	7.1	6.9	12.3	6.8	12.2	10.3
Assistance to obtain independent housing	13.3	10.8	11.1	21.7	7.3	14.1	12.5
<i>Subtotal</i>	<i>28.1</i>	<i>20.6</i>	<i>20.2</i>	<i>34.1</i>	<i>35.6</i>	<i>26.5</i>	<i>28.7</i>
<b>Financial/employment</b>							
Assistance to obtain government benefit/pension/allowance	6.4	0.7	2.8	7.7	4.9	3.8	4.7
Employment/training assistance	7.7	1.7	5.8	3.3	1.3	2.7	3.8
Financial assistance/material aid	10.7	9.0	17.4	24.5	7.5	17.2	13.0
Financial counselling	3.6	1.8	9.3	9.1	3.3	5.6	4.6
<i>Subtotal</i>	<i>20.6</i>	<i>11.0</i>	<i>25.1</i>	<i>33.2</i>	<i>12.9</i>	<i>24.2</i>	<i>20.3</i>
<b>Counselling</b>							
Incest/sexual abuse counselling	2.1	0.3	5.8	3.9	3.4	1.3	2.2
Domestic violence counselling	2.5	0.2	7.1	9.0	8.0	2.9	4.1
Family/relationship counselling and support	7.1	1.4	7.7	13.5	6.8	5.2	6.3
Emotional support/other counselling	4.9	1.0	6.5	10.9	6.7	5.5	5.6
<i>Subtotal</i>	<i>11.9</i>	<i>2.3</i>	<i>17.3</i>	<i>24.7</i>	<i>17.3</i>	<i>10.5</i>	<i>12.7</i>
<b>General support/advocacy</b>							
Living skills/personal development	2.2	0.5	3.1	3.3	1.9	1.7	1.9
Assistance with legal issues/court support	5.7	6.1	7.0	11.7	13.9	5.0	7.6
Advice/information	5.7	3.3	5.0	13.1	7.8	7.9	7.1
Retrieval/storage/removal of personal belongings	0.9	0.8	2.5	3.6	3.3	2.0	1.9
Advocacy/liaison on behalf of client	4.3	3.5	5.5	13.7	6.9	6.6	6.1
<i>Subtotal</i>	<i>13.3</i>	<i>10.4</i>	<i>17.1</i>	<i>28.0</i>	<i>20.9</i>	<i>15.2</i>	<i>16.2</i>
<b>Specialist services</b>							
Psychological services	2.3	2.9	5.4	1.9	4.8	1.2	2.6
Psychiatric services	2.6	8.9	8.6	4.1	2.0	3.2	3.4
Pregnancy support	1.5	—	2.6	2.2	1.3	0.8	1.2
Family planning support	1.2	—	1.4	1.6	0.8	0.5	0.8
Drug/alcohol support/rehabilitation	6.5	18.4	10.0	6.9	2.7	5.8	6.4
Physical disability services	0.2	0.4	1.0	0.4	0.4	0.6	0.4
Intellectual disability services	0.5	0.5	1.0	0.7	0.4	0.4	0.5
Culturally appropriate support	0.9	0.2	1.3	2.4	3.5	1.0	1.5
Interpreter services	0.4	0.2	1.3	0.9	2.4	0.3	0.8
Health/medical services	10.6	11.8	15.8	16.4	12.7	8.7	10.9
<i>Subtotal</i>	<i>17.9</i>	<i>27.3</i>	<i>29.0</i>	<i>25.9</i>	<i>21.1</i>	<i>15.4</i>	<i>19.1</i>
<b>Other support</b>							
Meals	1.9	2.4	1.8	2.6	1.0	2.7	2.1
Laundry/shower facilities	0.5	0.4	0.2	0.3	0.7	0.3	0.4
Recreation	1.5	1.9	2.6	0.8	0.6	1.0	1.1
Transport	1.3	1.7	1.2	2.1	2.5	1.3	1.6
Brokerage services	0.4	0.3	1.0	0.6	0.4	1.2	0.7
Other	0.8	0.6	1.1	1.4	3.0	1.4	1.5
<i>Subtotal</i>	<i>5.2</i>	<i>4.7</i>	<i>6.2</i>	<i>6.7</i>	<i>6.2</i>	<i>6.7</i>	<i>6.0</i>
<b>Total number</b>	<b>12,450</b>	<b>3,300</b>	<b>1,100</b>	<b>2,300</b>	<b>9,500</b>	<b>15,600</b>	<b>44,250</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple referrals so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

### 5.5.7 Support services for accompanying children referred

Table 5.26: Support periods, support services for accompanying children referred by region, Victoria, 1998–99 (%)

Support services for accompanying children referred	Metropolitan				Rural				LM	SW	Vic
	East	North	South	West	BSW	Gipp	Gramp	Hume			
Counselling	2.3	2.1	2.8	3.4	2.5	11.5	6.3	5.0	1.9	1.8	3.3
Child care, kindergarten/school liaison	1.6	1.9	2.3	2.3	2.2	7.9	3.2	2.0	1.7	1.5	2.4
Access arrangements	0.4	0.4	0.7	0.7	0.7	5.1	0.7	0.2	0.7	1.1	0.9
Other	0.8	0.9	0.7	0.6	0.9	1.0	1.4	0.5	0.2	—	0.7
<b>Total number</b>	<b>5,300</b>	<b>4,850</b>	<b>6,200</b>	<b>4,000</b>	<b>2,300</b>	<b>2,150</b>	<b>1,950</b>	<b>1,850</b>	<b>3,600</b>	<b>3,600</b>	<b>35,750</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple referrals so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.27: Support periods, support services for accompanying children referred by service delivery model, Victoria, 1998–99 (%)

Support services for accompanying children referred	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support /telephone information/referral	Agency support	Total
Counselling	2.6	4.1	0.2	0.1	—	3.3
Child care, kindergarten/school liaison	3.3	2.4	—	—	—	2.4
Access arrangements	0.5	1.2	—	0.1	—	0.9
Other	0.7	0.7	0.7	0.1	—	0.7
<b>Total number</b>	<b>8,900</b>	<b>24,150</b>	<b>2,050</b>	<b>1,800</b>	<b>400</b>	<b>37,300</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple referrals so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections



Table 5.28: Support periods, support services for accompanying children referred by primary target group, Victoria, 1998–99 (%)

Support services for accompanying children referred	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Counselling	1.2	0.1	1.3	7.6	7.5	1.7	3.3
Child care, kindergarten/school liaison	1.2	—	1.7	4.7	5.2	1.2	2.4
Access arrangements	0.3	0.1	0.6	0.9	2.5	0.3	0.9
Other	0.5	—	0.8	1.6	0.8	0.7	0.7
<b>Total number</b>	<b>9,350</b>	<b>1,900</b>	<b>1,100</b>	<b>2,300</b>	<b>9,500</b>	<b>13,200</b>	<b>37,300</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple referrals so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

### 5.5.8 Unmet demand—SAAP clients

Table 5.29: Support needed by SAAP clients, met and unmet demand by type of support requested, Victoria, 1998–99 (%)

Met and unmet demand	Housing/accommodation	Financial/employment assistance	Counselling	General support, advocacy and information	Specialist services	Other	Total
<b>Met</b>							
Provided only	53.8	53.8	67.9	78.6	31.6	86.1	67.0
Referred only	20.1	18.7	11.4	4.9	32.4	3.6	12.3
Provided and referred	11.6	14.7	9.9	10.7	20.2	4.0	10.9
<b>Unmet</b>							
Neither provided nor referred	14.5	12.9	10.8	5.9	15.8	6.2	9.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>43,150</b>	<b>23,000</b>	<b>36,600</b>	<b>70,550</b>	<b>19,150</b>	<b>36,900</b>	<b>229,350</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Components may not add to totals due to rounding.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 5.30: SAAP clients' unmet needs, type of support requested by region, Victoria, 1998–99 (%)

Support services requested	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
<b>Housing/accommodation</b>											
SAAP/CAP accommodation	11.5	3.8	4.5	7.8	8.9	9.4	5.7	7.7	8.2	5.3	7.3
Assistance to obtain short-term accommodation	10.0	9.0	6.6	10.6	5.2	5.6	9.0	5.8	11.5	5.5	7.7
Assistance to obtain independent housing	11.6	14.5	16.6	16.9	18.9	12.2	14.8	13.4	15.6	6.9	12.5
<i>Subtotal</i>	<i>33.1</i>	<i>27.3</i>	<i>27.8</i>	<i>35.4</i>	<i>33.0</i>	<i>27.2</i>	<i>29.5</i>	<i>26.9</i>	<i>35.3</i>	<i>17.8</i>	<i>27.5</i>
<b>Financial/employment</b>											
Assistance to obtain government benefit/pension/allowance	1.7	2.6	2.2	2.7	4.9	2.6	3.3	4.0	4.1	3.3	2.7
Employment/training assistance	3.3	4.4	5.4	2.7	3.0	2.5	4.0	6.2	1.5	1.1	3.1
Financial assistance/material aid	11.1	7.1	7.1	9.0	3.4	2.7	4.4	5.5	6.3	5.5	7.2
Financial counselling	3.7	4.5	4.7	3.7	2.8	3.1	4.0	5.4	3.2	0.9	3.2
<i>Subtotal</i>	<i>19.7</i>	<i>18.6</i>	<i>19.5</i>	<i>18.1</i>	<i>14.2</i>	<i>10.8</i>	<i>15.7</i>	<i>21.1</i>	<i>15.1</i>	<i>10.8</i>	<i>16.3</i>
<b>Counselling</b>											
Incest/sexual abuse counselling	4.6	7.1	4.9	4.7	7.7	6.1	6.1	5.4	4.3	3.1	4.8
Domestic violence counselling	4.5	6.8	4.4	6.0	6.6	6.6	4.8	6.8	5.6	4.5	5.1
Family/relationship counselling and support	0.8	1.3	1.5	0.8	0.4	0.9	1.1	0.7	1.3	1.4	1.1
Emotional support/other counselling	3.0	3.6	2.4	2.5	2.7	2.7	4.0	2.6	4.6	4.2	3.3
<i>Subtotal</i>	<i>13.0</i>	<i>18.8</i>	<i>13.2</i>	<i>14.0</i>	<i>17.4</i>	<i>16.2</i>	<i>16.0</i>	<i>15.5</i>	<i>15.8</i>	<i>13.1</i>	<i>14.3</i>
<b>General support/advocacy</b>											
Living skills/personal development	2.5	4.2	4.2	3.3	5.1	8.9	2.7	5.2	2.0	1.2	3.2
Assistance with legal issues/court support	3.5	2.6	2.9	2.4	2.6	2.3	4.1	3.0	2.6	9.1	4.5
Advice/information	2.9	3.5	2.2	3.3	2.3	4.3	3.0	4.0	4.1	2.2	2.8
Retrieval/storage/removal of personal belongings	2.4	1.5	2.0	0.9	2.1	1.7	1.6	1.4	5.0	6.9	3.2
Advocacy/liaison on behalf of client	4.9	3.9	4.6	5.1	4.0	11.2	5.3	5.9	4.8	3.0	4.6
<i>Subtotal</i>	<i>16.2</i>	<i>15.7</i>	<i>15.8</i>	<i>15.0</i>	<i>16.1</i>	<i>28.4</i>	<i>16.7</i>	<i>19.6</i>	<i>18.6</i>	<i>22.4</i>	<i>18.4</i>
<b>Specialist services</b>											
Psychological services	1.4	1.8	1.7	0.7	0.4	1.1	1.6	0.6	0.7	2.2	1.5
Psychiatric services	1.3	1.2	1.2	1.3	0.8	1.2	1.8	1.1	0.6	0.9	1.2
Pregnancy support	0.5	0.6	0.9	0.6	0.7	1.4	0.3	1.8	1.5	1.0	0.8
Family planning support	0.3	0.7	1.3	0.9	1.1	1.3	0.6	1.1	0.6	0.3	0.7
Drug/alcohol support/rehabilitation	3.1	2.4	5.5	3.1	1.6	4.3	3.1	2.6	0.9	2.1	3.1
Physical disability services	0.3	0.2	0.4	0.4	0.2	—	0.1	—	—	0.2	0.2
Intellectual disability services	0.3	0.2	0.4	0.3	0.1	0.3	0.1	0.1	0.2	0.3	0.3
Culturally appropriate support	0.7	1.4	0.6	1.6	0.1	0.2	0.2	0.3	0.4	2.6	1.2
Interpreter services	0.3	0.2	0.4	0.5	0.1	0.1	—	—	—	1.2	0.5
Health/medical services	3.1	3.2	2.7	2.1	3.0	2.9	2.2	1.8	1.5	7.4	3.9
<i>Subtotal</i>	<i>11.2</i>	<i>12.0</i>	<i>15.2</i>	<i>11.4</i>	<i>8.2</i>	<i>12.7</i>	<i>10.0</i>	<i>9.4</i>	<i>6.3</i>	<i>18.2</i>	<i>13.4</i>
<b>Other support</b>											
Meals	0.7	1.6	1.3	1.1	0.6	0.6	2.4	0.6	1.1	3.3	1.6
Laundry/shower facilities	0.5	1.3	0.9	0.7	0.5	0.4	2.4	0.3	0.9	2.1	1.1
Recreation	1.7	1.4	1.7	0.8	2.6	1.3	3.8	1.5	0.6	0.6	1.4
Transport	2.4	2.3	2.5	1.0	2.5	1.4	2.3	4.3	4.8	11.0	4.5
Brokerage services	0.6	0.6	0.7	1.0	1.0	0.1	0.1	—	0.6	0.4	0.6
Other	0.9	0.3	1.3	1.4	3.7	0.9	1.1	0.8	0.9	0.3	0.9
<i>Subtotal</i>	<i>6.8</i>	<i>7.5</i>	<i>8.5</i>	<i>6.1</i>	<i>11.0</i>	<i>4.7</i>	<i>12.1</i>	<i>7.5</i>	<i>8.9</i>	<i>17.7</i>	<i>10.2</i>
<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>100.0</i>
<b>Total number</b>	<b>5,100</b>	<b>1,850</b>	<b>3,250</b>	<b>1,800</b>	<b>1,000</b>	<b>1,150</b>	<b>900</b>	<b>700</b>	<b>550</b>	<b>5,450</b>	<b>21,750</b>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.31: SAAP clients' unmet needs, type of support requested by service delivery model, Victoria, 1998–99 (%)

Support services requested	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support /telephone information/referral	Agency support	Total
<b>Housing/accommodation</b>						
SAAP/CAP accommodation	3.5	6.8	20.7	5.0	—	7.3
Assistance to obtain short-term accommodation	8.8	6.6	17.9	3.4	23.5	7.7
Assistance to obtain independent housing	13.6	14.4	12.3	4.5	29.4	12.5
<i>Subtotal</i>	<i>25.9</i>	<i>27.9</i>	<i>50.9</i>	<i>12.8</i>	<i>52.9</i>	<i>27.5</i>
<b>Financial/employment</b>						
Assistance to obtain government benefit/ pension/allowance	3.4	2.6	0.5	3.7	—	2.7
Employment/training assistance	3.7	4.3	0.1	0.5	5.9	3.1
Financial assistance/material aid	3.0	7.0	17.6	6.6	—	7.2
Financial counselling	3.3	4.2	2.1	0.2	—	3.2
<i>Subtotal</i>	<i>13.4</i>	<i>18.1</i>	<i>20.3</i>	<i>11.0</i>	<i>5.9</i>	<i>16.3</i>
<b>Counselling</b>						
Incest/sexual abuse counselling	4.1	5.6	3.4	3.7	—	4.8
Domestic violence counselling	4.1	6.1	2.3	4.9	—	5.1
Family/relationship counselling and support	1.3	1.0	0.5	1.6	—	1.1
Emotional support/other counselling	2.7	2.8	2.9	6.0	—	3.3
<i>Subtotal</i>	<i>12.2</i>	<i>15.5</i>	<i>9.0</i>	<i>16.3</i>	<i>—</i>	<i>14.3</i>
<b>General support/advocacy</b>						
Living skills/personal development	2.7	4.7	0.3	0.5	—	3.2
Assistance with legal issues/court support	4.8	2.9	2.6	11.3	—	4.5
Advice/information	2.9	3.5	1.3	1.2	17.6	2.8
Retrieval/storage/removal of personal belongings	3.6	2.3	0.8	7.5	—	3.2
Advocacy/liaison on behalf of client	5.2	6.0	0.5	1.7	17.6	4.6
<i>Subtotal</i>	<i>19.3</i>	<i>19.3</i>	<i>5.6</i>	<i>22.2</i>	<i>35.3</i>	<i>18.4</i>
<b>Specialist services</b>						
Psychological services	1.7	1.3	0.8	2.6	—	1.5
Psychiatric services	1.3	1.2	1.5	0.7	—	1.2
Pregnancy support	0.8	0.8	0.4	1.1	—	0.8
Family planning support	0.8	0.9	—	0.2	—	0.7
Drug/alcohol support/rehabilitation	4.3	3.1	3.5	1.2	—	3.1
Physical disability services	0.2	0.2	0.1	0.1	—	0.2
Intellectual disability services	0.3	0.3	0.3	0.3	—	0.3
Culturally appropriate support	1.4	0.6	0.8	3.4	—	1.2
Interpreter services	0.5	0.4	—	1.0	—	0.5
Health/medical services	4.6	2.7	2.9	8.0	—	3.9
<i>Subtotal</i>	<i>16.0</i>	<i>11.5</i>	<i>10.3</i>	<i>18.6</i>	<i>—</i>	<i>13.4</i>
<b>Other support</b>						
Meals	3.2	1.0	0.5	2.5	—	1.6
Laundry/shower facilities	3.2	0.6	0.1	0.7	—	1.1
Recreation	2.3	1.6	0.2	0.1	—	1.4
Transport	3.0	2.8	0.5	15.3	—	4.5
Brokerage services	0.6	0.7	0.8	0.1	—	0.6
Other	0.8	1.0	1.7	0.4	5.9	0.9
<i>Subtotal</i>	<i>13.1</i>	<i>7.7</i>	<i>3.8</i>	<i>19.1</i>	<i>5.9</i>	<i>10.2</i>
<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>
<b>Total number</b>	<b>4,650</b>	<b>12,150</b>	<b>2,350</b>	<b>3,500</b>	<b>&lt;25</b>	<b>22,700</b>

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.32: SAAP clients' unmet needs, type of support requested by primary target group, Victoria, 1998–99 (%)

Support services requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
<b>Housing/accommodation</b>							
SAAP/CAP accommodation	7.5	9.4	3.9	5.1	4.3	10.0	7.3
Assistance to obtain short-term accommodation	7.1	10.4	4.2	7.4	5.2	10.4	7.7
Assistance to obtain independent housing	15.8	12.7	12.3	17.6	7.3	14.3	12.5
<i>Subtotal</i>	<i>30.4</i>	<i>32.5</i>	<i>20.4</i>	<i>30.1</i>	<i>16.9</i>	<i>34.6</i>	<i>27.5</i>
<b>Financial/employment</b>							
Assistance to obtain government benefit/pension/allowance	3.8	1.0	1.1	1.4	3.5	1.8	2.7
Employment/training assistance	5.9	4.4	4.1	3.2	0.7	3.2	3.1
Financial assistance/material aid	5.0	2.1	8.5	7.0	4.9	11.4	7.2
Financial counselling	4.5	3.3	3.7	5.1	0.8	4.1	3.2
<i>Subtotal</i>	<i>19.2</i>	<i>10.8</i>	<i>17.3</i>	<i>16.8</i>	<i>10.0</i>	<i>20.5</i>	<i>16.3</i>
<b>Counselling</b>							
Incest/sexual abuse counselling	7.3	2.0	5.5	3.9	3.8	4.4	4.8
Domestic violence counselling	6.0	4.3	4.4	6.0	4.7	4.9	5.1
Family/relationship counselling and support	1.1	0.4	2.6	0.5	1.6	0.7	1.1
Emotional support/other counselling	1.6	0.2	1.8	2.9	5.7	2.8	3.3
<i>Subtotal</i>	<i>16.0</i>	<i>6.9</i>	<i>14.4</i>	<i>13.3</i>	<i>15.9</i>	<i>12.9</i>	<i>14.3</i>
<b>General support/advocacy</b>							
Living skills/personal development	5.8	3.0	4.2	3.2	1.7	2.7	3.2
Assistance with legal issues/court support	1.9	2.2	3.1	4.0	9.1	2.8	4.5
Advice/information	2.5	3.7	2.8	3.1	2.8	2.9	2.8
Retrieval/storage/removal of personal belongings	1.5	1.4	2.2	2.0	6.6	1.9	3.2
Advocacy/liaison on behalf of client	2.8	3.6	3.3	8.4	5.4	4.8	4.6
<i>Subtotal</i>	<i>14.4</i>	<i>14.0</i>	<i>15.7</i>	<i>20.8</i>	<i>25.5</i>	<i>15.1</i>	<i>18.4</i>
<b>Specialist services</b>							
Psychological services	1.2	1.3	2.2	1.0	2.2	1.1	1.5
Psychiatric services	1.1	1.9	2.2	0.9	0.8	1.4	1.2
Pregnancy support	0.6	—	1.7	2.0	1.1	0.6	0.8
Family planning support	0.7	0.2	2.6	2.0	0.6	0.5	0.7
Drug/alcohol support/rehabilitation	3.5	7.0	4.1	1.9	1.4	3.8	3.1
Physical disability services	0.1	—	1.8	—	0.2	0.3	0.2
Intellectual disability services	0.3	0.2	0.7	0.1	0.3	0.3	0.3
Culturally appropriate support	0.6	0.1	0.6	0.8	2.6	0.7	1.2
Interpreter services	0.1	—	0.4	0.6	1.2	0.2	0.5
Health/medical services	3.0	4.2	2.0	2.7	6.5	2.4	3.9
<i>Subtotal</i>	<i>11.2</i>	<i>14.9</i>	<i>18.2</i>	<i>12.2</i>	<i>17.0</i>	<i>11.3</i>	<i>13.4</i>
<b>Other support</b>							
Meals	1.3	5.6	1.5	0.8	2.3	0.8	1.6
Laundry/shower facilities	0.9	7.4	1.5	0.6	1.1	0.4	1.1
Recreation	2.1	4.5	2.6	1.0	0.7	1.1	1.4
Transport	2.8	2.8	4.1	3.2	9.4	1.9	4.5
Brokerage services	0.4	0.3	1.1	0.4	0.5	0.7	0.6
Other	1.4	0.3	3.3	0.8	0.8	0.7	0.9
<i>Subtotal</i>	<i>8.8</i>	<i>20.8</i>	<i>14.0</i>	<i>6.9</i>	<i>14.8</i>	<i>5.6</i>	<i>10.2</i>
<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>
<b>Total number</b>	<b>5,250</b>	<b>1,100</b>	<b>550</b>	<b>1,050</b>	<b>6,950</b>	<b>7,850</b>	<b>22,700</b>

**Notes**

1. Number excluded due to errors (weighted): 0
  2. Number excluded due to omissions (weighted): 0
  3. Percentages are based on valid values only.
  4. Components may not add to totals due to rounding.
  5. Figures have been weighted to adjust for agency non-participation.
- Source: SAAP NDCA Client and Administrative Data Collections

## 5.5.9 Unmet demand—accompanying children

Table 5.33: Support needed by accompanying children, met and unmet demand by type of support requested Victoria, 1998–99 (%)

Met and unmet demand	Counselling	Child care, kindergarten/ school liaison	Access arrangements	Other	Total
<b>Met</b>					
Provided only	40.9	51.6	31.3	60.6	46.2
Referred only	24.8	19.6	41.7	13.2	22.9
Provided and referred	22.4	18.7	9.4	15.0	19.2
<b>Unmet</b>					
Neither provided nor referred	11.9	10.1	17.7	11.2	11.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>2,900</b>	<b>2,200</b>	<b>500</b>	<b>800</b>	<b>6,400</b>

Note: See notes under Table 5.35

Source: SAAP NDCA Client Collection

Table 5.34: Unmet needs of accompanying children, type of support requested by region, Victoria, 1998–99 (%)

Support services requested for accompanying children	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Counselling	47.1	34.3	51.0	30.2	52.2	47.9	52.4	26.7	54.5	52.1	46.7
Child care, kindergarten/ school liaison	33.7	40.0	23.5	30.2	39.1	26.7	23.8	53.3	36.4	27.1	29.6
Access arrangements	6.4	20.0	10.1	11.3	4.3	23.0	7.1	20.0	—	2.1	11.9
Other	12.8	5.7	15.4	28.3	4.3	2.4	16.7	—	9.1	18.8	11.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>150</b>	<b>50</b>	<b>150</b>	<b>50</b>	<b>&lt;25</b>	<b>150</b>	<b>50</b>	<b>&lt;25</b>	<b>&lt;25</b>	<b>50</b>	<b>700</b>

### Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Table based only on records with valid values. Estimates have not been adjusted for non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 5.35: Unmet needs of accompanying children, type of support requested by service delivery model, Victoria, 1998–99 (%)**

<b>Support services requested for accompanying children</b>	<b>Crisis/ short-term accommodation</b>	<b>Medium/ long-term accommodation</b>	<b>Day support</b>	<b>Telephone information/ referral/ multiple</b>	<b>Total</b>
Counselling	41.9	48.1	28.6	63.6	46.7
Child care, kindergarten/ school liaison	35.8	28.9	—	18.2	29.6
Access arrangements	10.1	13.0	—	—	11.9
Other	12.2	10.0	71.4	18.2	11.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>150</b>	<b>550</b>	<b>&lt;25</b>	<b>&lt;25</b>	<b>750</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 5.36: Unmet needs of accompanying children, type of support requested by primary target group, Victoria, 1998–99 (%)**

<b>Support services requested for accompanying children</b>	<b>Young people</b>	<b>Single men only</b>	<b>Single women only</b>	<b>Families</b>	<b>Women escaping DV</b>	<b>Cross target multiple/ general</b>	<b>Total</b>
Counselling	36.4	—	14.3	48.8	50.3	47.2	46.7
Child care, kindergarten/ school liaison	54.5	100.0	51.4	25.0	25.0	31.0	29.6
Access arrangements	9.1	—	5.7	5.0	17.0	7.9	11.9
Other	—	—	28.6	21.2	7.8	13.9	11.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>50</b>	<b>&lt;25</b>	<b>50</b>	<b>100</b>	<b>350</b>	<b>250</b>	<b>750</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

## 5.5.10 Unmet demand—potential clients

Table 5.37: Potential clients unable to be supported, type of support requested by region, Victoria, 12–25 November 1998 (%)

Type of support requested	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Crisis/short-term accommodation	28.9	33.7	53.6	40.2	67.4	42.9	63.8	35.3	8.7	88.0	47.7
Medium/long-term accommodation	62.9	52.3	42.1	51.4	27.9	42.9	31.9	58.8	39.1	8.0	43.9
Support only	—	3.5	3.2	4.7	—	14.3	4.3	—	13.0	—	3.3
Other	8.2	10.5	1.2	3.7	4.7	—	—	5.9	39.1	4.0	5.1
<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>	<i>100.0</i>
<b>Total number</b>	<b>100</b>	<b>90</b>	<b>250</b>	<b>110</b>	<b>40</b>	<b>30</b>	<b>50</b>	<b>20</b>	<b>20</b>	<b>50</b>	<b>750</b>

### Notes

1. Number excluded due to errors (unweighted): 7
2. Number excluded due to omissions (unweighted): 5
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.38: Potential clients unable to be supported, type of support requested by primary target group, Victoria, 12–25 November 1998 (%)

Type of support requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	35.9	75.4	71.2	52.4	61.5	47.5	47.7
Medium/long-term accommodation	58.1	23.0	18.6	40.5	26.9	38.5	43.9
Support only	2.8	—	6.8	1.2	7.7	4.5	3.3
Other	3.1	1.6	3.4	6.0	3.8	9.5	5.1
<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>
<b>Total number</b>	<b>320</b>	<b>60</b>	<b>60</b>	<b>80</b>	<b>30</b>	<b>200</b>	<b>750</b>

### Notes

1. Number excluded due to errors (unweighted): 7
2. Number excluded due to omissions (unweighted): 5
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

**Table 5.39: Potential clients unable to be supported, type of support requested by gender of person making request, Victoria, 12–25 November 1998 (%)**

Type of support requested	Female	Male	Total
Crisis/short-term accommodation	42.0	56.1	47.8
Medium/long-term accommodation	47.3	39.3	44.0
Support only	4.0	2.3	3.3
Other	6.8	2.3	4.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>430</b>	<b>310</b>	<b>730</b>

*Notes*

1. Number excluded due to errors (unweighted): 9
2. Number excluded due to omissions (unweighted): 19
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

**Table 5.40: Potential clients unable to be supported, type of support requested by age of person making request, Victoria, 12–25 November 1998 (%)**

Type of support requested	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Over 65 years	Total
Crisis/short-term accommodation	66.7	41.4	42.8	56.4	55.6	100.0	47.9
Medium/long-term accommodation	33.3	52.4	49.7	33.9	36.1	—	44.6
Support only	—	2.6	1.7	5.3	—	—	3.0
Other	—	3.7	5.8	4.4	8.3	—	4.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>20</b>	<b>270</b>	<b>170</b>	<b>230</b>	<b>40</b>	<b>&lt;5</b>	<b>730</b>

*Notes*

1. Number excluded due to errors (unweighted): 8
2. Number excluded due to omissions (unweighted): 27
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. There were very few potential clients who were unable to be supported aged 65 years and over. To ensure confidentiality these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection



**Table 5.41: Potential clients unable to be supported, type of support requested by ethnicity of person making request, Victoria, 12–25 November 1998 (%)**

Type of support requested	Indigenous Australian	Non-English-speaking background	Other	Total
Crisis/short-term accommodation	35.7	24.3	49.2	46.4
Medium/long-term accommodation	57.1	74.3	41.7	45.3
Support only	7.1	1.4	3.6	3.5
Other	—	—	5.5	4.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>10</b>	<b>70</b>	<b>600</b>	<b>690</b>

*Notes*

1. Number excluded due to errors (unweighted): 2
2. Number excluded due to omissions (unweighted): 72
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

**Table 5.42: Potential clients unable to be supported, main reason support not provided by region, Victoria, 12–25 November 1998 (%)**

Main reason support not provided	Metropolitan				Rural						Vic
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	
Insufficient staff	7.1	5.7	9.7	5.6	—	—	4.3	—	—	—	5.9
No accommodation available	86.7	79.3	83.7	87.0	97.9	78.6	89.4	70.6	69.6	92.0	84.9
Facilities for disability needs not available	1.0	—	0.4	—	—	—	—	—	—	2.0	0.4
Facilities for cultural needs not available	—	1.1	0.4	0.9	—	—	—	—	—	2.0	0.5
Facilities for other special needs not available	—	2.3	1.6	2.8	2.1	7.1	—	—	—	—	1.6
Age of male child	—	—	—	—	—	—	—	—	4.3	—	0.1
Other	5.1	11.5	4.3	3.7	—	14.3	6.4	29.4	26.1	4.0	6.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>100</b>	<b>90</b>	<b>260</b>	<b>110</b>	<b>50</b>	<b>30</b>	<b>50</b>	<b>20</b>	<b>20</b>	<b>50</b>	<b>760</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

**Table 5.43: Potential clients unable to be supported, main reason support not provided by type of support requested, Victoria, 12–25 November 1998 (%)**

Main reason support not provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Support only	Other	Total
	Insufficient staff	1.4	5.2	48.0	23.7
No accommodation available	92.5	89.1	4.0	34.2	85.1
Facilities for disability needs not available	—	0.6	4.0	—	0.4
Facilities for cultural needs not available	0.3	0.6	—	2.6	0.5
Facilities for other special needs not available	1.7	0.9	12.0	—	1.6
Age of male child	—	—	4.0	—	0.1
Other	4.2	3.6	28.0	39.5	6.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>360</b>	<b>330</b>	<b>30</b>	<b>40</b>	<b>750</b>

*Notes*

1. Number excluded due to errors (unweighted): 7
2. Number excluded due to omissions (unweighted): 5
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

**Table 5.44: Potential clients unable to be supported, living situation the night before requesting assistance by region, Victoria, 12–25 November 1998 (%)**

Living situation	Metropolitan				Rural				LM	SW	Vic
	East	North	South	West	BSW	Gipp	Gramp	Hume			
Streets/car/tent/park/squat	10.4	9.2	19.4	18.1	22.2	11.1	12.8	11.8	—	25.0	15.9
SAAP or other emergency accommodation	24.0	12.6	9.7	19.0	2.2	11.1	2.1	—	4.3	12.5	12.1
Accommodation by friends/relatives on a temporary basis	31.3	44.8	45.6	43.8	33.3	44.4	38.3	64.7	17.4	29.2	40.6
Single room in a boarding house or hostel	4.2	—	4.8	1.9	—	7.4	6.4	—	4.3	8.3	3.8
In stable/permanent housing but at risk of eviction or becoming homeless	19.8	25.3	14.9	12.4	26.7	18.5	19.1	23.5	26.1	8.3	17.6
Other	10.4	8.0	5.6	4.8	15.6	7.4	21.3	—	47.8	16.7	10.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>100</b>	<b>90</b>	<b>250</b>	<b>110</b>	<b>50</b>	<b>30</b>	<b>50</b>	<b>20</b>	<b>20</b>	<b>50</b>	<b>740</b>

*Notes*

1. Number excluded due to errors (unweighted): 4
2. Number excluded due to omissions (unweighted): 15
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.45: Potential clients unable to be supported, living situation the night before requesting assistance by service delivery model, Victoria, 12–25 November 1998 (%)**

Living situation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Total
Streets/car/tent/park/squat	29.0	10.0	17.4	15.9
SAAP or other emergency accommodation	8.1	13.6	17.4	12.1
Accommodation by friends/relatives on a temporary basis	36.2	42.7	39.1	40.6
Single room in a boarding house or hostel	6.3	2.8	—	3.8
In stable/permanent housing but at risk of eviction or becoming homeless	10.0	21.2	13.0	17.6
Other	10.4	9.6	13.0	10.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>220</b>	<b>500</b>	<b>20</b>	<b>740</b>

*Notes*

1. Number excluded due to errors (unweighted): 4
2. Number excluded due to omissions (unweighted): 15
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.46: Potential clients unable to be supported, living situation the night before requesting assistance by primary target group, Victoria, 12–25 November 1998 (%)**

Living situation	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Streets/car/tent/park/squat	14.9	21.7	7.0	19.3	7.7	17.8	15.9
SAAP or other emergency accommodation	17.1	10.0	15.8	4.5	15.4	6.6	12.1
Accommodation by friends/relatives on a temporary basis	47.6	23.3	33.3	54.5	50.0	29.4	40.6
Single room in a boarding house or hostel	1.6	10.0	5.3	2.3	—	6.1	3.8
In stable/permanent housing but at risk of eviction or becoming homeless	14.9	10.0	17.5	14.8	19.2	25.4	17.6
Other	3.8	25.0	21.1	4.5	7.7	14.7	10.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>320</b>	<b>60</b>	<b>60</b>	<b>90</b>	<b>30</b>	<b>200</b>	<b>740</b>

*Notes*

1. Number excluded due to errors (unweighted): 4
2. Number excluded due to omissions (unweighted): 15
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.47: Potential clients unable to be supported, living situation the night before requesting assistance by age of client, Victoria, 12–25 November 1998 (%)**

Living situation	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Streets/car/tent/park/squat	13.3	13.1	18.8	15.4	26.3	—	15.8
SAAP or other emergency accommodation	6.7	16.4	14.7	7.9	—	—	12.2
Accommodation by friends/relatives on a temporary basis	40.0	50.0	40.0	35.7	21.1	—	41.2
Single room in a boarding house or hostel	6.7	2.2	3.5	4.0	13.2	—	3.7
In stable/permanent housing but at risk of eviction or becoming homeless	20.0	14.2	12.9	22.0	28.9	33.3	17.3
Other	13.3	4.1	10.0	15.0	10.5	66.7	9.7
<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>
<b>Total number</b>	<b>20</b>	<b>270</b>	<b>170</b>	<b>230</b>	<b>40</b>	<b>&lt;5</b>	<b>720</b>

*Notes*

1. Number excluded due to errors (unweighted): 5
2. Number excluded due to omissions (unweighted): 36
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.48: Potential clients unable to be supported, immediacy of need for SAAP accommodation by region, Victoria, 12–25 November 1998 (%)**

SAAP accommodation required	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Within 24 hours	29.7	28.4	47.7	42.7	48.8	33.3	59.1	31.3	18.2	85.1	44.5
Between 24 and 48 hours	5.5	20.3	13.2	9.4	26.8	20.8	13.6	18.8	—	12.8	13.4
In 2 to 6 days	19.8	24.3	19.3	21.9	9.8	20.8	22.7	37.5	36.4	2.1	19.5
In 7 to 14 days	29.7	20.3	10.7	15.6	12.2	8.3	4.5	12.5	27.3	—	14.1
In more than 14 days	15.4	6.8	9.1	10.4	2.4	16.7	—	—	18.2	—	8.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>90</b>	<b>70</b>	<b>240</b>	<b>100</b>	<b>40</b>	<b>20</b>	<b>40</b>	<b>20</b>	<b>10</b>	<b>50</b>	<b>690</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 75
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.49: Potential clients unable to be supported, immediacy of need for SAAP accommodation by service delivery model, Victoria, 12–25 November 1998 (%)**

<b>SAAP accommodation required</b>	<b>Crisis/ short-term accommodation</b>	<b>Medium/ long-term accommodation</b>	<b>Day support</b>	<b>Total</b>
Within 24 hours	79.7	26.3	47.4	44.5
Between 24 and 48 hours	11.5	14.1	21.1	13.4
In 2 to 6 days	6.2	26.3	21.1	19.5
In 7 to 14 days	0.9	21.1	10.5	14.1
In more than 14 days	1.8	12.2	0.0	8.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>230</b>	<b>440</b>	<b>20</b>	<b>690</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 75
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.50: Potential clients unable to be supported, immediacy of need for SAAP accommodation by primary target group, Victoria, 12–25 November 1998 (%)**

<b>SAAP accommodation required</b>	<b>Young people</b>	<b>Single men only</b>	<b>Single women only</b>	<b>Families</b>	<b>Women escaping DV</b>	<b>Cross target/ multiple/ general</b>	<b>Total</b>
Within 24 hours	35.6	71.2	45.3	44.3	69.6	47.4	44.5
Between 24 and 48 hours	10.7	11.9	24.5	17.7	13.0	13.1	13.4
In 2 to 6 days	24.2	6.8	15.1	25.3	17.4	14.9	19.5
In 7 to 14 days	17.4	6.8	9.4	6.3	—	17.7	14.1
In more than 14 days	12.1	3.4	5.7	6.3	—	6.9	8.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>300</b>	<b>60</b>	<b>50</b>	<b>80</b>	<b>20</b>	<b>180</b>	<b>690</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 75
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.51: Potential clients unable to be supported, immediacy of need for SAAP accommodation by age of client, Victoria, 12–25 November 1998 (%)**

SAAP accommodation required	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Within 24 hours	53.3	38.8	37.7	54.1	54.5	100.0	44.6
Between 24 and 48 hours	40.0	10.2	16.4	14.0	12.1	—	13.5
in 2 to 6 days	6.7	20.8	22.6	18.4	9.1	—	19.5
in 7 to 14 days	—	18.8	13.2	8.7	18.2	—	13.8
in more than 14 days	—	11.4	10.1	4.8	6.1	—	8.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>20</b>	<b>260</b>	<b>160</b>	<b>210</b>	<b>30</b>	<b>&lt;5</b>	<b>670</b>

*Notes*

1. Number excluded due to errors (unweighted): 1
2. Number excluded due to omissions (unweighted): 89
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

### 5.5.11 One-off assistance provided—Unmet Demand Collection

**Table 5.52: Casual clients seeking support or accommodation, one-off assistance provided by region, Victoria, 1998–99 (%)**

One-off assistance provided	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Information	83.2	84.7	88.4	89.8	85.9	55.1	76.6	86.7	90.6	83.5	84.6
Referral for accommodation	50.9	52.5	49.1	49.2	59.6	43.8	47.9	86.7	37.7	45.1	50.2
Referral for non-accommodation	14.0	12.3	9.8	12.2	29.3	21.3	9.6	23.3	13.2	7.7	13.0
Meals	1.4	0.4	4.1	1.6	—	4.5	10.6	3.3	1.9	12.1	3.3
Financial assistance/material aid	3.6	7.7	8.6	11.8	11.1	15.7	12.8	3.3	11.3	5.5	8.7
Transport	2.5	1.1	4.1	3.3	1.0	10.1	17.0	3.3	1.9	—	3.8
Laundry/shower facilities	1.4	0.4	1.4	—	—	1.1	—	10.0	—	8.8	1.4
Emotional support	17.2	31.0	26.1	35.4	30.3	44.9	38.3	56.7	24.5	16.5	28.5
Other	2.5	6.1	4.3	3.7	1.0	5.6	6.4	—	17.0	1.1	4.3
<b>Total number</b>	<b>7,250</b>	<b>6,800</b>	<b>14,550</b>	<b>6,400</b>	<b>2,550</b>	<b>2,300</b>	<b>2,450</b>	<b>800</b>	<b>1,400</b>	<b>2,350</b>	<b>46,850</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12-25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

**Table 5.53: Casual clients seeking support or accommodation, one-off assistance provided by service delivery model, Victoria, 1998–99 (%)**

<b>One-off assistance provided</b>	<b>Crisis/ short-term accommodation</b>	<b>Medium/ long-term accommodation</b>	<b>Day support</b>	<b>Total</b>
Information	83.1	84.9	89.1	84.6
Referral for accommodation	42.5	54.4	39.6	50.2
Referral for non-accommodation	7.3	14.6	22.8	13.0
Meals	2.6	3.0	9.9	3.3
Financial assistance/ material aid	3.0	10.7	12.9	8.7
Transport	1.4	5.1	1.0	3.8
Laundry/shower facilities	0.4	1.4	5.9	1.4
Emotional support	19.9	31.4	36.6	28.5
Other	2.2	4.9	8.9	4.3
<b>Total number</b>	<b>13,200</b>	<b>31,000</b>	<b>2,650</b>	<b>46,850</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

**Table 5.54: Casual clients seeking support or accommodation, one-off assistance provided by primary target group, Victoria, 1998–99 (%)**

<b>One-off assistance provided</b>	<b>Young people</b>	<b>Single men only</b>	<b>Single women only</b>	<b>Families</b>	<b>Women escaping DV</b>	<b>Cross target/ multiple/ general</b>	<b>Total</b>
Information	82.9	78.4	83.1	88.1	83.3	87.2	84.6
Referral for accommodation	53.6	50.0	36.2	60.4	45.6	45.8	50.2
Referral for non-accommodation	13.3	10.8	9.2	15.4	8.9	13.6	13.0
Meals	3.7	6.9	—	1.3	1.1	4.0	3.3
Financial assistance/ material aid	8.5	1.0	8.5	14.5	3.3	8.8	8.7
Transport	6.4	1.0	3.8	1.3	1.1	2.6	3.8
Laundry/shower facilities	0.8	1.0	3.1	0.4	1.1	2.2	1.4
Emotional support	23.1	7.8	20.0	44.1	55.6	30.4	28.5
Other	4.1	2.0	3.1	1.8	8.9	5.7	4.3
<b>Total number</b>	<b>18,400</b>	<b>2,650</b>	<b>3,400</b>	<b>5,900</b>	<b>2,350</b>	<b>14,200</b>	<b>46,850</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12-25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

**Table 5.55: Casual clients seeking support or accommodation, one-off assistance provided by age of person, Victoria, 1998–99 (%)**

<b>One-off assistance provided</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
Information	83.7	85.2	87.4	83.3	83.3	85.7	85.0
Referral for accommodation	44.9	53.2	49.0	47.4	56.0	71.4	50.2
Referral for non-accommodation	24.5	11.4	12.6	12.5	16.7	14.3	12.7
Meals	—	3.2	3.1	3.6	7.1	—	3.4
Financial assistance/material aid	8.2	8.0	9.0	8.9	14.3	—	8.8
Transport	2.0	5.8	1.7	3.8	6.0	—	4.0
Laundry/shower facilities	2.0	0.9	1.7	1.7	2.4	—	1.4
Emotional support	22.4	25.4	29.5	31.1	33.3	28.6	28.6
Other	4.1	3.7	4.8	4.3	4.8	14.3	4.3
<b>Total number</b>	<b>1,250</b>	<b>15,250</b>	<b>10,900</b>	<b>15,150</b>	<b>2,200</b>	<b>200</b>	<b>44,950</b>

*Notes*

1. Number excluded due to errors (weighted): 52
2. Number excluded due to omissions (weighted): 1,846
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

**Table 5.56: Casual clients seeking support or accommodation, one-off assistance provided by presenting unit, Victoria, 1998–99 (%)**

<b>One-off assistance provided</b>	<b>Person alone</b>	<b>Couple without children</b>	<b>Person with children</b>	<b>Couple with children</b>	<b>Other</b>	<b>Total</b>
Information	84.0	80.6	86.1	92.8	91.7	84.7
Referral for accommodation	49.0	49.0	53.1	55.1	58.3	50.3
Referral for non-accommodation	11.5	3.1	18.1	15.9	33.3	13.0
Meals	4.4	—	0.8	2.9	4.2	3.3
Financial assistance/material aid	7.9	12.2	9.1	11.6	12.5	8.6
Transport	4.9	—	1.8	4.3	—	3.9
Laundry/shower facilities	1.7	—	1.0	1.4	—	1.4
Emotional support	27.2	23.5	32.0	37.7	41.7	28.6
Other	4.4	9.2	2.5	5.8	8.3	4.4
<b>Total number</b>	<b>31,100</b>	<b>2,550</b>	<b>10,300</b>	<b>1,800</b>	<b>600</b>	<b>46,400</b>

*Notes*

1. Number excluded due to errors (weighted): 52
2. Number excluded due to omissions (weighted): 390
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection



## 5.5.12

## One-off assistance provided—Casual Client Collection

Table 5.57: Casual client contacts, one-off assistance provided by region, Victoria, 1998–99 (%)

One-off assistance provided	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Information	90.3	63.3	87.7	22.8	87.9	91.1	85.7	75.0	70.9	13.6	43.6
Referral arranged	36.8	27.1	38.4	11.8	48.1	29.1	34.6	37.5	32.9	6.1	19.2
Emotional support	17.3	28.9	33.0	5.3	39.8	57.3	34.6	47.1	17.1	2.8	15.6
Meals	0.4	7.7	2.6	76.5	4.8	5.1	3.8	1.0	5.1	90.8	51.7
Financial/material aid	1.7	11.7	21.2	4.0	12.6	20.6	6.0	4.8	37.3	0.2	7.3
Transport	0.6	3.7	6.3	0.7	10.0	13.0	5.3	14.4	4.4	—	2.6
Laundry/shower facilities	—	3.6	—	0.2	1.3	1.3	—	—	—	6.0	2.9
Other	8.0	26.7	35.8	4.1	50.2	28.8	23.3	31.7	10.1	1.1	13.3
<b>Total number</b>	<b>12,350</b>	<b>27,350</b>	<b>36,500</b>	<b>41,950</b>	<b>6,000</b>	<b>8,200</b>	<b>3,450</b>	<b>2,700</b>	<b>4,100</b>	<b>95,650</b>	<b>238,250</b>

## Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.58: Casual client contacts, one-off assistance provided by service delivery model, Victoria, 1998–99 (%)

One-off assistance provided	Crisis/ short-term accomm-odation	Medium/ long-term accomm-odation	Day support	Multiple	Total
Information	90.3	83.1	17.3	0.6	43.6
Referral arranged	24.1	39.0	10.4	—	19.2
Emotional support	20.1	31.5	8.6	—	15.6
Meals	3.2	8.1	79.4	100.0	51.7
Financial/ material aid	4.9	12.8	6.0	1.6	7.3
Transport	3.2	4.1	2.1	0.2	2.6
Laundry/shower facilities	0.7	1.2	5.5	—	2.9
Other	15.3	24.6	9.2	—	13.3
<b>Total number</b>	<b>29,600</b>	<b>70,300</b>	<b>106,400</b>	<b>31,950</b>	<b>238,250</b>

## Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.59: Casual client contacts, one-off assistance provided by primary target group, Victoria, 1998–99 (%)

One-off assistance provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Information	86.5	90.0	79.5	92.6	71.8	26.5	43.6
Referral arranged	39.7	36.2	31.3	43.4	32.4	11.4	19.2
Emotional support	28.9	9.7	22.2	40.1	51.2	9.3	15.6
Meals	3.8	5.4	11.4	0.7	29.5	69.5	51.7
Financial/material aid	10.8	1.8	11.4	12.9	4.8	6.7	7.3
Transport	6.7	—	3.4	1.5	2.1	1.9	2.6
Laundry/shower facilities	0.6	1.0	0.6	—	4.4	3.6	2.9
Other	29.1	5.9	18.8	17.6	27.6	9.0	13.3
<b>Total number</b>	<b>35,700</b>	<b>10,150</b>	<b>4,600</b>	<b>7,050</b>	<b>12,550</b>	<b>168,250</b>	<b>238,250</b>

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.60: Casual client contacts, one-off assistance provided by presenting unit, Victoria, 1998–99 (%)

One-off assistance provided	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Information	42.0	79.9	87.6	83.7	78.6	50.1
Referral arranged	16.8	35.2	46.8	46.8	47.1	22.0
Emotional support	12.9	25.0	43.1	42.9	41.4	17.9
Meals	54.0	11.1	2.8	4.4	1.4	44.7
Financial/material aid	5.7	16.4	19.5	28.6	17.1	8.5
Transport	2.5	2.5	3.8	11.1	4.3	3.0
Laundry/shower facilities	4.0	2.0	0.1	1.2	—	3.4
Other	11.4	28.7	30.4	35.3	52.9	15.2
<b>Total number</b>	<b>166,650</b>	<b>6,350</b>	<b>23,450</b>	<b>6,550</b>	<b>1,800</b>	<b>204,800</b>

Notes

1. Number excluded due to errors (weighted): 546
2. Number excluded due to omissions (weighted): 32,942
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client Collection

# 6 Circumstances of SAAP clients after support

---

The overall aim of SAAP is ‘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’ (*Supported Accommodation Assistance Act 1994*). The Act also states that ‘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 about the program’s ability to achieve these objectives, this chapter details changes in clients’ circumstances following the provision of SAAP services. It is important to remember that the achievement of such objectives 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, together with the personal circumstances of individuals, will influence outcomes for SAAP clients. Accordingly, findings presented in this chapter can inform policies specifically related to SAAP and those related to other social programs.

Analyses presented here permit comparisons of clients’ circumstances after support: in different regions; for agencies with different target groups and service delivery models; and by clients with different characteristics. Circumstances in relation to clients’ income, housing, labour force status and student status are examined in Tables 6.1–6.38. The populations of all tables in this chapter relate to occasions of support rather than to discrete individuals; they include, for obvious reasons, only those support periods that ended during the year.

## 6.1 Overview

SAAP clients in Victoria who did not have an income previously had obtained one by the end of their support period in 3% of cases, and clients in 5% of cases had no income both before and after receiving support (Table 6.1). An improvement in income status over the support period was more likely to occur when the support period was longer (Table 6.7).

At the conclusion of 74% of support periods, clients were living in housing that could be characterised as ‘independent’ (Table 6.9). (See appendix 1 for details of how independent and dependent housing have been defined.) In comparison, clients had been living in independent housing before support in 69% of all support periods (see Chapter 4—Table 4.19). After receiving support, clients in 44% of cases lived in

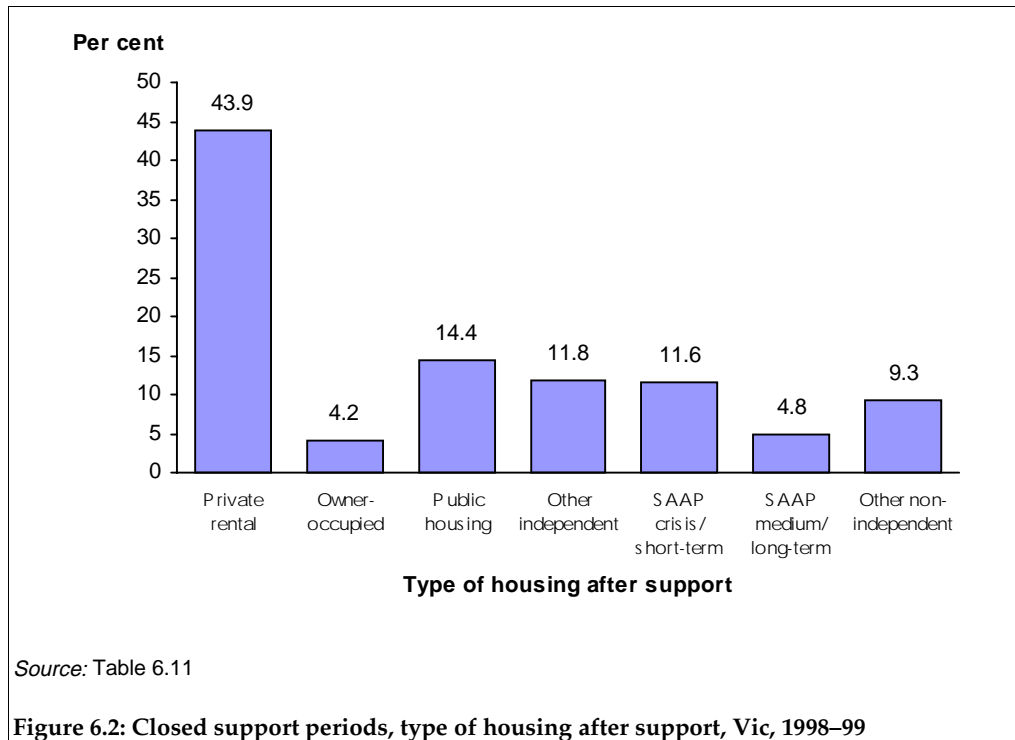
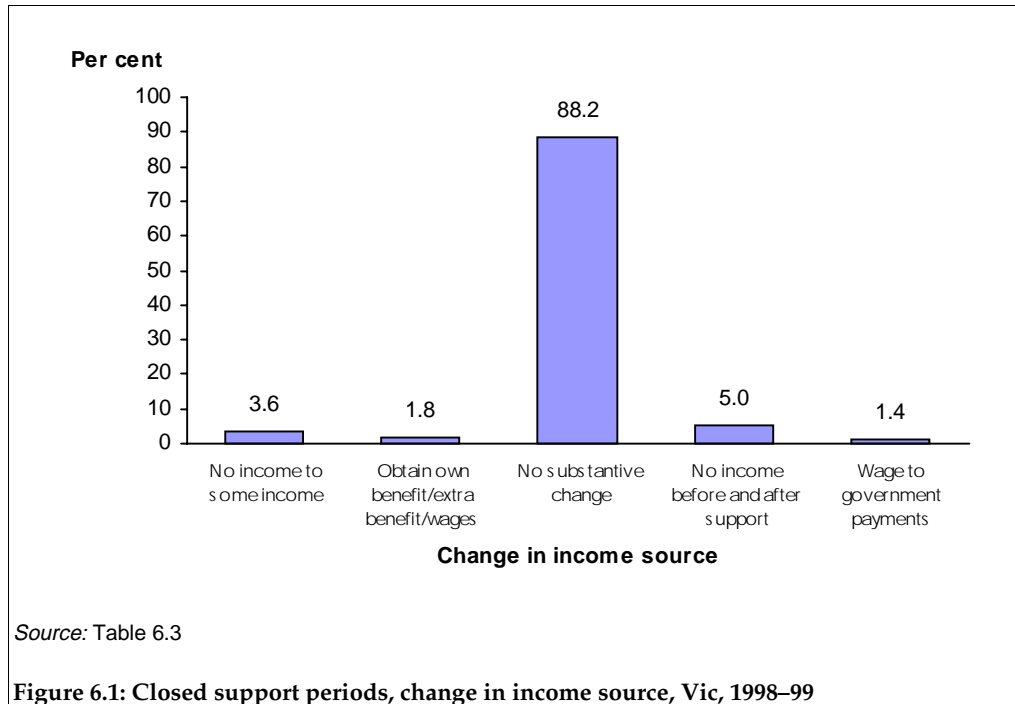
private rental accommodation and in public housing in 14% of cases. In 27% of cases, clients were not living in independent housing, including 17% of support periods in which clients were housed in SAAP accommodation.

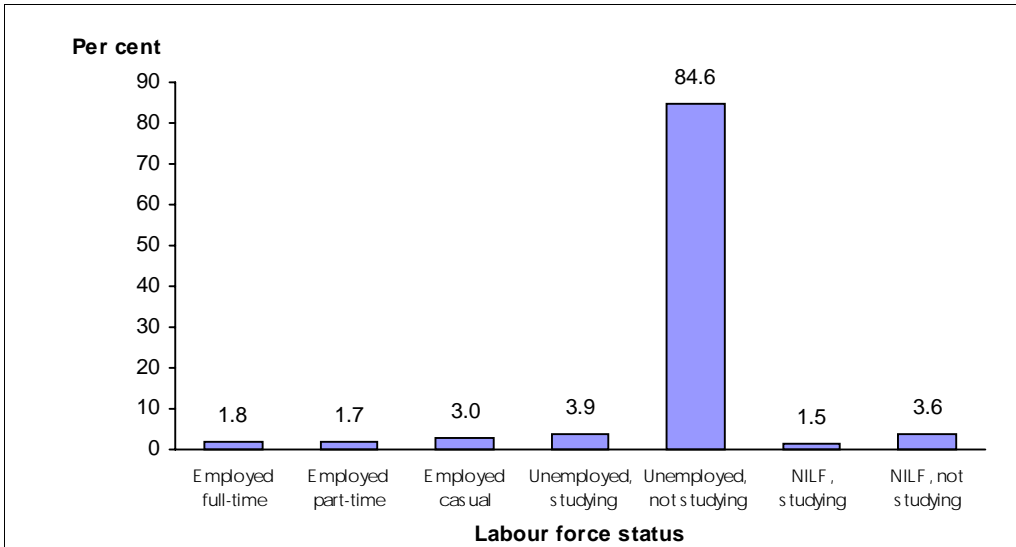
Following 4% of support periods, previously unemployed clients had obtained either full-time or part-time work and in an additional 3% of cases clients were working on a casual basis (Table 6.18). The proportion of cases in which clients found work varied among regions and also according to agencies' service delivery model and primary target group (Tables 6.17–19). The examination of circumstances after support in this section is limited to those support periods in which clients were unemployed before receiving SAAP assistance. Caution should be exercised when examining the analysis presented here as over 4000 of all cases have been excluded due to missing data.

Only a small minority of support periods involved clients who were students or trainees before receiving assistance (see Chapter 4). Of clients who were students before receiving support, 75% were still studying immediately after receiving support (Table 6.27).

Clients who were not students before receiving support, undertook studies or employment training after receiving assistance in 2% of cases (Table 6.35). The comparable figure was higher for clients aged 15-19 years (6%). Clients who were not students before support undertook studies or employment training in a higher proportion of cases where support was provided for longer periods (Table 6.37).

## 6.2 Key charts





Source: Table 6.17

**Figure 6.3: Closed support periods in which clients were unemployed before support, labour force status after support, Vic, 1998–99**

## 6.3 Detailed tables

### 6.3.1 Change in income source

Table 6.1: Closed support periods, change in income source of client by service delivery model, Victoria, 1998–99 (%)

Income source change	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day Support	Outreach support/ information/ referral	Agency support	Total
No income to some income	3.7	3.7	0.8	0.3	—	3.4
Obtain own benefit/ extra benefit/wages	1.4	2.1	—	0.2	0.4	1.7
No substantive change	89.8	87.8	93.4	82.7	99.6	88.2
No income before and after support	3.7	5.6	5.7	7.7	—	5.1
Wage to government payments/ some income to no income	1.4	0.8	—	9.1	—	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>7,050</b>	<b>16,150</b>	<b>200</b>	<b>1,700</b>	<b>350</b>	<b>25,450</b>

*Notes*

1. Number excluded due to errors (weighted): 406
2. Number excluded due to omissions (weighted): 5,841
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.2: Closed support periods, change in income source of client by primary target group, Victoria, 1998–99 (%)

Income source change	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
No income to some income	4.6	4.0	7.8	2.3	3.2	2.5	3.4
Obtain own benefit/ extra benefit/wages	1.4	0.8	1.3	2.1	2.8	1.2	1.7
No substantive change	81.0	93.7	87.0	93.2	86.0	93.4	88.2
No income before and after support	12.4	1.1	2.6	1.8	4.3	2.2	5.1
Wage to government payments/ some income to no income	0.6	0.4	1.3	0.5	3.6	0.7	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>6,100</b>	<b>1,450</b>	<b>750</b>	<b>1,600</b>	<b>7,050</b>	<b>8,450</b>	<b>25,450</b>

*Notes*

1. Number excluded due to errors (weighted): 406
2. Number excluded due to omissions (weighted): 5,841
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 6.3: Closed support periods, change in income source of client by region, Victoria, 1998–99 (%)**

Income source change	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
No income to some income	6.2	5.8	2.6	3.1	2.7	4.5	3.6	3.1	2.4	2.1	3.6
Obtain own benefit/ extra benefit/wages	2.9	1.1	1.9	1.6	2.8	2.2	2.3	1.9	1.2	1.1	1.8
No substantive change	82.3	88.4	91.8	91.9	85.9	87.9	82.0	85.2	92.2	85.8	88.2
No income before and after support	7.1	3.7	2.9	2.9	7.0	5.0	10.9	9.4	3.6	5.1	5.0
Wage to government payments/some income to no income	1.5	0.9	0.8	0.5	1.6	0.4	1.2	0.4	0.6	5.8	1.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

*Notes*

1. Number excluded due to errors (unweighted): 311
2. Number excluded due to omissions (unweighted): 4,223
3. Number of records excluded because consent was not obtained: 6,980
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 18,850 records contributed to this table.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 6.4: Closed support periods, change in income source by gender of client, Victoria, 1998–99 (%)**

Income source change	Female	Male	Total
No income to some income	3.4	3.4	3.4
Obtain own benefit/ extra benefit/wages	1.9	1.5	1.8
No substantive change	87.9	88.7	88.2
No income before and after support	4.9	5.6	5.1
Wage to government payments/ some income to no income	1.9	0.8	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>16,550</b>	<b>8,700</b>	<b>25,250</b>

*Notes*

1. Number excluded due to errors (weighted): 411
2. Number excluded due to omissions (weighted): 5,998
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection



**Table 6.5: Closed support periods, change in income source by age of client, Victoria, 1998–99 (%)**

<b>Income source change</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
No income to some income	1.5	5.3	2.5	3.1	3.2	1.8	3.4
Obtain own benefit/ extra benefit/wages	—	1.1	2.0	2.0	1.9	—	1.7
No substantive change	15.9	82.7	93.0	90.6	89.7	96.2	88.2
No income before and after support	82.3	10.1	1.6	2.2	3.5	1.4	5.1
Wage to government payments/ some income to no income	0.3	0.8	0.9	2.1	1.7	0.5	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>400</b>	<b>5,550</b>	<b>4,800</b>	<b>12,200</b>	<b>2,200</b>	<b>300</b>	<b>25,400</b>

*Notes*

1. Number excluded due to errors (weighted): 406
2. Number excluded due to omissions (weighted): 5,870
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.6: Closed support periods, change in income source by ethnicity of client, Victoria, 1998–99 (%)**

<b>Income source change</b>	<b>Indigenous Australian</b>	<b>Non-English-speaking background</b>	<b>Other</b>	<b>Total</b>
No income to some income	3.0	6.2	2.9	3.4
Obtain own benefit/ extra benefit/wages	1.3	2.4	1.7	1.8
No substantive change	92.0	80.6	89.4	88.1
No income before and after support	3.4	7.3	4.9	5.2
Wage to government payments/ some income to no income	0.3	3.5	1.2	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,100</b>	<b>3,750</b>	<b>19,900</b>	<b>24,750</b>

*Notes*

1. Number excluded due to errors (weighted): 395
2. Number excluded due to omissions (weighted): 6,544
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.7: Closed support periods, change in income source by duration of support, Victoria, 1998–99 (%)**

<b>Income source change</b>	<b>Less than 1 day</b>	<b>1–3 days</b>	<b>4–7 days</b>	<b>&gt;1–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–13 weeks</b>	<b>&gt;13–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52 weeks</b>	<b>Total</b>
No income to some income	0.7	1.4	3.1	3.5	4.3	4.2	4.7	5.5	7.7	3.4
Obtain own benefit/ extra benefit/wages	0.4	0.5	1.5	0.8	1.6	2.2	2.8	4.3	4.4	1.7
No substantive change	90.0	89.1	89.5	90.5	88.4	88.4	85.9	82.9	84.2	88.2
No income before and after support	6.1	6.2	5.2	4.6	4.8	4.5	4.9	6.0	2.1	5.1
Wage to government payments/ some income to no income	2.8	2.8	0.8	0.5	0.9	0.7	1.7	1.3	1.6	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>3,900</b>	<b>3,350</b>	<b>1,750</b>	<b>1,900</b>	<b>2,800</b>	<b>6,300</b>	<b>3,050</b>	<b>1,550</b>	<b>850</b>	<b>25,400</b>

*Notes*

1. Number excluded due to errors (weighted): 406
2. Number excluded due to omissions (weighted): 5,881
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.8: Closed support periods, change in income source by duration of client's current homelessness, Victoria, 1998–99 (%)**

<b>Income source change</b>	<b>0–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52–104 weeks</b>	<b>&gt;104 weeks</b>	<b>At imminent risk</b>	<b>Total</b>
No income to some income	3.2	4.4	3.7	4.7	3.2	2.8	3.7	3.6
Obtain own benefit/ extra benefit/wages	1.2	1.4	1.9	2.2	3.6	2.7	2.3	2.0
No substantive change	90.1	89.9	90.4	87.0	88.2	85.5	85.7	88.1
No income before and after support	4.8	3.5	3.0	3.6	2.2	2.9	7.6	4.8
Wage to government payments/ some income to no income	0.7	0.8	1.1	2.4	2.8	6.1	0.7	1.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>4,600</b>	<b>1,450</b>	<b>3,450</b>	<b>1,050</b>	<b>800</b>	<b>2,000</b>	<b>5,400</b>	<b>18,750</b>

*Notes*

1. Number excluded due to errors (weighted): 308
2. Number excluded due to omissions (weighted): 12,603
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

### 6.3.2 Type of housing after support

Table 6.9: Closed support periods, client's type of housing after support by service delivery model, Victoria, 1998–99 (%)

Type of housing after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day Support	Outreach support/ telephone information/ referral	Agency support	Total
<b>Independent housing</b>						
Private rental	35.8	50.9	35.4	2.2	53.8	43.6
Owner-occupied	4.4	4.6	—	0.1	0.4	4.1
Public housing	12.4	16.2	3.7	1.3	19.2	14.2
Other	13.3	12.1	26.1	1.3	4.6	11.6
<b>Non-independent housing</b>						
SAAP crisis/short term	9.9	5.0	12.3	92.4	13.5	12.6
SAAP medium/long term	9.9	3.3	—	0.2	1.9	4.7
Other	14.3	7.9	22.6	2.5	6.5	9.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>5,700</b>	<b>15,400</b>	<b>150</b>	<b>1,650</b>	<b>350</b>	<b>23,250</b>

*Notes*

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 8,374
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections Table

6.10: Closed support periods, client's type of housing after support by primary target group, Victoria, 1998–99 (%)

Type of housing after support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
<b>Independent housing</b>							
Private rental	46.4	41.1	35.4	53.1	28.7	54.6	43.6
Owner-occupied	1.7	0.5	2.5	2.5	10.2	1.3	4.1
Public housing	6.8	18.3	33.6	24.0	13.6	15.8	14.2
Other	24.8	6.9	10.8	6.7	6.5	8.1	11.6
<b>Non-independent housing</b>							
SAAP crisis/short term	4.4	8.2	2.5	2.5	32.8	3.8	12.6
SAAP medium/long term	7.7	5.9	6.5	4.5	3.2	3.4	4.7
Other	8.3	19.1	8.7	6.7	4.9	13.0	9.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>5,650</b>	<b>1,000</b>	<b>750</b>	<b>1,500</b>	<b>6,900</b>	<b>7,450</b>	<b>23,250</b>

*Notes*

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 8,374
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.11: Closed support periods, client's type of housing after support by region, Victoria, 1998–99 (%)

Type of housing after support	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
<b>Independent housing</b>											
Private rental	42.1	38.8	49.8	50.0	43.9	57.1	46.9	47.7	55.0	9.7	43.9
Owner-occupied	9.5	2.6	2.9	2.6	4.0	6.2	5.4	9.0	2.3	1.9	4.2
Public housing	16.7	17.0	11.4	14.6	15.9	15.4	17.0	17.4	17.7	7.3	14.4
Other	13.8	13.7	13.0	9.0	24.4	9.4	17.2	13.8	6.9	2.8	11.8
<b>Non-independent housing</b>											
SAAP crisis/short term	5.4	8.5	5.2	9.1	4.1	2.4	2.9	3.6	2.7	64.6	11.6
SAAP medium/long term	5.9	9.6	6.5	5.0	2.5	2.6	3.7	2.5	1.4	3.0	4.8
Other	6.5	9.7	11.2	9.7	5.1	6.9	6.9	6.1	14.0	10.7	9.3
<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>100.0</i>

*Notes*

1. Number excluded due to errors (unweighted): 32
2. Number excluded due to omissions (unweighted): 6,047
3. Number of records excluded because consent was not obtained: 6,980
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 17,300 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 6.12: Closed support periods, client's type of housing after support by gender of client, Victoria, 1998–99 (%)**

Type of housing after support	Female	Male	Total
<b>Independent housing</b>			
Private rental	40.2	50.9	43.6
Owner-occupied	5.6	0.9	4.1
Public housing	15.9	10.5	14.2
Other	11.0	13.0	11.6
<b>Non-independent housing</b>			
SAAP crisis/short term	16.4	4.5	12.6
SAAP medium/long term	4.6	4.7	4.7
Other	6.3	15.4	9.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>15,750</b>	<b>7,350</b>	<b>23,100</b>

*Notes*

1. Number excluded due to errors (weighted): 50
2. Number excluded due to omissions (weighted): 8,524
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

**Table 6.13: Closed support periods, client's type of housing after support by age of client, Victoria, 1998–99 (%)**

Type of housing after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
<b>Independent housing</b>							
Private rental	17.7	45.4	49.3	42.4	41.0	33.0	43.7
Owner-occupied	5.9	1.2	0.4	5.4	10.3	10.7	4.1
Public housing	6.7	5.8	11.7	17.7	21.1	24.9	14.2
Other	57.9	24.9	9.9	6.1	4.3	9.0	11.6
<b>Non-independent housing</b>							
SAAP crisis/short term	2.8	5.5	12.1	16.7	10.9	8.0	12.6
SAAP medium/long term	1.7	7.3	6.1	3.4	2.9	4.3	4.7
Other	7.3	9.9	10.5	8.4	9.5	10.1	9.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>400</b>	<b>5,050</b>	<b>4,150</b>	<b>11,300</b>	<b>2,050</b>	<b>300</b>	<b>23,250</b>

*Notes*

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 8,396
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.14: Closed support periods, client's type of housing after support by ethnicity of client, Victoria, 1998–99 (%)

Type of housing after support	Indigenous Australian	Non-English- speaking background	Other	Total
<b>Independent housing</b>				
Private rental	39.5	37.9	45.1	43.7
Owner-occupied	0.7	6.6	3.7	4.1
Public housing	19.0	15.9	13.6	14.2
Other	10.5	9.3	12.2	11.7
<b>Non-independent housing</b>				
SAAP crisis/short term	12.8	18.9	11.3	12.6
SAAP medium/long term	4.2	5.6	4.5	4.7
Other	13.2	5.8	9.6	9.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>950</b>	<b>3,650</b>	<b>18,050</b>	<b>22,650</b>

*Notes*

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 9,002
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.15: Closed support periods, client's type of housing after support by duration of support, Victoria, 1998–99 (%)

Type of housing after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
<b>Independent housing</b>										
Private rental	39.5	29.7	44.6	46.9	47.5	49.6	44.7	43.4	42.9	43.6
Owner-occupied	1.7	2.6	4.6	4.0	4.2	5.7	5.5	4.1	2.7	4.1
Public housing	5.7	6.4	10.5	10.5	10.7	15.6	23.5	28.2	32.5	14.2
Other	7.5	9.7	13.2	14.8	14.5	11.5	13.3	13.4	9.8	11.6
<b>Non-independent housing</b>										
SAAP crisis/short term	36.7	32.6	8.5	6.4	5.9	3.6	1.9	2.3	1.4	12.6
SAAP medium/long term	1.4	2.4	4.5	5.4	6.1	6.6	5.5	4.1	4.7	4.6
Other	7.5	16.6	14.2	12.0	11.0	7.4	5.6	4.5	6.1	9.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>3,650</b>	<b>2,800</b>	<b>1,450</b>	<b>1,550</b>	<b>2,500</b>	<b>5,900</b>	<b>3,000</b>	<b>1,550</b>	<b>850</b>	<b>23,200</b>

*Notes*

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 8,419
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

**Table 6.16: Closed support periods, client's type of housing after support by duration of client's current homelessness, Victoria, 1998–99 (%)**

Type of housing after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
<b>Independent housing</b>								
Private rental	45.0	50.6	45.9	35.3	34.2	25.0	54.4	45.2
Owner-occupied	2.7	1.9	3.4	4.1	6.8	5.5	5.1	4.1
Public housing	10.4	13.6	16.5	18.2	14.0	12.9	14.4	13.9
Other	13.9	11.2	9.2	10.3	9.7	5.6	13.5	11.4
<b>Non-independent housing</b>								
SAAP crisis/short term	7.7	7.7	10.6	18.9	22.2	37.1	3.1	11.4
SAAP medium/long term	6.3	5.3	5.3	4.3	4.2	3.6	3.3	4.6
Other	14.0	9.6	9.0	9.0	8.8	10.4	6.1	9.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>3,900</b>	<b>1,400</b>	<b>3,250</b>	<b>1000</b>	<b>750</b>	<b>1,900</b>	<b>5,200</b>	<b>17,250</b>

*Notes*

1. Number excluded due to errors (weighted): 26
2. Number excluded due to omissions (weighted): 14,379
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

### 6.3.3 Unemployed persons—labour force status after support

**Table 6.17: Closed support periods in which clients were unemployed before support, labour force status of client after support by service delivery model, Victoria, 1998–99 (%)**

Labour force status after support	Crisis/short-term accommodation	Medium/long-term accommodation	Day Support	Outreach support/ telephone information/ referral	Agency support	Total
Employed full time	1.3	2.2	—	—	—	1.8
Employed part time	0.7	2.2	3.0	—	—	1.7
Employed on casual basis	1.0	4.0	—	—	—	3.0
Unemployed—studying	4.4	3.7	—	2.5	—	3.9
Unemployed—not studying	89.0	82.0	93.9	94.5	100.0	84.6
Not in labour force—studying	0.9	1.8	—	—	—	1.5
Not in labour force—not studying	2.7	4.1	3.0	3.0	—	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>2,500</b>	<b>5,300</b>	<b>50</b>	<b>200</b>	<b>&lt;25</b>	<b>8,050</b>

*Notes*

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 4,054
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 6.18: Closed support periods in which clients were unemployed before support, labour force status of client after support by primary target group, Victoria, 1998–99 (%)**

Labour force status after support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Employed full time	3.0	1.7	2.4	2.2	0.5	1.2	1.8
Employed part time	2.0	1.0	3.2	2.5	1.3	1.5	1.7
Employed on casual basis	3.9	0.3	5.7	4.1	1.2	3.0	3.0
Unemployed—studying	5.5	0.8	7.3	4.7	4.8	2.8	3.9
Unemployed—not studying	79.3	94.0	68.6	83.8	83.2	87.9	84.6
Not in labour force—studying	3.3	—	4.0	0.8	0.4	0.6	1.5
Not in labour force—not studying	2.9	2.1	8.9	2.0	8.7	3.1	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>2,550</b>	<b>700</b>	<b>200</b>	<b>400</b>	<b>850</b>	<b>3,400</b>	<b>8,050</b>

*Notes*

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 4,054
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 6.19: Closed support periods in which clients were unemployed before support, labour force status of client after support by region, Victoria, 1998–99 (%)**

Labour force status after support	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Employed full time	3.6	1.9	2.0	1.9	2.7	1.7	2.6	1.9	0.5	0.6	1.8
Employed part time	2.4	1.3	1.6	1.3	2.5	2.9	3.4	2.4	1.2	0.5	1.7
Employed on casual basis	3.6	2.9	3.3	3.0	2.2	5.5	2.3	6.2	3.3	0.3	3.0
Unemployed—studying	5.0	6.6	4.1	4.9	1.9	4.7	1.7	4.3	2.7	1.4	3.9
Unemployed—not studying	75.6	83.5	84.9	85.2	82.1	77.9	85.1	76.8	88.4	93.6	84.5
Not in labour force—studying	3.4	0.7	1.3	1.1	2.5	2.3	2.0	3.3	0.7	0.3	1.4
Not in labour force—not studying	6.4	3.0	2.9	2.6	6.0	4.9	2.9	5.2	3.3	3.4	3.7
<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>100.0</i>

*Notes*

1. Number excluded due to errors (unweighted): 4
2. Number excluded due to omissions (unweighted): 2,988
3. Number of records excluded because consent was not obtained: 6,980
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 5,950 records contributed to this table.

*Source:* SAAP NDCA Client and Administrative Data Collections



**Table 6.20: Closed support periods in which clients were unemployed before support, labour force status of client after support by gender of client, Victoria, 1998–99 (%)**

<b>Labour force status after support</b>	<b>Female</b>	<b>Male</b>	<b>Total</b>
Employed full time	1.5	2.1	1.8
Employed part time	2.2	1.3	1.7
Employed on casual basis	2.8	3.1	3.0
Unemployed—studying	5.4	2.6	3.9
Unemployed—not studying	81.4	87.5	84.6
Not in labour force—studying	1.9	1.1	1.5
Not in labour force—not studying	4.8	2.5	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>3,750</b>	<b>4,300</b>	<b>8,050</b>

*Notes*

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 4,077
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.21: Closed support periods in which clients were unemployed before support, labour force status of client after support by age of client, Victoria, 1998–99 (%)**

<b>Labour force status after support</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
Employed full time	—	2.3	2.4	1.3	1.1	—	1.8
Employed part time	—	2.0	1.6	1.6	1.3	—	1.7
Employed on casual basis	—	3.6	2.9	2.4	3.9	—	3.0
Unemployed—studying	5.4	6.1	3.4	2.8	2.7	—	3.9
Unemployed—not studying	78.4	79.4	86.2	87.1	86.4	68.0	84.6
Not in labour force—studying	16.2	3.7	0.7	0.5	0.5	—	1.5
Not in labour force—not studying	—	2.9	2.8	4.3	4.0	32.0	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>&lt;25</b>	<b>2,250</b>	<b>2,050</b>	<b>3,200</b>	<b>500</b>	<b>&lt;25</b>	<b>8,050</b>

*Notes*

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 4,062
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. There were very few closed support periods for clients who were 65 years and over and who were unemployed before support. To ensure confidentiality, these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.22: Closed support periods in which clients were unemployed before support, labour force status of client after support by ethnicity of client, Victoria, 1998–99 (%)**

<b>Labour force status after support</b>	<b>Indigenous Australian</b>	<b>Non-English-speaking background</b>	<b>Other</b>	<b>Total</b>
Employed full time	1.5	2.1	1.8	1.8
Employed part time	2.4	1.6	1.7	1.7
Employed on casual basis	2.8	3.6	2.9	3.0
Unemployed—studying	2.8	10.0	3.1	3.9
Unemployed—not studying	86.4	77.6	85.3	84.5
Not in labour force—studying	—	1.3	1.6	1.5
Not in labour force—not studying	4.1	3.9	3.5	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>350</b>	<b>900</b>	<b>6,600</b>	<b>7,850</b>

*Notes*

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 4,273
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.23: Closed support periods in which clients were unemployed before support, labour force status of client after support by duration of support, Victoria, 1998–99 (%)**

<b>Labour force status after support</b>	<b>Less than 1 day</b>	<b>1–3 days</b>	<b>4–7 days</b>	<b>&gt;1–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–13 weeks</b>	<b>&gt;13–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52 weeks</b>	<b>Total</b>
Employed full time	0.3	0.3	1.4	0.5	1.6	2.3	3.6	4.3	6.9	1.8
Employed part time	0.6	0.4	0.2	0.9	1.5	2.0	3.2	2.8	8.4	1.7
Employed on casual basis	0.1	1.9	0.8	1.0	1.3	3.1	7.1	10.2	8.6	2.9
Unemployed—studying	3.8	2.2	6.2	3.3	3.4	3.5	5.5	3.7	5.9	3.9
Unemployed—not studying	94.5	92.4	89.2	92.7	88.3	83.1	72.4	63.5	51.6	84.6
Not in labour force—studying	—	0.3	0.2	0.4	1.0	1.7	3.5	4.7	5.9	1.4
Not in labour force—not studying	0.7	2.4	2.0	1.2	2.9	4.4	4.8	10.8	12.6	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,100</b>	<b>1,000</b>	<b>650</b>	<b>750</b>	<b>1,000</b>	<b>2,050</b>	<b>950</b>	<b>450</b>	<b>200</b>	<b>8,050</b>

*Notes*

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 4,063
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.24: Closed support periods in which clients were unemployed before support, labour force status of client after support by duration of client's current homelessness, Victoria, 1998–99 (%)**

Labour force status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Employed full time	2.1	2.9	2.4	0.9	2.9	0.7	1.8	2.0
Employed part time	1.2	1.8	2.3	3.5	0.7	2.1	2.0	1.9
Employed on casual basis	2.0	2.3	4.6	4.4	4.8	4.3	3.5	3.3
Unemployed—studying	3.7	5.0	5.4	3.2	3.8	3.0	3.9	4.1
Unemployed—not studying	87.2	82.4	78.1	82.4	82.6	81.8	83.5	83.3
Not in labour force—studying	1.1	1.7	1.8	1.7	2.0	1.4	2.0	1.6
Not in labour force—not studying	2.7	3.9	5.4	4.0	3.1	6.8	3.2	3.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,850</b>	<b>600</b>	<b>1,150</b>	<b>300</b>	<b>200</b>	<b>400</b>	<b>1,750</b>	<b>6,200</b>

*Notes*

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 5,912
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

### 6.3.4 Students—labour force status after support

**Table 6.25: Closed support periods in which clients were students before support, labour force status of client after support by service delivery model, Victoria, 1998–99 (%)**

Labour force status after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day Support	Outreach support/ telephone information/ referral	Agency support	Total
Employed full time	3.2	3.1	—	—	—	3.1
Employed part time	3.9	5.5	12.5	2.9	—	5.2
Employed on casual basis	5.1	6.3	37.5	2.9	—	6.1
Unemployed—studying	12.9	5.8	—	8.2	—	7.3
Unemployed—not studying	4.3	5.7	12.5	5.3	—	5.4
Not in labour force—studying	65.2	68.6	12.5	59.6	82.5	67.5
Not in labour force—not studying	5.4	4.9	25.0	21.1	17.5	5.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>700</b>	<b>2,550</b>	<b>&lt;25</b>	<b>50</b>	<b>&lt;25</b>	<b>3,350</b>

*Notes*

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 2,981
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 6.26: Closed support periods in which clients were students before support, labour force status of client after support by region, Victoria, 1998–99 (%)**

Labour force status after support	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Employed full time	4.1	3.3	5.1	4.3	1.3	1.2	0.9	3.5	5.6	—	3.2
Employed part time	7.2	7.5	4.9	7.0	6.1	7.7	1.7	1.7	3.8	3.2	5.5
Employed on casual basis	7.5	5.1	8.6	9.3	6.7	3.0	2.1	4.7	5.6	3.2	6.2
Unemployed—studying	4.1	10.8	11.9	12.0	0.5	6.5	2.1	4.1	11.3	12.7	7.1
Unemployed—not studying	4.6	5.1	8.4	3.9	5.6	10.1	2.6	8.1	1.3	3.2	5.5
Not in labour force—studying	65.2	63.1	55.8	56.2	75.7	66.3	88.1	74.4	69.4	58.7	67.2
Not in labour force—not studying	7.2	5.1	5.4	7.4	4.0	5.3	2.6	3.5	3.1	19.0	5.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

*Notes*

1. Number excluded due to errors (unweighted): 3
2. Number excluded due to omissions (unweighted): 2,265
3. Number of records excluded because consent was not obtained: 6,980
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 2,500 records contributed to this table.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 6.27: Closed support periods in which clients were students before support, labour force status of client after support by gender of client, Victoria, 1998–99 (%)**

Labour force status after support	Female	Male	Total
Employed full time	2.5	4.1	3.1
Employed part time	6.4	3.0	5.2
Employed on casual basis	6.3	5.6	6.1
Unemployed—studying	6.9	8.1	7.3
Unemployed—not studying	5.4	5.4	5.4
Not in labour force—studying	66.7	69.1	67.6
Not in labour force—not studying	5.7	4.7	5.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>2,150</b>	<b>1,200</b>	<b>3,300</b>

*Notes*

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 2,995
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.28: Closed support periods in which clients were students before support, labour force status of client after support by age of client, Victoria, 1998–99 (%)**

Labour force status after support	Under 15 years	15–19 years	20–24 years	25 years and over	Total
Employed full time	—	2.6	4.6	5.8	3.1
Employed part time	—	4.6	6.7	9.5	5.2
Employed on casual basis	1.7	7.1	5.9	4.7	6.1
Unemployed—studying	0.4	5.4	13.9	14.3	7.3
Unemployed—not studying	0.4	6.0	9.0	3.4	5.4
Not in labour force—studying	95.0	70.8	53.3	48.4	67.5
Not in labour force—not studying	2.3	3.6	6.5	13.9	5.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>300</b>	<b>2,100</b>	<b>400</b>	<b>500</b>	<b>3,300</b>

*Notes*

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 2,984
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.29: Closed support periods in which clients were students before support, labour force status of client after support by ethnicity of client, Victoria, 1998–99 (%)**

Labour force status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Employed full time	5.0	3.7	2.7	3.0
Employed part time	5.5	4.3	5.2	5.0
Employed on casual basis	1.2	4.3	6.7	6.1
Unemployed—studying	9.8	13.2	5.9	7.3
Unemployed—not studying	11.5	4.4	5.4	5.4
Not in labour force—studying	55.7	63.9	69.4	68.0
Not in labour force—not studying	11.1	6.1	4.8	5.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>100</b>	<b>600</b>	<b>2,550</b>	<b>3,250</b>

*Notes*

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 3,067
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.30: Closed support periods in which clients were students before support, labour force status of client after support by duration of support, Victoria, 1998–99 (%)**

Labour force status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Employed full time	3.2	2.9	3.1	0.7	2.4	2.7	2.5	4.9	7.2	3.1
Employed part time	5.8	2.9	3.9	4.9	3.9	4.4	6.0	7.7	7.5	5.2
Employed on casual basis	8.1	1.1	4.6	6.6	5.5	4.5	7.6	6.8	12.8	6.1
Unemployed — studying	15.6	8.6	20.5	9.5	6.5	5.9	4.8	2.8	4.3	7.4
Unemployed — not studying	1.3	2.1	0.9	3.2	4.7	3.9	6.0	11.1	17.1	5.4
Not in labour force — studying	60.3	75.2	66.4	71.5	73.6	73.8	66.7	59.8	41.8	67.4
Not in labour force — not studying	5.6	7.2	0.8	3.5	3.5	4.9	6.4	6.9	9.4	5.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>250</b>	<b>250</b>	<b>200</b>	<b>200</b>	<b>350</b>	<b>900</b>	<b>600</b>	<b>350</b>	<b>200</b>	<b>3,300</b>

*Notes*

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 3,003
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

**Table 6.31: Closed support periods in which clients were students before support, labour force status of client after support by duration of client's current homelessness, Victoria, 1998–99 (%)**

Labour force status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Employed full time	3.7	4.0	3.2	3.7	5.4	2.6	2.3	3.1
Employed part time	4.2	5.6	5.1	2.5	9.1	4.5	3.9	4.4
Employed on casual basis	4.6	10.6	5.0	5.0	6.9	6.4	4.5	5.2
Unemployed—studying	9.2	11.6	12.2	7.7	3.3	8.0	5.8	8.1
Unemployed—not studying	7.0	4.0	8.9	9.7	6.9	3.9	4.5	6.0
Not in labour force—studying	66.6	61.7	56.7	61.5	62.5	61.2	75.0	67.6
Not in labour force—not studying	4.7	2.6	8.7	9.9	6.0	13.5	4.0	5.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>500</b>	<b>150</b>	<b>400</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>1,000</b>	<b>2,350</b>

*Notes*

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 3,949
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

### 6.3.5 Non-students—student status after support

Table 6.32: Closed support periods in which clients were not students before support, student status of client after support by service delivery model, Victoria, 1998–99 (%)

Student status after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day Support	Outreach support/ telephone information/ referral	Agency support	Total
Primary/secondary	0.6	0.7	—	—	—	0.6
Post-secondary/ employment training	0.8	2.1	—	—	—	1.5
Not studying	98.6	97.2	100.0	100.0	100.0	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>6,150</b>	<b>13,500</b>	<b>150</b>	<b>1,750</b>	<b>300</b>	<b>21,850</b>

*Notes*

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 5,951
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.33: Closed support periods in which clients were not students before support, student status of client after support by region, Victoria, 1998–99 (%)

Student status after support	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Primary/secondary	0.9	0.5	0.6	0.5	1.3	1.0	0.5	1.1	0.2	—	0.6
Post-secondary/ employment training	3.3	1.5	1.7	1.4	1.5	2.0	1.7	1.6	0.8	0.4	1.5
Not studying	95.8	98.0	97.7	98.2	97.2	97.0	97.8	97.3	98.9	99.6	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

*Notes*

1. Number excluded due to errors (unweighted): 2
2. Number excluded due to omissions (unweighted): 4,300
3. Number of records excluded because consent was not obtained: 6,980
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 16,200 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

**Table 6.34: Closed support periods in which clients were not students before support, student status of client after support by gender of client, Victoria, 1998–99 (%)**

<b>Student status after support</b>	<b>Female</b>	<b>Male</b>	<b>Total</b>
Primary/secondary	0.6	0.5	0.6
Post-secondary/employment training	1.6	1.3	1.5
Not studying	97.7	98.3	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>14,400</b>	<b>7,300</b>	<b>21,700</b>

*Notes*

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 6,096
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.35: Closed support periods in which clients were not students before support, student status of client after support by age of client, Victoria, 1998–99 (%)**

<b>Student status after support</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
Primary/secondary	1.4	3.0	0.3	0.1	0.1	—	0.6
Post-secondary/employment training	—	3.0	1.9	1.1	1.0	—	1.5
Not studying	98.6	94.0	97.8	98.9	98.9	100.0	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>100</b>	<b>3,500</b>	<b>4,250</b>	<b>11,600</b>	<b>2,100</b>	<b>300</b>	<b>21,850</b>

*Notes*

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 5,980
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection



**Table 6.36: Closed support periods in which clients were not students before support, student status of client after support by ethnicity of client, Victoria, 1998–99 (%)**

<b>Student status after support</b>	<b>Indigenous Australian</b>	<b>Non-English-speaking background</b>	<b>Other</b>	<b>Total</b>
Primary/secondary	0.3	0.6	0.6	0.6
Post-secondary/ employment training	0.4	2.3	1.4	1.5
Not studying	99.3	97.1	98.0	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>950</b>	<b>3,100</b>	<b>17,250</b>	<b>21,300</b>

*Notes*

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 6,522
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.37: Closed support periods in which clients were not students before support, student status of client after support by duration of support, Victoria, 1998–99 (%)**

<b>Student status after support</b>	<b>Less than 1 day</b>	<b>1–3 days</b>	<b>4–7 days</b>	<b>&gt;1–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–13 weeks</b>	<b>&gt;13–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52 weeks</b>	<b>Total</b>
Primary/secondary	0.1	0.2	0.1	0.1	0.6	0.8	1.0	1.8	2.1	0.6
Post-secondary/ employment training	0.1	0.1	0.3	0.4	1.0	1.6	3.6	5.6	6.4	1.5
Not studying	99.8	99.8	99.6	99.5	98.4	97.6	95.4	92.6	91.6	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>3,500</b>	<b>3,100</b>	<b>1,500</b>	<b>1,700</b>	<b>2,400</b>	<b>5,350</b>	<b>2,500</b>	<b>1,200</b>	<b>600</b>	<b>21,850</b>

*Notes*

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 5,980
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 6.38: Closed support periods in which clients were not students before support, student status of client after support by duration of client's current homelessness, Victoria, 1998–99 (%)**

<b>Student status after support</b>	<b>0–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52–104 weeks</b>	<b>&gt;104 weeks</b>	<b>At imminent risk</b>	<b>Total</b>
Primary/secondary	0.6	0.5	0.7	0.1	—	0.5	0.8	0.6
Post-secondary/ employment training	1.0	1.6	2.2	1.5	2.2	1.2	2.1	1.7
Not studying	98.4	97.9	97.0	98.3	97.8	98.3	97.1	97.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>4,050</b>	<b>1,300</b>	<b>2,950</b>	<b>950</b>	<b>750</b>	<b>1,950</b>	<b>4,350</b>	<b>16,300</b>

*Notes*

1. Number excluded due to errors (weighted): 2
2. Number excluded due to omissions (weighted): 11,524
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

# **PART B**

---

## **Longitudinal Analysis**



# 7 Cross-period analysis

---

Part A of this report focused principally on the services needed and provided, and the circumstances of clients before and after each occasion of support. Clearly, it is also of interest to know about longer term outcomes for clients and patterns of service use over time. The use of an alpha code in the SAAP National Data Collection permits longitudinal analysis to be undertaken and in future reports, as data for longer time periods become available, this analysis will take on increasing importance.

## 7.1 Client re-entry into SAAP

The analysis presented here focuses on the number of times clients accessed the program between 1 July 1998 and 30 June 1999. On average, clients received support on 1.76 occasions in this period. The majority of clients (64%) accessed the program only once; 20% were supported on two separate occasions; 8% received three support periods; and less than 3% of clients returned to SAAP at least six times during the year (Figure 7.1).

There were some notable differences in the number of support periods per client across gender, age and cultural groups (Tables 7.1–7.2). Female clients were more likely to have had only one support period—66% compared with 61% of male clients (Table 7.1). There was some variation in this gender difference with age. For example, 73% of female clients aged 45–64 years received support on only one occasion, whereas the proportion for male clients of the same age group was 63%.

There were some differences in patterns of service use between clients from different ethnicities in terms of the number of times clients received support. A higher proportion of clients from non-English-speaking backgrounds received support on only one occasion (70%) compared with Indigenous clients and clients from other English-speaking backgrounds—both 63% (Table 7.2).

With the exception of clients aged under 15 years, younger clients who were escaping domestic violence tended to receive support more often than older clients. Fifty-two per cent of those aged 15–19 years used SAAP services on only one occasion, while the comparable figures for those aged 25–44 years and 45–64 years were 63% and 68% respectively (Table 7.3). Clients escaping domestic violence who were from a non-English-speaking background were less likely than other clients to use SAAP services on more than one occasion (31% compared to above 40% for other clients) (Table 7.4).

Among service delivery models, repeat use of SAAP services was most common among clients who first approached medium- to long-term accommodation agencies (31%)—the proportion across all service delivery models was 36% (Table 7.5). A higher proportion of clients who first approached agencies targeting single women (71%) and families (69%) received support on only one occasion, compared with clients first presenting at single men’s agencies (59%) among whom repeat use was highest (Table 7.6).

## 7.2 Comparison of reporting periods

The following analysis relates to the three reporting periods—1996–97, 1997–98 and 1998–99. This year the data have been adjusted to account for agency non-participation and client non-consent as described in Section 1.4. For comparison purposes the previous years' figures have also been adjusted and these weighted data are given in the tables and described here. The unweighted figures for 1996–97 and 1997–98 are also provided in Table 7.8 to allow comparison.

There was some variation recorded in agency participation rates across the three reporting periods (Table 7.7). In Victoria agency participation changed from 97% in 1996–97 to 93% in 1997–98 and 96% in 1998–99. The proportion of forms returned with consent and a valid alpha code rose from 57% in 1996–97 to 75% in 1997–98 and 1998–99 (Table 7.7).

Overall it is estimated that there were 36,800 support periods in Victoria in 1996–97. This rose to 41,850 in 1997–98 and to 44,250 in 1998–99 (Table 7.8). The number of clients provided with SAAP services showed a similar pattern over the three years. In 1996–97, an estimated 23,700 clients were provided with support. This increased to 28,050 in 1997–98 and rose again to 29,100 clients in 1998–99. The number of accompanying children visits rose from 21,650 in 1996–97 to 23,450 in 1997–98, and up to 23,900 in 1998–99 (Table 7.12).

There were only minor changes in the distribution of support periods among primary target groups between 1996–97 and 1998–99. Agencies targeting young people recorded the largest variation in support periods, accounting for 25% of all support periods in Victoria in 1996–97 and 28% in 1998–99 (Table 7.9).

The analysis presented below compares client characteristics, circumstances and service provision across the three reporting periods. The overall impression is one of consistency across the three years.

The age distribution of SAAP clients for the three reporting periods is presented in Table 7.10. There were some differences between the three years. One of the more significant changes was an increase in clients aged 15 to 19 years—from 17% of clients in 1996–97 to 20% in 1997–98 and 23% in 1998–99. There were only minor differences in the ethnicity of SAAP clients and in the distribution of presenting units between 1996–97 and 1998–99 (Tables 7.11 and 7.12).

The main change in the duration of support was an increase in support periods that lasted one day or less—from 24% in the first year to 29% in the second and 30% in the third (Table 7.13). There was a shift in the type of accommodation provided across these reporting periods, away from 'other SAAP' accommodation to crisis or short-term accommodation (Table 7.14). Accommodation was arranged and paid for by SAAP in 13% of support periods in which clients were accommodated in 1996–97 but only in 3% in the later two years. Over the three years there were only minor variations in the duration of accommodation (Table 7.15).

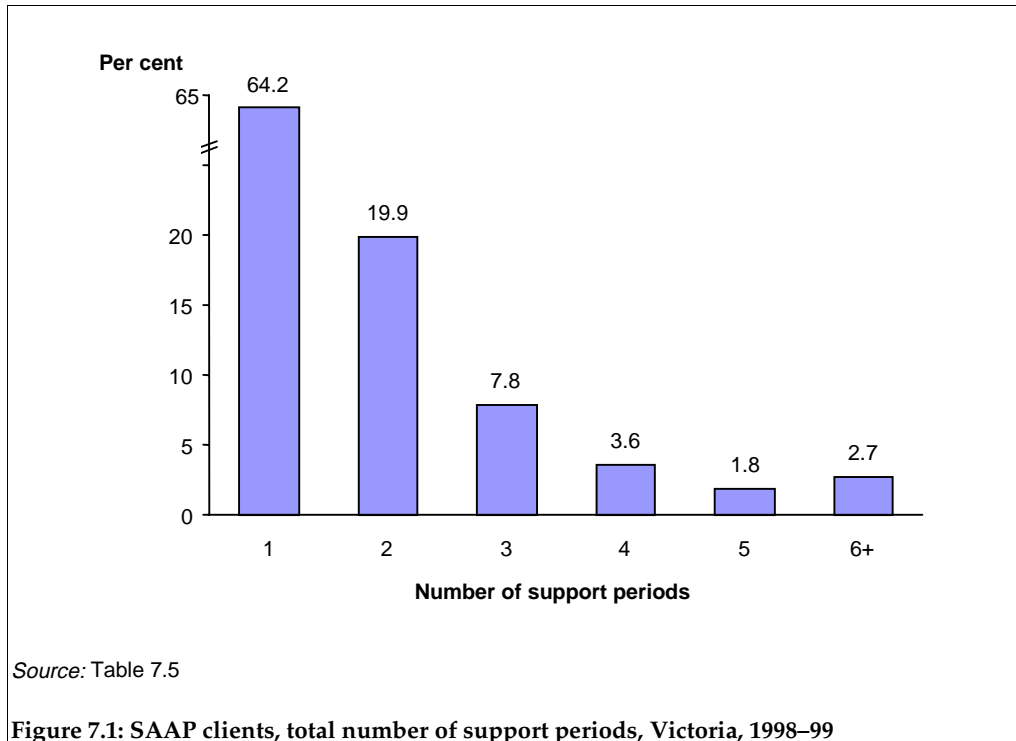
Across the three periods there was a notable rise in the proportion of support periods in which a support plan was in place—support plans were in place in 55% of support periods in 1996–97 and in 62% of support periods in 1997–98. This had risen to 69% for 1998–99. The proportion of support periods in which support plans were appropriate but were not in place dropped over the three reporting periods—16% of support periods in the first reporting period, 13% in the second and 8% in the third reporting period (Table 7.16).

The housing situation and labour force status of clients after support varied little from year to year (Tables 7.17 and 7.18). The most noticeable change was a decrease in clients going to private rental after support—51% in 1996–97 compared with 44% in 1998–99 (Table 7.17).

Across Victoria, the estimated numbers of people who made unsuccessful requests for SAAP support or accommodation during the two-week Unmet Demand

Collection were the same for the 1997 and 1998 surveys—990 in both the period 13–26 November 1997 and the period 12–25 November 1998 (AIHW 2000: 163).

### 7.3 Key charts





## 7.4 Detailed tables

### 7.4.1 Client re-entry into SAAP

Table 7.1: SAAP clients, total number of support periods by age of client and gender, Victoria, 1998–99 (%)

Total number of support periods	Female clients						Total
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	
1	75.6	64.9	63.1	66.5	72.5	83.8	66.3
2	15.5	19.1	19.2	20.1	17.1	12.6	19.3
3	6.2	7.7	8.6	7.5	6.2	2.4	7.6
4	1.8	3.2	4.1	3.3	2.2	1.3	3.3
5	0.4	2.3	2.3	1.2	0.5	—	1.5
6+	0.5	2.9	2.6	1.4	1.4	—	1.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>300</b>	<b>3,900</b>	<b>3,200</b>	<b>8,700</b>	<b>1,350</b>	<b>200</b>	<b>17,650</b>

Total number of support periods	Male clients						Total
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	
1	72.2	62.8	55.6	60.5	62.8	73.8	60.7
2	18.3	19.5	21.1	21.1	22.4	11.5	20.7
3	5.3	7.7	9.7	8.2	6.4	7.8	8.2
4	3.7	4.0	4.6	4.3	3.0	3.1	4.1
5	—	1.7	2.9	2.6	2.1	2.3	2.3
6+	0.6	4.2	6.1	3.3	3.2	1.5	4.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>200</b>	<b>2,600</b>	<b>2,400</b>	<b>4,600</b>	<b>1,250</b>	<b>150</b>	<b>11,200</b>

#### Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 256
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Victoria may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.2: SAAP clients, total number of support periods by ethnicity of client, Victoria, 1998–99 (%)

Total number of support periods	Indigenous Australian	Non-English-speaking background	Other	Total
1	62.7	69.9	63.2	64.2
2	19.9	17.8	20.1	19.8
3	8.1	7.2	7.9	7.8
4	4.4	2.1	3.9	3.6
5	2.3	1.4	1.9	1.9
6+	2.6	1.6	3.0	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,250</b>	<b>4,050</b>	<b>22,800</b>	<b>28,100</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 978
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Victoria may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.3: SAAP clients escaping domestic violence, total number of support periods by age of client, Victoria, 1998–99 (%)

Total number of support periods	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
1	75.2	52.0	55.8	63.0	68.3	80.0	61.5
2	18.3	19.9	20.5	21.0	19.4	16.5	20.6
3	4.3	11.8	10.3	8.7	6.7	1.0	9.0
4	2.1	6.0	5.6	3.8	2.9	2.4	4.2
5	—	3.2	3.2	1.7	0.9	—	1.9
6+	—	6.9	4.7	1.8	1.7	—	2.7
<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>
<b>Total number</b>	<b>100</b>	<b>1,050</b>	<b>1,500</b>	<b>5,950</b>	<b>900</b>	<b>100</b>	<b>9,600</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 26
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Victoria may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

**Table 7.4: SAAP clients escaping domestic violence, total number of support periods by ethnicity of client, Victoria, 1998–99 (%)**

Total number of support periods	Indigenous Australian	Non-English-speaking background	Other	Total
1	57.3	68.7	59.8	61.6
2	20.8	17.6	21.2	20.4
3	9.3	8.1	9.2	9.0
4	6.6	2.5	4.6	4.2
5	2.5	1.5	2.1	2.0
6+	3.4	1.6	3.0	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>450</b>	<b>2,050</b>	<b>6,800</b>	<b>9,300</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 326
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Victoria may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

*Source:* SAAP NDCA Client Collection

**Table 7.5: SAAP clients, total number of support periods by service delivery model of agency first visited, Victoria, 1998–99 (%)**

Total number of support periods	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support/ telephone information/ referral	Other	Total
1	58.5	69.4	53.2	43.2	67.5	64.2
2	20.0	18.7	23.9	24.8	22.6	19.9
3	9.2	6.3	10.8	15.5	6.1	7.8
4	4.9	2.7	5.1	7.4	3.1	3.6
5	2.8	1.3	2.6	3.9	0.8	1.8
6+	4.7	1.7	4.4	5.2	—	2.7
<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>
<b>Total number</b>	<b>6,150</b>	<b>18,250</b>	<b>3,050</b>	<b>1,350</b>	<b>300</b>	<b>29,100</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Victoria may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

*Source:* SAAP NDCA Client and Administrative Data Collections

Table 7.6: SAAP clients, total number of support periods by primary target group of agency first visited, Victoria, 1998–99 (%)

Total number of support periods	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
1	65.4	58.7	70.8	68.7	64.5	63.0	64.2
2	18.9	21.4	20.4	19.8	19.3	20.5	19.9
3	7.5	8.4	4.5	6.5	8.7	7.8	7.8
4	3.2	4.4	2.6	2.7	3.8	3.8	3.6
5	1.9	2.8	0.7	1.1	1.7	1.9	1.8
6+	3.0	4.2	0.9	1.1	2.1	3.0	2.7
<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>
<b>Total number</b>	<b>7,550</b>	<b>2,250</b>	<b>750</b>	<b>1,750</b>	<b>6,400</b>	<b>10,350</b>	<b>29,100</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Victoria may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client and Administrative Data Collections

## 7.4.2 Comparison of reporting periods

Table 7.7: SAAP Client Collection, number of forms and agency participation and valid alpha code rates by region, Victoria, 1996–97, 1997–98 and 1998–99

State/ Territory	1996–97			1997–98			1998–99		
	Total forms	Participation rate (%)	Valid alpha code (%)	Total forms	Participation rate (%)	Valid alpha code (%)	Total forms	Participation rate (%)	Valid alpha code (%)
<b>Victoria</b>	34,916	96.9	57.3	39,630	92.9	74.7	42,477	96.0	75.4

Note: Valid alpha code refers here to all forms with a valid alpha code that were completed with consent (see Glossary).

Source: SAAP NDCA Administrative Data and Client Collections

**Table 7.8: SAAP Client Collection, support periods and clients by method, Victoria, 1996–97, 1997–98 and 1998–99**

	1996–97		1997–98		1998–99
	Old Method	New Method	Old Method	New Method	New Method
<b>Support periods</b>	34,916	36,800	39,630	41,850	44,250
<b>Clients</b>	28,950	23,700	30,500	28,050	29,100

*Notes*

1. Number excluded due to omissions (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Components may not add to totals due to rounding.
4. Support period figures using new method have been weighted to adjust for agency non-participation.
5. Client figures using new method have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 7.9: Support periods, primary target group by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

Primary target group	1996–97	1997–98	1998–99
Young people	25.1	28.2	28.1
Single men only	7.3	9.2	7.4
Single women only	2.5	2.7	2.5
Families	5.1	5.0	5.2
Women escaping domestic violence	22.7	20.5	21.4
Cross target/multiple/general	37.3	34.4	35.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total Number</b>	<b>36,800</b>	<b>41,850</b>	<b>44,250</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Components may not add to totals due to rounding.
4. Support period figures have been weighted to adjust for agency non-participation.
5. Client figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Administrative Data and Client Collections

**Table 7.10: SAAP clients, age of client by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Age of client</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
Under 15 years	0.4	0.9	1.7
15–19 years	17.1	20.3	22.5
20–24 years	22.6	20.4	19.4
25–29 years	15.2	15.1	15.0
30–34 years	13.2	13.4	13.4
35–39 years	11.2	11.0	10.5
40–44 years	7.6	7.3	7.2
45–49 years	4.9	4.4	4.0
50–54 years	3.1	2.9	2.6
55–59 years	1.9	1.6	1.5
60–64 years	1.1	1.0	0.9
65 years and over	1.8	1.6	1.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>23,700</b>	<b>28,050</b>	<b>29,050</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 54
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 7.11: SAAP clients, ethnicity of client by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Ethnicity</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
Indigenous Australian	4.3	4.1	4.5
Non-English-speaking background	11.2	12.3	14.5
Other	84.4	83.7	81.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>22,650</b>	<b>26,850</b>	<b>28,100</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,255
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 7.12: Support periods, presenting unit and number of accompanying children visits by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Family type</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
Person alone	60.7	62.3	61.7
Couple without children	5.4	4.3	5.5
Person with children	28.4	26.5	26.0
Couple with children	3.9	5.1	5.0
Other	1.6	1.8	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Number of support periods</b>	<b>36,150</b>	<b>41,100</b>	<b>43,450</b>
<b>Number of accompanying children visits</b>	<b>21,650</b>	<b>23,450</b>	<b>23,900</b>

*Notes*

1. Number excluded due to errors (weighted): 193
2. Number excluded due to omissions (weighted): 1,943
3. Percentages are based on valid values only.
4. An accompanying child may be counted in more than one support period.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 7.13: Closed support periods, duration of support by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Duration of support</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
1 day or less	24.0	28.8	29.5
2–3 days	10.3	10.3	10.5
4–7 days	7.0	6.2	5.7
>1–2 weeks	8.2	7.1	6.6
>2–4 weeks	10.5	9.9	9.4
>4–13 weeks	22.4	21.1	21.6
>13–26 weeks	9.3	8.8	9.5
>26–52 weeks	4.9	4.7	4.6
>52 weeks	3.3	3.0	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>31,400</b>	<b>36,400</b>	<b>38,400</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,937
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client Collection

**Table 7.14: Support periods in which clients were accommodated, accommodation provided by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Accommodation type</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
Crisis/short-term accommodation	67.4	72.2	75.3
Medium/long-term accommodation	23.8	27.0	24.1
Other SAAP	12.9	3.3	3.1
<b>Total number</b>	<b>13,800</b>	<b>14,550</b>	<b>13,800</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 5,245
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client Collection

**Table 7.15: Closed support periods in which clients were accommodated, duration of supported accommodation by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Duration of accommodation</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
1 day or less	17.6	17.7	16.4
2–3 days	10.4	10.3	9.7
4–7 days	13.1	11.9	12.9
>1–2 weeks	11.8	11.7	11.8
>2–4 weeks	11.8	12.6	13.3
>4–13 weeks	19.4	20.2	20.8
>13–26 weeks	8.2	7.5	7.3
>26–52 weeks	4.9	4.8	4.6
>52 weeks	2.9	3.3	3.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>11,700</b>	<b>13,050</b>	<b>11,500</b>

*Notes*

1. Number excluded due to errors (weighted): 757
2. Number excluded due to omissions (weighted): 3,572
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client Collection



**Table 7.16: Support periods, existence of a support plan by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Existence of support plan</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
Support plan	55.2	61.8	68.5
No support plan	15.7	13.3	8.2
Not appropriate	29.2	24.9	23.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>27,900</b>	<b>31,350</b>	<b>33,950</b>

*Notes*

1. Number excluded due to errors (weighted): 336
2. Number excluded due to omissions (weighted): 7,479
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP NDCA Client Collection

**Table 7.17: Closed support periods, client's type of housing after support by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Type of housing after support</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
<b><i>Independent housing</i></b>			
Private rental	50.8	47.1	43.6
Owner-occupied	5.8	4.7	4.1
Public housing	12.5	11.7	14.2
Other	11.9	11.6	11.6
<b><i>Non-independent housing</i></b>			
SAAP crisis/short term	6.0	12.0	12.6
SAAP medium/long term	4.2	4.7	4.7
Other	8.7	8.2	9.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>20,350</b>	<b>23,050</b>	<b>23,250</b>

*Notes*

1. Number excluded due to errors (weighted): 140
2. Number excluded due to omissions (weighted): 20,251
3. Excludes high volume records as not all items were included on high volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 7.18: Closed support periods in which clients were unemployed before support, labour force status of client after support by reporting period, Victoria, 1996–97, 1997–98 and 1998–99 (%)**

<b>Labour force status after support</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>
Employed full time	3.1	2.9	1.8
Employed part time	2.2	1.8	1.7
Employed on casual basis	2.8	2.7	3.0
Unemployed—studying	4.1	4.0	3.9
Unemployed—not studying	83.4	84.7	84.6
Not in labour force—studying	1.5	1.1	1.5
Not in labour force—not studying	3.0	2.8	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>6,500</b>	<b>7,800</b>	<b>8,050</b>

*Notes*

1. Number excluded due to errors (weighted): 25
2. Number excluded due to omissions (weighted): 10,455
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

# **PART C**

---

## **Additional analysis requested by the Data and Research Advisory Committee**



# 8 Performance indicators

---

This part of the report contains further analysis requested by the Data and Research Advisory Committee to assist in monitoring the performance of SAAP.

Table 8.1: SAAP clients, accommodation and support by ethnicity of client, Victoria, 1998–99 (%)

Accommodation and support	Indigenous Australian	Non-English-speaking background	Other	Total
Supported accommodation	43.5	30.9	29.0	29.9
Support only	47.5	60.1	61.9	61.0
Both	9.0	9.0	9.1	9.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,200</b>	<b>4,050</b>	<b>21,850</b>	<b>27,050</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 942
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 8.2: SAAP clients, duration of supported accommodation by service delivery model, Victoria, 1998–99 (%)

Duration of accommodation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support/ telephone information/ referral	Other	Total
1 day or less	15.5	7.4	80.5	53.0	—	13.9
2–3 days	10.8	7.8	3.9	7.9	—	9.4
4–7 days	13.7	10.4	4.9	9.3	6.8	12.1
>1–2 weeks	13.3	8.3	1.0	1.3	5.8	10.8
>2–4 weeks	16.4	8.1	4.8	9.7	54.4	12.8
>4–13 weeks	24.2	19.9	3.9	12.1	33.0	21.9
>13–26 weeks	4.6	15.6	0.9	2.6	—	8.9
>26–52 weeks	1.2	14.0	—	1.3	—	6.4
>52 weeks	0.5	8.5	—	2.7	—	3.7
<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>
<b>Total number</b>	<b>3,850</b>	<b>2,750</b>	<b>150</b>	<b>100</b>	<b>&lt;25</b>	<b>6,850</b>

*Notes*

1. Number excluded due to errors (weighted): 48
2. Number excluded due to omissions (weighted): 2,505
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

Table 8.3: SAAP clients, clients' reasons ever given for seeking assistance, Victoria, 1998–99

Reasons for assistance	Number	Per cent
Usual accommodation unavailable	4,550	17.8
Time out from family/other situation	4,550	17.7
Relationship/family breakdown	10,250	40.0
Interpersonal conflicts	7,400	28.9
Physical/emotional abuse	7,500	29.3
Domestic violence	7,900	30.8
Sexual abuse	1,450	5.7
Financial difficulty	11,250	43.9
Eviction/previous accommodation ended	6,400	24.9
Drug/alcohol/substance abuse	3,800	14.9
Emergency accommodation ended	900	3.5
Recently left institution	750	2.9
Psychiatric illness	1,500	5.8
Recent arrival to area with no means of support	2,750	10.8
Itinerant	3,200	12.5
Other	3,250	12.6
<b>Total number</b>	<b>25,650</b>	

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 592
3. Reasons for seeking assistance were not included on the high-volume form.
4. Percentages are based on valid values only.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients were able to give more than one reason for seeking assistance and so percentages do not total 100.

*Source:* SAAP NDCA Client Collection

# 9 Additional tables

This part of the report contains tables requested by the Data and Research Advisory Committee and not included elsewhere in the report.

**Table 9.1: Support periods, location of client before current period of unsafe, insecure or inadequate housing by main reason for seeking assistance, Victoria, 1998–99 (%)**

Main reason for seeking assistance	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total	Total Number
Usual accommodation unavailable	65.6	2.5	8.7	22.3	0.8	100.0	1,046
Time out from family/other situation	54.4	3.1	12.4	29.5	0.5	100.0	765
Relationship/family breakdown	59.2	4.4	9.5	26.1	0.8	100.0	3,428
Interpersonal conflicts	57.9	6.8	11.0	24.2	—	100.0	1,131
Physical/emotional abuse	48.4	3.3	11.1	35.4	1.8	100.0	724
Domestic violence	60.4	1.5	7.1	29.7	1.3	100.0	6,348
Sexual abuse	60.5	5.1	8.5	25.9	—	100.0	175
Financial difficulty	63.0	1.4	9.2	25.8	0.6	100.0	2,339
Eviction/previous accommodation ended	66.0	3.0	8.2	22.2	0.5	100.0	3,889
Drug/alcohol/substance abuse	77.5	3.2	4.7	14.0	0.6	100.0	886
Emergency accommodation ended	85.3	4.1	3.8	6.8	—	100.0	316
Recently left institution	71.9	3.0	4.5	19.7	0.9	100.0	331
Psychiatric illness	74.6	2.2	8.6	14.7	—	100.0	346
Recent arrival to area with no means of support	51.3	5.8	11.4	30.3	1.2	100.0	915
Itinerant	69.6	2.7	6.0	20.9	0.7	100.0	1,260
Other	66.5	5.4	6.1	21.6	0.4	100.0	1,469
<b>Total number</b>	<b>15,900</b>	<b>800</b>	<b>2,100</b>	<b>6,400</b>	<b>200</b>	<b>-</b>	<b>25,350</b>

#### Notes

1. Number excluded due to errors (weighted): 5,426
2. Number excluded due to omissions (weighted): 6,681
3. Number excluded because the location was overseas (weighted): 0
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

**Table 9.2: Support periods, location of client before current period of unsafe, insecure or inadequate housing by primary target group, Victoria, 1998–99 (%)**

Location of client	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Capital city	61.5	75.8	70.3	68.3	59.0	63.2	62.9
Other metropolitan centre	6.4	5.1	1.4	8.0	1.2	0.8	3.1
Large rural centre	12.0	8.9	21.4	15.0	6.7	5.0	8.5
Other rural area	19.9	9.5	6.5	8.7	31.7	30.0	24.7
Remote area	0.2	0.6	0.3	0.1	1.4	1.0	0.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>7,350</b>	<b>1,200</b>	<b>750</b>	<b>1,850</b>	<b>6,150</b>	<b>10,100</b>	<b>27,350</b>

*Notes*

1. Number excluded due to errors (weighted): 5,279
2. Number excluded due to omissions (weighted): 4,846
3. Number excluded because the location was overseas (weighted): 0
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 9.3: Support periods, location of client before current period of unsafe, insecure or inadequate housing by secondary target group, Victoria, 1998–99 (%)**

Location of client	Indigenous Australians	People from non-English-speaking backgrounds	Other	No secondary target group	Total
Capital city	64.6	98.1	73.9	62.4	62.9
Other metropolitan centre	0.8	—	—	3.2	3.1
Large rural centre	7.7	1.2	16.1	8.6	8.5
Other rural area	26.1	0.8	8.1	25.0	24.7
Remote area	0.8	—	1.9	0.8	0.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>300</b>	<b>350</b>	<b>50</b>	<b>26,650</b>	<b>27,350</b>

*Notes*

1. Number excluded due to errors (weighted): 5,279
2. Number excluded due to omissions (weighted): 4,846
3. Number excluded because the location was overseas (weighted): 0
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections



**Table 9.4: Support periods, location of client before current period of unsafe, insecure or inadequate housing by service delivery model, Victoria, 1998–99 (%)**

<b>Location of client</b>	<b>Crisis/ short-term accommodation</b>	<b>Medium/ long-term accommodation</b>	<b>Day support</b>	<b>Outreach support /telephone information/referral</b>	<b>Agency support</b>	<b>Total</b>
Capital city	65.7	57.3	96.0	85.3	96.7	62.9
Other metropolitan centre	3.9	3.1	0.3	2.6	0.4	3.1
Large rural centre	10.3	9.0	1.5	4.5	0.6	8.5
Other rural area	18.8	29.8	2.1	7.7	2.0	24.7
Remote area	1.3	0.7	0.1	—	0.3	0.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>5,500</b>	<b>18,700</b>	<b>1,400</b>	<b>1,400</b>	<b>350</b>	<b>27,350</b>

*Notes*

1. Number excluded due to errors (weighted): 5,279
2. Number excluded due to omissions (weighted): 4,846
3. Number excluded because the location was overseas (weighted): 0
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 9.5: Support periods, main reason for seeking assistance by involvement in any legal processes before and after support period, Victoria, 1998–99 (%)**

Main reason for seeking assistance	None		Protection or guardianship order		Intervention or restraining order		Other legal processes	
	Before	After	Before	After	Before	After	Before	After
Usual accommodation unavailable	4.1	4.3	5.0	3.4	1.3	0.6	3.8	2.8
Time out from family/other situation	3.2	3.1	2.5	2.7	0.8	0.3	2.5	2.3
Relationship/family breakdown	14.2	14.7	13.3	11.8	5.2	3.7	10.4	9.7
Interpersonal conflicts	4.8	4.6	2.6	1.5	0.8	1.0	3.8	2.7
Physical/emotional abuse	2.8	2.8	3.9	4.4	4.1	4.2	2.5	2.8
Sexual abuse	28.5	25.8	33.3	43.5	75.4	81.5	23.4	34.6
Domestic violence	0.6	0.5	2.8	1.5	1.2	0.7	1.0	1.0
Financial difficulty	9.4	10.8	2.8	2.7	2.0	1.2	7.5	6.6
Eviction/previous accommodation ended	12.9	13.1	14.2	12.4	3.3	2.7	14.7	12.0
Drug/alcohol/substance abuse	3.5	4.1	3.7	3.6	0.6	0.4	8.2	7.9
Emergency accommodation ended	1.0	0.9	1.3	1.0	0.7	0.5	1.9	1.3
Recently left institution	0.6	0.7	0.6	0.2	0.2	0.1	3.6	2.5
Psychiatric illness	1.4	1.6	0.9	0.8	0.6	0.2	1.7	1.6
Recent arrival to area with no means of support/itinerant	3.9	4.3	1.7	1.3	0.8	0.8	2.7	2.8
Itinerant	3.8	3.6	4.5	3.8	0.7	0.4	6.4	4.9
Other	5.3	5.2	6.7	5.5	2.3	1.7	5.8	4.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>14,550</b>	<b>9,700</b>	<b>750</b>	<b>500</b>	<b>1,950</b>	<b>1,900</b>	<b>4,100</b>	<b>3,050</b>

*Notes*

1. Number excluded due to errors (weighted): 216
2. Number excluded due to omissions (weighted): 9,452
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 9.6: Support periods, main reason for seeking assistance by age of client, Victoria, 1998–99 (%)**

<b>Main reason for seeking assistance</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
Usual accommodation unavailable	1.2	6.0	4.9	3.1	3.3	7.0	4.2
Time out from family/other situation	15.5	5.9	3.0	1.4	1.6	3.8	3.0
Relationship/family breakdown	29.7	26.5	12.0	6.0	5.9	5.7	12.3
Interpersonal conflicts	12.1	8.0	4.2	2.5	2.8	1.0	4.2
Physical/emotional abuse	6.6	3.2	2.2	2.2	2.6	2.2	2.5
Domestic violence	14.6	5.2	20.1	41.1	31.2	26.0	27.3
Sexual abuse	2.6	1.2	0.8	0.5	0.3	—	0.7
Financial difficulty	0.5	6.0	10.7	10.3	13.6	11.8	9.5
Eviction/previous accommodation ended	4.3	15.2	15.9	12.9	11.1	12.7	13.7
Drug/alcohol/substance abuse	1.2	3.7	4.3	4.1	5.1	4.6	4.1
Emergency accommodation ended	0.5	1.6	1.9	0.9	0.7	0.7	1.2
Recently left institution	1.1	0.7	1.7	1.5	1.5	1.5	1.3
Psychiatric illness	—	0.7	1.5	1.4	3.3	0.7	1.4
Recent arrival to area with no means of support	1.3	3.3	3.6	3.6	5.6	4.2	3.7
Itinerant	1.9	5.4	7.1	3.9	4.9	4.5	4.9
Other	6.8	7.4	6.0	4.7	6.5	13.5	5.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>550</b>	<b>7,850</b>	<b>6,400</b>	<b>15,800</b>	<b>2,900</b>	<b>400</b>	<b>33,850</b>

*Notes*

1. Number excluded due to errors (weighted): 216
2. Number excluded due to omissions (weighted): 3,416
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 9.7: Support periods, type of housing/accommodation before and after support period by age of client, Victoria, 1998–99 (%)**

<b>Type of housing/accommodation before and after support</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
Non-independent to non-independent	3.5	5.8	7.0	5.2	7.1	6.3	5.8
Non-independent to independent	3.3	12.7	14.8	10.4	10.5	8.6	11.6
Independent to non-independent	6.5	11.6	13.5	15.4	11.0	11.1	13.6
Independent to independent	86.7	69.9	64.6	68.9	71.4	74.0	69.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>350</b>	<b>4,650</b>	<b>3,700</b>	<b>10,050</b>	<b>1,850</b>	<b>250</b>	<b>20,900</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 16,557
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 9.8: Support periods for young clients, type of housing/accommodation before and after support period by involvement in any legal processes before and after support period, Victoria, 1998–99 (%)**

Type of housing/accommodation before and after support	None		Protection or guardianship order		Intervention or restraining order		Other legal processes	
	Before	After	Before	After	Before	After	Before	After
Non-independent to non-independent	3.9	3.4	10.7	10.5	2.1	1.8	12.4	11.8
Non-independent to independent	11.7	12.0	18.8	14.7	13.4	12.9	20.1	17.3
Independent to non-independent	11.4	10.1	10.7	12.6	16.6	12.9	15.8	16.1
Independent to independent	73.0	74.4	59.8	62.1	67.8	72.4	51.6	54.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>4,350</b>	<b>4,000</b>	<b>250</b>	<b>200</b>	<b>300</b>	<b>350</b>	<b>1,050</b>	<b>1000</b>

*Notes*

Number excluded due to errors (weighted): 0

Number excluded due to omissions (weighted): 8,858

1. Excludes high-volume records as not all items were included on high-volume form.
2. Percentages are based on valid values only.
3. Components may not add to totals due to rounding.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table 9.9: SAAP agencies, average caseload and accommodation load per day by service delivery model, Victoria, 1998–99**

Service delivery model	Caseload	Accommodation load
Crisis/short-term accommodation	13.2	8.7
Medium/long-term accommodation	29.0	9.3
Day support	9.1	0.3
Outreach support/telephone information/referral	9.2	5.1
Agency support	45.5	2.0
<i>Total</i>	<i>25.5</i>	<i>9.0</i>
<b>Total number of agencies</b>	<b>303</b>	<b>282</b>

*Note:* Details about the calculation of caseload and accommodation load are included in Appendix 1.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 9.10: SAAP agencies, average caseload and accommodation load per day by primary target group, Victoria, 1998–99 (%)**

<b>Primary target group</b>	<b>Caseload</b>	<b>Accommodation load</b>
Young people	26.1	3.7
Single men only	40.3	1.5
Single women only	20.2	1.6
Families	18.1	0.9
Women escaping domestic violence	17.5	1.2
Cross target/multiple/general	25.5	2.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number of agencies</b>	<b>303</b>	<b>24</b>

*Note:* Details about the calculation of caseload and accommodation load are included in Appendix 1.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table 9.11: SAAP agencies, average caseload and accommodation load per day by secondary target group, Victoria, 1998–99 (%)**

<b>Secondary target group</b>	<b>Caseload</b>	<b>Accommodation load</b>
Indigenous Australians	4.1	1.2
People from non-English-speaking backgrounds	22.8	10.0
Other	13.7	1.1
No secondary target group	26.7	9.4
<i>Total</i>	<i>25.5</i>	<i>9.0</i>
<b>Total number of agencies</b>	<b>303</b>	<b>282</b>

*Note:* Details about the calculation of caseload and accommodation load are included in Appendix 1.

*Source:* SAAP NDCA Client and Administrative Data Collections



# APPENDICES

---





# Appendix 1: Counting rules used in the analysis

---

<b>Accommodation load</b>	<p>The accommodation load of agencies is calculated by dividing the number of accommodation days by the number of days the agency was operational during the reporting period, where the number of accommodation days equals the sum of accommodation days for all clients of an agency who were supported during the reporting period.</p> <p>A client is considered to be accommodated for one day if the accommodation period commenced and ended on the same day.</p> <p>The high-volume client form does not include provision to record accommodation dates, so it is assumed that a client accommodated at a high-volume agency is accommodated for the entire duration of the support period.</p> <p>The average accommodation load is the mean value of all agencies' accommodation loads. Support periods without valid accommodation dates are assigned the inter-quartile modal duration of accommodation for agencies of the same service delivery model in the same jurisdiction.</p>
<b>Agency</b>	<p>SAAP agencies are included in the analyses in Section 2.1 if they received funds and were operating on 30 June 1999. SAAP agencies are included in the analyses in Section 2.2 if information about recurrent allocations was provided for 1998–1999 and the agency operated for some part of the period 1 July 1998 to 30 June 1999. Agencies that were operational only in June 1999 are not considered in scope for the Client, Casual Client or Unmet Demand collections, so are not included in analyses in Chapters 1 and 3–9.</p>
<b>Age of client</b>	<p>The age of client (for the Client Collection) relates to the client's age at the start of the support period and is estimated from the client's year of birth. It is either the client's age at the beginning of the support period or age on the first day of the reporting period (1 July) whichever is the later.</p>

<b>Caseload</b>	<p>The caseload of agencies is calculated by dividing the number of support days by the number of days the agency was operational during the reporting period, where the number of support days equals the sum of support days for all clients of the agency who were supported during the reporting period.</p> <p>The average caseload is the mean value of all agencies' caseloads. Support periods without valid support dates are assigned the inter-quartile modal duration of support for agencies of the same service delivery model in the same jurisdiction.</p>
<b>Casual client contacts</b>	<p>Casual client contacts are periods of contact between a SAAP agency and either an individual or a family unit during which time one-off assistance is provided.</p> <p>Casual client contact data were recorded only during the two-week Casual Client Collection so a weight of 26 has been applied to the count when they are reported.</p> <p>The Casual Client Collection does not include a linkage key; therefore families or individuals assisted during the collection may be represented on more than one occasion.</p>
<b>Casual clients seeking support or accommodation</b>	<p>Casual clients seeking support or accommodation relate to adults aged 18 years or older, or unaccompanied young people, who unsuccessfully requested accommodation or ongoing support during the two-week Unmet Demand Collection but who were provided with some form of one-off assistance.</p> <p>Individuals assisted during the collection may be represented on more than one occasion as casual clients. The entry for <i>potential clients unable to be supported</i> describes actual individuals from the Unmet Demand Collection.</p>
<b>Client</b>	<p>Client forms from operational SAAP agencies are included in analyses presented in Chapters 3–9 if:</p> <ul style="list-style-type: none"> <li>• the client's support period ended in the reporting period, or</li> <li>• the client's support period started on or before the end of the reporting period (30 June) and <ul style="list-style-type: none"> <li>- was either ongoing as at 30 June, or</li> <li>- the end date of the support period was unknown, and the record was entered in the NDCA before the data entry close-off date for the reporting period.</li> </ul> </li> </ul> <p>Tables detailing the characteristics of individual clients generally present data collected during the first support period of clients in Victoria. However, tables detailing the characteristics of clients escaping domestic violence present data collected during the first support period in Victoria in which the client presented as a victim of domestic violence.</p>
<b>Closed support period</b>	<p>Support periods which had finished before the end of the reporting period—30 June (see <i>ongoing support period</i> below).</p>

**Domestic violence**

For the purposes of this report, a client is considered to have been escaping domestic violence if she or he indicated that domestic violence was a reason for seeking assistance. It is also assumed that a person who received support from an agency targeting women escaping domestic violence is a victim of domestic violence, because high-volume agencies do not record reasons for seeking assistance.

The longitudinal analyses presented in Chapter 7 include clients who were escaping domestic violence in any of their support periods.

The number of support periods of clients escaping domestic violence is an estimate of all support periods after and including the first support period in which the client was considered to be escaping domestic violence.

**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 Torres Strait Islander person;
- 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* below); and
- 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.

## Housing type

The SAAP NDCA Client Collection specifies 22 distinct categories for the housing type of clients. In this report, the categories are combined into 10 groups in Chapter 4 as follows:

- SAAP or CAP funded crisis or short-term accommodation;
- SAAP or CAP funded medium- to long- term accommodation;
- other SAAP or CAP funded accommodation—comprising accommodation at hostels, motels, hotels, community placements and other SAAP funded arrangements;
- non-SAAP emergency accommodation;
- private rental housing—comprising renting independently in the private rental market, renting a caravan, boarding in a rooming house or hostel or hotel, and boarding in a private home;
- owner-occupied housing—comprising purchasing or living in the client’s own home;
- public housing—comprising renting a public housing dwelling and renting community housing;
- institutional accommodation—comprising 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 specified above;
- living in a car or tent or park or street or squat; and
- other non-SAAP housing or accommodation not specified above, including living rent-free in a house or flat.

The 22 categories are combined into seven groups in Chapter 6 as follows:

- private rental housing—comprising renting independently in the private rental market, renting a caravan, boarding in a rooming house or hostel or hotel, and boarding in a private home;
- owner-occupied housing—comprising purchasing or living in the client’s own home;
- public housing—comprising renting a public housing dwelling and renting community housing;
- other independent housing—comprising living rent-free in a house or flat, and any other non-SAAP housing which is not emergency or institutional accommodation;
- SAAP or CAP funded crisis or short-term accommodation;
- SAAP or CAP funded medium- to long-term accommodation; and

- Other non-independent housing or accommodation—comprising SAAP funded accommodation at hostels, motels, hotels, community placements or other SAAP funded arrangements, non-SAAP emergency accommodation, living in a car or tent or park or street or squat, 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 specified above.

The first four categories above are considered to be independent housing and the remaining three to be non-independent housing in the analyses presented in Chapters 6 and 9.

**Income source**

The SAAP NDCA Client Collection specifies 23 distinct categories for the primary income source of clients. In this report, the categories are combined into three groups as follows:

- no income—comprising no income and registered/awaiting benefit;
- government payment—comprising Newstart Allowance, Job Search Allowance with Young Homeless Allowance, Austudy for students 25 years and over, Community Development Employment Program, Austudy or Abstudy (standard rate), Austudy or Abstudy (independent rate), Austudy or Abstudy (homeless rate), Disability Support Pension, Age Pension, Sole Parent Pension, Special Benefit, Sickness Allowance, Partner Allowance and any other benefit or pension; and
- other income—comprising Workcover or compensation, maintenance or child support, wages or salary or an income from a client’s own business, spouse or partner’s income and any other income source not specified above.

**Living situation**

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

- with one or both parents—comprising with both parents, with one parent and a parent’s spouse or partner, and with one parent;
- with relative or friend long term—comprising with a relative long term, and with a friend long term;
- with relative or friend temporarily—comprising with a relative temporarily, and with a friend temporarily;
- with partner, with or without child(ren)—comprising with a spouse or partner, and with a spouse or partner and child(ren);
- alone, with or without child(ren)—comprising alone with child(ren), and alone; and
- other—comprising with a foster family, living communally, and any other living situation not specified above.

<b>Missing values</b>	<p>Records or forms which 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:</p> <ul style="list-style-type: none"> <li>• records not available because client data were collected on high-volume forms;</li> <li>• records not available because clients' consent was not obtained (in unweighted tables only);</li> <li>• records not available because of errors; and</li> <li>• records not available because of omissions.</li> </ul> <p>In tables involving subpopulations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.</p>
<b>Non-English-speaking background</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• Canada;</li> <li>• the Republic of Ireland;</li> <li>• New Zealand;</li> <li>• South Africa;</li> <li>• the United Kingdom, comprising England, Scotland, Wales and Northern Ireland; and</li> <li>• the United States of America.</li> </ul> <p>Persons who migrate to Australia from these countries are considered likely to speak English.</p>
<b>Number of accompanying children visits</b>	<p>The number of accompanying children visits is calculated by adding each valid number in the accompanying children age groups for each support period. Invalid responses are reported as errors. Responses are reported as missing where a presenting unit of either a person or couple with child(ren) gave no response for the number of accompanying children in any age group.</p>
<b>Ongoing support period</b>	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is true:</p> <ul style="list-style-type: none"> <li>• no support end date is provided;</li> <li>• no after-support information is provided; and</li> <li>• the corresponding client form was received in the month following the end of the reporting period.</li> </ul> <p>Ongoing support periods are not included in tables relating to duration of support or duration of accommodation and are excluded from all tables in Chapters 6 and 9 and Appendix 3.</p>
<b>Percentages</b>	<p>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.</p>

**Potential clients unable to be supported**

Potential clients unable to be supported are adults aged 18 years and over and unaccompanied young people who made unsuccessful valid requests (see *Unmet requests for support or accommodation* below) for support or supported accommodation during the two-week Unmet Demand Collection.

As all unsuccessful requests for support or accommodation are recorded in the Unmet Demand Collection and, as an individual may make more than one request during the collection period, the number of potential clients presented in Table 5.41, (AIHW 2000:102) is obtained using the following methodology:

1. all requests are first categorised according to whether they were valid or invalid, and whether they were recorded as a 'first' or 'subsequent' request by a given individual—first or subsequent requests are determined by questions on the Unmet Demand form which identify whether a request for the same support or accommodation was previously made at a SAAP agency during the collection period;
2. records that cannot be identified as either valid or invalid requests are assigned a validity status based on the known distribution of valid and invalid requests for each of the first and subsequent request groups;
3. records that can be identified as valid are included;
4. subsequent requests are excluded to minimise double counting of individuals—that is, only the first request for each individual is counted;
5. invalid requests are then excluded—these are made by individuals who refused an offer of assistance, those that were made by individuals not within the agency's target group and/or for services not normally provided by the agency; and
6. an adjustment is added to allow for individuals who made an initial invalid request and a subsequent valid request.

As a linkage key was not available for all records in the Unmet Demand Collection, it is not possible to analyse the individual characteristics of all persons who made unsuccessful *valid* requests for support or supported accommodation—that is, the adjustment in step 6 above cannot be made at an individual or agency level. Thus, two-way tables of potential clients unable to be supported, presented in Chapter 5 (Tables 5.37–5.51), include only those individuals whose first unmet request during the Unmet Demand Collection was valid.

Please note that the calculation of the number of potential clients unable to be supported has changed slightly this year and the information is not strictly comparable with previous reports. However, comparable figures for 1997–98 are presented in Chapter 5. It is clear from the discussion presented in Chapter 5 that annual estimates based on this collection are not valid.

**Recurrent allocations**

Recurrent allocations are amounts of money specifically allocated by a State or Territory department during the reporting period for recurrent purposes. Recurrent allocations to SAAP agencies fund salary and ongoing operating costs while other recurrent allocations (not allocated to agencies) are used by each jurisdiction for such purposes as training, research, evaluation and administration.

Tables presented in Section 2.2 include only recurrent allocations to SAAP agencies.

**Region**

Administrative regional classifications developed by the Department of Human Services are used in the report. The State's administrative regions, which consist of four metropolitan regions, five rural regions and one state-wide classification, are as follows:

- Eastern Metropolitan;
- Northern Metropolitan;
- Southern Metropolitan;
- Western Metropolitan;
- Barwon South Western;
- Gippsland;
- Grampians;
- Hume;
- Loddon Mallee; and
- Statewide.

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

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

The classification is based on 1991 populations and statistical local areas—the most recent available at the time of writing. Further details of the classification are contained in *Rural, Remote and Metropolitan Areas Classification 1991 Census Edition* (November 1994).



**SAAP accommodation** The SAAP NDCA 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 as follows:

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

**Service delivery model** The SAAP NDCA Administrative Data Collection specifies eight distinct service delivery models for SAAP agencies:

- crisis or short-term supported accommodation agencies—those predominantly providing supported accommodation to persons needing immediate (crisis) accommodation for periods of generally not more than three months (short-term);
- medium- to long-term supported accommodation agencies—those predominantly providing supported accommodation for periods of around three to six months (medium-term) and for longer than six months (long-term);
- day support agencies—those predominantly providing support only on a walk-in basis;
- outreach support agencies—those providing support predominantly in a setting other than the agency or an outlet of the agency;
- telephone information and referral agencies—those providing support predominantly via telephone contact;
- agency support agencies—those predominantly providing support to, or representation of, other SAAP agencies;
- multiple agencies—those that provide support using more than one service delivery model; and
- other agencies—those that provide support using a service delivery model not specified above.

Victoria makes no distinction between agencies that provide medium- to long-term support and those that provide medium- to long-term supported accommodation. Accordingly, all such agencies are classified as medium- to long-term supported accommodation agencies.

Some agencies and service delivery models don't provide certain forms of support and hence selected categories are absent from some tables.

## **Support**

The SAAP NDCA 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—comprising SAAP/CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—comprising assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—comprising incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling;
- general support and advocacy—comprising living skills and personal development assistance, assistance with legal issues or court support, advice or information, retrieval or storage or removal of personal belongings, and advocacy or liaison on behalf of clients;
- specialist services—comprising 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—comprising meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

## **Support to accompanying children**

The SAAP NDCA 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, as detailed below:

- counselling comprises help with behavioural problems, sexual or physical abuse counselling, and counselling and support to children;
- child care or kindergarten/school liaison comprises child care and liaison with kindergartens or schools;
- access arrangements; and
- other support not elsewhere specified.

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

**Target group**

The SAAP NDCA Administrative Data Collection specifies six distinct target groups for SAAP agencies as detailed below:

- agencies targeted at young people—those that predominantly provide support for persons who are independent, are above the school-leaving age for the State/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 persons 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 imminent 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, persons who are of Aboriginal or Torres Strait Island descent, people from non-English-speaking backgrounds or people with some other special characteristic.

**Unmet demand**

Unmet demand arises when the particular needs of existing clients and their accompanying children cannot be met either by the direct provision of services by SAAP agencies or through referrals to other agencies. It should be noted that data about the final outcome of referrals are not collected, so it is assumed that clients' needs are met through the referral process. This may not always be the case and thus unmet demand may be underestimated accordingly. This type of unmet demand is assessed via data from the Client Collection. Counting units are the identified needs recorded on client forms.

Unmet demand also stems from an inability to provide supported accommodation or support alone to all homeless people who request such assistance—not all those who wish to become clients of SAAP can be accepted as clients. This type of unmet demand is assessed via data from the Unmet Demand Collection. Counting units are requests for assistance recorded on unmet demand forms. (See also *potential clients unable to be supported.*)

**Unmet requests for support or accommodation**

Unmet requests for support or accommodation are unsuccessful valid requests made by *potential clients unable to be supported* (see separate entry) during the two-week Unmet Demand Collection.

Valid requests are those made by individuals who:

- Did not refuse an offer of support or supported accommodation from the SAAP agency; and
- Requested appropriate services—requests for services that the agency did not normally provide (for example, requests for accommodation at a day centre) are excluded; and
- fell within the target group of the agency at which the request was made.

# Appendix 2: Consent rates and key client characteristics

Table A2.1: Support periods, client consent by primary target group, Victoria, 1998–99 (%)

Consent	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Yes	82.2	83.4	76.1	77.1	78.9	74.7	78.5
No	10.2	9.5	10.6	16.4	14.9	21.2	15.4
Not answered	7.6	7.1	13.3	6.5	6.2	4.2	6.1
<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>
<b>Total number</b>	<b>12,450</b>	<b>3,300</b>	<b>1,100</b>	<b>2,300</b>	<b>9,500</b>	<b>15,600</b>	<b>44,250</b>

*Notes*

1. Number excluded due to errors: 7
2. Number excluded due to omissions: 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table A2.2: SAAP Client Collection, gender of client, reported and weighted distributions for support periods, Victoria, 1998–99, (%)

Gender	Reported	Weighted
Female	58.8	58.8
Male	41.2	41.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>38,389</b>	<b>40,000</b>

*Notes*

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

**Table A2.3: SAAP Client Collection, ethnicity of client, reported and weighted distributions for support periods, Victoria, 1998–99, (%)**

<b>Ethnicity</b>	<b>Reported</b>	<b>Weighted</b>
Indigenous Australian	4.2	4.2
Non-English-speaking background	13.8	13.5
Other	82.1	82.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>32,078</b>	<b>42,900</b>

*Notes*

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation and non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table A2.4: SAAP Client Collection, age of client, reported and weighted distributions for support periods, Victoria, 1998–99 (%)**

<b>Age</b>	<b>Reported</b>	<b>Weighted</b>
Under 15 years	1.4	1.4
15–19 years	24.0	23.6
20–24 years	22.1	21.7
25–44 years	43.4	44.2
45–64 years	8.0	8.1
65 years and over	1.0	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>32,655</b>	<b>44,350</b>

*Notes*

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation and non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

# Appendix 3:

## Circumstances of client subgroups after support

---

This part of the report contains information relating to women escaping domestic violence and young people, and their circumstances after receiving SAAP support.

Limitations in the data collected result in ambiguity about whether significant changes in circumstances have occurred for these client groups. The SAAP National Data Collection, for example, identifies whether a woman escaping domestic violence is living with a spouse or partner after receiving support from a SAAP agency, but insufficient information is collected to determine whether this is the same spouse or partner with whom she lived before receiving support. Similarly, data are collected on whether a young person is living with a parent or parents after support, but not whether this is the same parent(s) with whom the young person lived before using SAAP services. Also, it is unclear from information reported in this collection whether such outcomes are desirable in each case. Interpretation of the findings must take these considerations into account.

This appendix focuses on client outcomes, so only support periods which were completed during 1998-99 are analysed here.

### A3.1 Circumstances of women escaping domestic violence after support

In an estimated 41% of support periods clients were women escaping domestic violence. Information about the perpetrator of domestic violence is not collected in the SAAP National Data Collection; thus, it is not certain whether perpetrators are invariably partners (or former partners) or whether they are older male children or other relatives. Data from the Australian Bureau of Statistics' National Women's Safety Survey carried out in 1996 (ABS 1996) suggest that it is the partner or former partner in the majority of situations. Much of the following analysis, therefore, relates to women escaping domestic violence who were living with a spouse or partner before seeking SAAP assistance.

Findings from the SAAP National Data Collection reveal that women escaping domestic violence who were previously living with a spouse or partner, were living with a spouse or partner at the conclusion of 22% of support periods (Figure A3.1). Regionally, there were some variations—from highs of 35% in the Grampians region and 34% in the Northern Metropolitan region to lows of 17% in the Barwon South Western Region and 25% in the Eastern Metropolitan region (Table A3.2). The Statewide agencies recorded a very low figure (6%) due to its mobile client base.

## **A3.2 Circumstances of young people after support**

One of the aims of the program is to re-establish family links where appropriate. Although the National Data Collection does not identify the circumstances in which young clients return to live with parents, aggregate data about this outcome are still of interest and changes over time can be used to inform policy and planning processes.

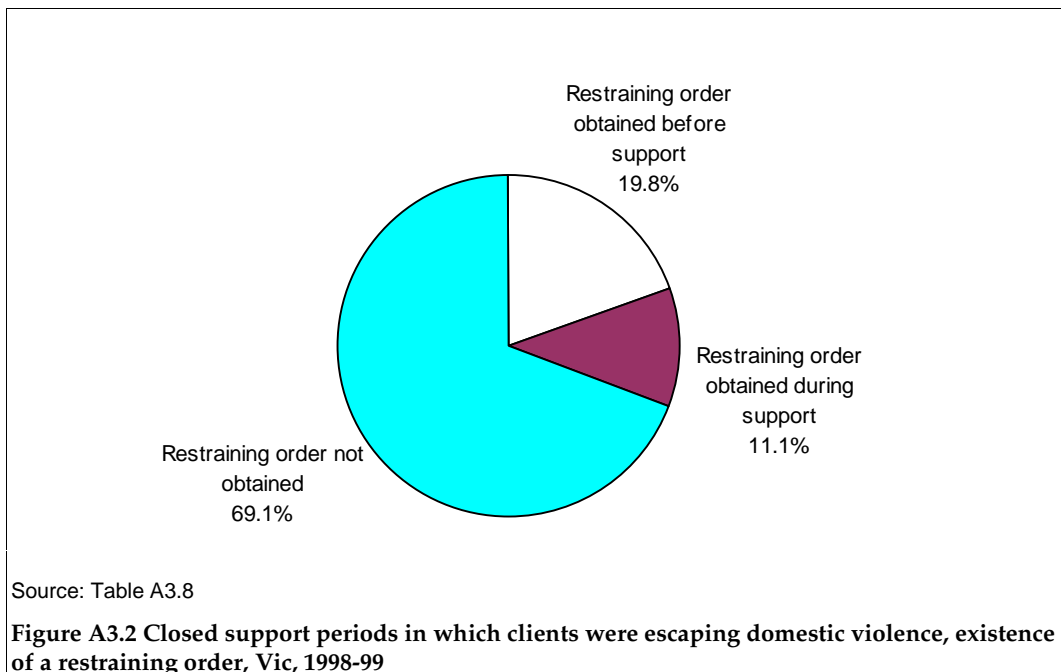
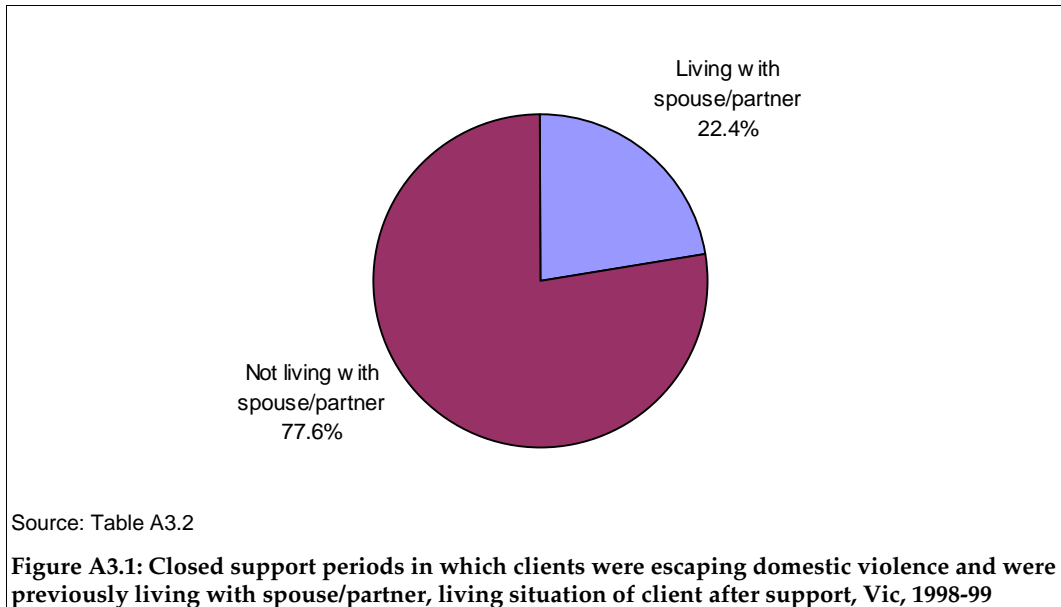
The analysis presented here examines whether young SAAP clients (those aged less than 25 years) who were living with parents before receiving support returned to live with their parent(s) immediately after receiving support.

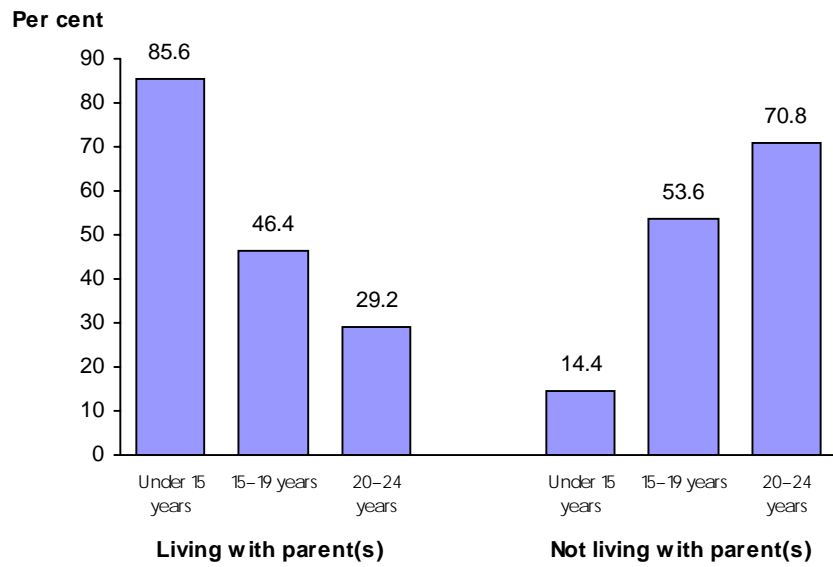
Findings vary according to the age of clients. In 86% of cases involving young people aged less than 15 years, clients returned to live with parents. The comparable figures for those aged 15–19 years and 20–24 years were 46% and 29% respectively (Figure A3.3). Across Victoria, the proportion of young clients who were living with parents before receiving support and who returned to live with them immediately after support was 47% (Table A3.13).

Data from the National Collection can also be used to examine the number of young SAAP clients who were wards of the State or the subject of a supervision order and when such orders were obtained. Approximately 4% of young clients were subject to guardianship or protection orders, most of which existed before the commencement of support services (Figure A3.4).



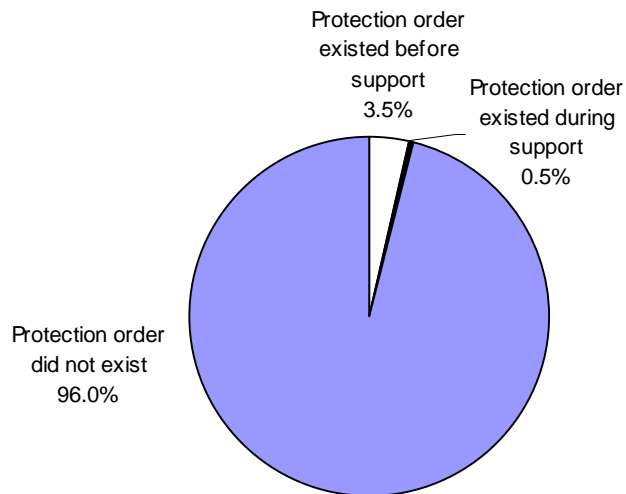
### A3.3 Key charts





Source: Table A3.13

**Figure A3.3: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client, Vic, 1998-99**



Source: Table A3.21

**Figure A3.4: Closed support periods for young clients, existence of a protection or guardianship order, Vic, 1998-99**

## A3.4 Detailed tables

### A3.4.1 Survivors of domestic violence

Table A3.1: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by service delivery model, Victoria, 1998–99 (%)

Living situation after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Living with spouse/partner	23.3	32.4	—	3.1	22.0
Not living with spouse/partner	76.7	67.6	100.0	96.9	78.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,800</b>	<b>1,750</b>	<b>&lt;25</b>	<b>1,050</b>	<b>4,600</b>

#### Notes

1. Number excluded due to errors (weighted): 6
2. Number excluded due to omissions (weighted): 1,044
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.2: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by region, Victoria, 1998–99 (%)

Living situation after support	Metropolitan				Rural							
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic	
Living with spouse/partner	24.5	34.4	28.3	30.7	17.3	30.0	35.1	32.1	29.4	6.3	22.4	
Not living with spouse/partner	75.5	65.6	71.7	69.3	82.7	70.0	64.9	67.9	70.6	93.7	77.6	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	

#### Notes

1. Number excluded due to errors (unweighted): 4
2. Number excluded due to omissions (unweighted): 798
3. Number of records excluded because consent was not obtained: 1,753
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 3,450 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

**Table A3.3: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by age of client, Victoria, 1998–99 (%)**

Living situation after support	Under 15	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Living with spouse/partner	—	20.3	18.6	20.9	32.5	56.5	22.0
Not living with spouse/partner	100.0	79.7	81.4	79.1	67.5	43.5	78.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>&lt;25</b>	<b>150</b>	<b>650</b>	<b>3,300</b>	<b>450</b>	<b>50</b>	<b>4,600</b>

*Notes*

1. Number excluded due to errors (weighted): 6
2. Number excluded due to omissions (weighted): 1,051
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. There were very few closed support periods for clients who were aged under 15 years escaping domestic violence and who were previously living with a spouse or partner. To ensure confidentiality, these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table A3.4: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by ethnicity of client, Victoria, 1998–99 (%)**

Living situation after support	Indigenous Australian	Non-English-speaking background	Other	Total
Living with spouse/partner	21.3	22.8	21.6	21.9
Not living with spouse/partner	78.7	77.2	78.4	78.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>200</b>	<b>1,250</b>	<b>3,050</b>	<b>4,500</b>

*Notes*

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 1,168
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table A3.5: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by duration of support, Victoria, 1998–99 (%)**

Living situation after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Living with spouse/partner	12.1	18.6	30.8	30.2	29.7	26.6	24.9	17.1	28.3	22.1
Not living with spouse/partner	87.9	81.4	69.2	69.8	70.3	73.4	75.1	82.9	71.7	77.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,000</b>	<b>950</b>	<b>300</b>	<b>300</b>	<b>450</b>	<b>1,000</b>	<b>400</b>	<b>150</b>	<b>50</b>	<b>4,600</b>

*Notes*

1. Number excluded due to errors (weighted): 6
2. Number excluded due to omissions (weighted): 1,055
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

**Table A3.6: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation after support by duration of current homelessness of client, Victoria, 1998–99 (%)**

Living situation after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Living with spouse/partner	33.0	21.5	19.0	17.6	16.0	13.6	35.3	22.4
Not living with spouse/partner	67.0	78.5	81.0	82.4	84.0	86.4	64.7	77.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>450</b>	<b>150</b>	<b>550</b>	<b>300</b>	<b>250</b>	<b>900</b>	<b>650</b>	<b>3,200</b>

*Notes*

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 2,460
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

**Table A3.7: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by service delivery model, Victoria, 1998–99 (%)**

<b>Existence of a restraining order</b>	<b>Crisis/ short-term accommodation</b>	<b>Medium/ long-term accommodation</b>	<b>Day Support</b>	<b>Outreach support</b>	<b>Other</b>	<b>Total</b>
Restraining order obtained before support	17.2	22.1	13.8	19.1	—	19.9
Restraining order obtained during support	12.7	12.6	—	0.3	—	10.4
Restraining order not obtained	70.1	65.3	86.2	80.6	100.0	69.7
<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>
<b>Total number</b>	<b>3,600</b>	<b>5,200</b>	<b>50</b>	<b>1,850</b>	<b>&lt;25</b>	<b>10,700</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 185
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table A3.8: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by region, Victoria, 1998–99 (%)**

<b>Existence of a restraining order</b>	<b>Metropolitan</b>				<b>Rural</b>						<b>Vic</b>
	<b>East</b>	<b>North</b>	<b>South</b>	<b>West</b>	<b>BSW</b>	<b>Gipp</b>	<b>Gramp</b>	<b>Hume</b>	<b>LM</b>	<b>SW</b>	
Restraining order obtained before support	23.3	16.7	18.5	19.2	25.1	19.4	22.4	23.0	18.4	17.2	19.8
Restraining order obtained during support	10.7	8.4	16.3	9.5	11.6	23.0	13.0	14.0	6.9	5.6	11.1
Restraining order not obtained	66.1	74.9	65.2	71.3	63.3	57.6	64.6	63.0	74.7	77.2	69.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,200</b>	<b>650</b>	<b>1,100</b>	<b>700</b>	<b>400</b>	<b>600</b>	<b>450</b>	<b>500</b>	<b>650</b>	<b>1,700</b>	<b>7,950</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 154
3. Number of records excluded because consent was not obtained: 1,753
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table A3.9: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by age of client, Victoria, 1998–99 (%)**

<b>Existence of a restraining order</b>	<b>Under 15 years</b>	<b>15–19 years</b>	<b>20–24 years</b>	<b>25–44 years</b>	<b>45–64 years</b>	<b>65 years and over</b>	<b>Total</b>
Restraining order obtained before support	6.2	11.1	18.9	22.0	15.1	17.7	19.9
Restraining order obtained during support	—	4.4	7.6	11.8	10.4	15.4	10.4
Restraining order not obtained	93.8	84.5	73.6	66.1	74.5	66.9	69.7
<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>
<b>Total number</b>	<b>100</b>	<b>800</b>	<b>1,600</b>	<b>7,100</b>	<b>950</b>	<b>100</b>	<b>10,700</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 207
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table A3.10: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by ethnicity of client, Victoria, 1998–99 (%)**

<b>Existence of a restraining order</b>	<b>Indigenous Australian</b>	<b>Non-English-speaking background</b>	<b>Other</b>	<b>Total</b>
Restraining order obtained before support	19.1	15.1	21.6	20.0
Restraining order obtained during support	5.8	12.8	10.1	10.5
Restraining order not obtained	75.2	72.1	68.3	69.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>550</b>	<b>2,350</b>	<b>7,500</b>	<b>10,400</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 499
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**A3.11: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by duration of support, Victoria, 1998–99 (%)**

<b>Existence of a restraining order</b>	<b>Less than 1 day</b>	<b>1–3 days</b>	<b>4–7 days</b>	<b>&gt;1–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–13 weeks</b>	<b>&gt;13–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52 weeks</b>	<b>Total</b>
Restraining order obtained before support	15.2	17.5	20.6	16.5	17.2	22.0	27.7	27.9	21.4	19.9
Restraining order obtained during support	2.4	3.2	6.6	12.9	14.9	17.8	15.2	13.3	11.4	10.4
Restraining order not obtained	82.5	79.3	72.8	70.6	67.9	60.3	57.2	58.8	67.2	69.7
<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 number</b>	<b>2,100</b>	<b>1,850</b>	<b>650</b>	<b>650</b>	<b>1,000</b>	<b>2,600</b>	<b>1,150</b>	<b>500</b>	<b>200</b>	<b>10,700</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 199
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table A3.12 Closed support periods in which clients were escaping domestic violence, existence of a restraining order by duration of client's current homelessness, Victoria, 1998–99 (%)**

<b>Existence of a restraining order</b>	<b>0–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52–104 weeks</b>	<b>&gt;104 weeks</b>	<b>At imminent risk</b>	<b>Total</b>
Restraining order obtained before support	16.0	17.9	22.2	20.7	26.4	20.6	21.9	20.7
Restraining order obtained during support	9.9	12.8	11.0	9.2	10.7	10.5	15.6	11.6
Restraining order not obtained	74.1	69.3	66.8	70.1	62.9	68.9	62.5	67.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,150</b>	<b>400</b>	<b>1,350</b>	<b>600</b>	<b>550</b>	<b>1,700</b>	<b>1,550</b>	<b>7,350</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,571
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection



### A3.4.2 Young people previously living with parents

Table A3.13: Closed support periods in which young clients were previously living with parent(s), living situation after support by age of client, Victoria, 1998–99 (%)

Living situation after support	Under 15 years	15–19 years	20–24 years	Total
Living with parent(s)	85.6	46.4	29.2	46.7
Not living with parent(s)	14.4	53.6	70.8	53.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>250</b>	<b>1,800</b>	<b>550</b>	<b>2,600</b>

*Notes*

1. Number excluded due to errors (weighted): 9
2. Number excluded due to omissions (weighted): 1,234
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.14: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by service delivery model, Victoria, 1998–99 (%)

Living situation after support and age	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support /telephone information/referral	Total
<b><i>Living with parent(s)</i></b>					
Under 15 years	1.6	10.7	—	—	8.7
15–19 years	21.4	34.7	12.5	—	31.6
20–24 years	7.6	6.0	25.0	—	6.3
<b><i>Not living with parent(s)</i></b>					
Under 15 years	0.5	1.7	—	—	1.5
15–19 years	50.9	32.8	12.5	49.2	36.5
20–24 years	18.0	14.0	50.0	50.8	15.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>500</b>	<b>2,050</b>	<b>&lt;25</b>	<b>50</b>	<b>2,600</b>

*Notes*

1. Number excluded due to errors (weighted): 9
7. Number excluded due to omissions (weighted): 1,241
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.15: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by region, Victoria, 1998–99 (%)

Living situation after support and age	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
<b>Living with parent(s)</b>											
Under 15 years	12.5	2.4	0.8	0.5	10.5	8.2	18.8	18.8	14.3	—	8.7
15–19 years	37.3	23.4	30.1	16.1	56.0	34.5	29.4	41.0	24.3	2.6	31.7
20–24 years	10.3	8.5	9.3	11.4	1.9	2.3	3.2	4.9	2.1	10.5	6.6
<b>Not living with parent(s)</b>											
Under 15 years	0.4	0.4	0.4	0.9	—	1.8	6.4	1.4	2.9	—	1.5
15–19 years	25.1	47.6	38.2	43.6	26.3	44.4	33.9	27.1	37.9	31.6	36.0
20–24 years	14.4	17.7	21.2	27.5	5.3	8.8	8.3	6.9	18.6	55.3	15.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 6
2. Number excluded due to omissions (unweighted): 891
3. Number of records excluded because consent was not obtained: 6,980
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 1,900 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.16: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by gender, Victoria, 1998–99 (%)

Living situation after support and age	Female	Male	Total
<b>Living with parent(s)</b>			
Under 15 years	7.5	10.6	8.8
15–19 years	30.9	32.5	31.5
20–24 years	5.9	7.0	6.4
<b>Not living with parent(s)</b>			
Under 15 years	1.8	1.0	1.5
15–19 years	37.7	34.6	36.5
20–24 years	16.1	14.3	15.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,550</b>	<b>1,050</b>	<b>2,600</b>

Notes

1. Number excluded due to errors (weighted): 9
2. Number excluded due to omissions (weighted): 1,241
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.17: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by ethnicity, Victoria, 1998–99 (%)

Living situation after support and age	Indigenous Australian	Non-English-speaking background	Other	Total
<b>Living with parent(s)</b>				
Under 15 years	10.8	2.7	9.5	8.9
15–19 years	34.8	14.4	33.5	31.7
20–24 years	7.4	12.0	5.4	6.1
<b>Not living with parent(s)</b>				
Under 15 years	3.6	0.5	1.5	1.5
15–19 years	38.0	45.8	35.4	36.5
20–24 years	5.3	24.6	14.7	15.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>100</b>	<b>250</b>	<b>2,250</b>	<b>2,550</b>

*Notes*

1. Number excluded due to errors (weighted): 9
2. Number excluded due to omissions (weighted): 1,285
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.18: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by duration of support, Victoria, 1998–99 (%)

Living situation after support and age	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
<b>Living with parent(s)</b>										
Under 15 years	2.8	11.9	7.2	7.7	14.9	9.2	8.2	7.9	2.8	8.8
15–19 years	30.7	29.9	26.3	30.8	27.8	32.2	38.7	32.1	20.6	31.5
20–24 years	14.1	8.6	7.6	8.3	6.0	6.0	5.4	2.9	2.9	6.4
<b>Not living with parent(s)</b>										
Under 15 years	—	0.7	1.0	4.5	0.9	0.8	2.3	2.4	0.9	1.5
15–19 years	30.8	34.5	38.7	37.3	35.6	36.7	32.4	39.6	49.9	36.4
20–24 years	21.6	14.5	19.1	11.4	14.8	15.1	13.0	15.1	22.9	15.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>150</b>	<b>200</b>	<b>150</b>	<b>200</b>	<b>300</b>	<b>700</b>	<b>500</b>	<b>300</b>	<b>150</b>	<b>2,600</b>

*Notes*

1. Number excluded due to errors (weighted): 9
2. Number excluded due to omissions (weighted): 1,241
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.19: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by duration of current homelessness, Victoria, 1998–99 (%)

Living situation after support and age	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
<b>Living with parent(s)</b>								
Under 15 years	4.2	—	1.3	—	—	4.3	14.1	7.9
15–19 years	23.3	29.2	14.7	28.5	13.4	21.1	37.7	29.0
20–24 years	4.8	5.2	6.6	6.4	12.0	8.4	6.0	6.1
<b>Not living with parent(s)</b>								
Under 15 years	2.2	—	1.4	—	—	2.0	1.2	1.3
15–19 years	50.4	39.1	48.8	39.1	50.2	36.2	31.0	39.4
20–24 years	15.1	26.5	27.3	26.0	24.4	28.0	10.1	16.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>450</b>	<b>150</b>	<b>300</b>	<b>50</b>	<b>50</b>	<b>50</b>	<b>950</b>	<b>2,000</b>

*Notes*

1. Number excluded due to errors (weighted): 6
2. Number excluded due to omissions (weighted): 1,855
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

### A3.4.3 Young people—legal processes

Table A3.20: Closed support periods for young clients, existence of a protection or guardianship order by service delivery model, Victoria, 1998–99 (%)

Existence of a protection or guardianship order	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support /telephone information/referral	Agency support	Total
Order existed before support	3.2	3.9	1.4	—	3.2	3.6
Order made during support	0.3	0.6	—	—	—	0.4
Order did not exist	96.5	95.5	98.6	100.0	96.8	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>3,450</b>	<b>8,650</b>	<b>750</b>	<b>&lt;25</b>	<b>350</b>	<b>13,200</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 527
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

**Table A3.21: Closed support periods for young clients, existence of a protection or guardianship order by region, Victoria, 1998–99 (%)**

Existence of a protection or guardianship order	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Order existed before support	3.2	2.6	1.3	4.1	4.6	3.1	8.5	5.8	4.2	2.4	3.5
Order made during support	0.4	0.3	0.2	0.3	0.3	2.0	1.3	—	0.3	0.2	0.5
Order did not exist	96.3	97.1	98.5	95.6	95.1	95.0	90.2	94.2	95.5	97.4	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>1,350</b>	<b>1,200</b>	<b>1,900</b>	<b>1,200</b>	<b>950</b>	<b>650</b>	<b>600</b>	<b>550</b>	<b>750</b>	<b>400</b>	<b>9,600</b>

*Notes*

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 395
3. Number of records excluded because consent was not obtained: 6,980
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.

*Source:* SAAP NDCA Client and Administrative Data Collections

**Table A3.22: Closed support periods for young clients, existence of a protection or guardianship order by gender of client, Victoria, 1998–99 (%)**

Existence of a protection or guardianship order	Female	Male	Total
Order existed before support	4.2	2.6	3.6
Order made during support	0.6	0.1	0.4
Order did not exist	95.2	97.3	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>7,950</b>	<b>5,150</b>	<b>13,150</b>

*Notes*

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 584
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table A3.23: Closed support periods for young clients, existence of a protection or guardianship order by age of client, Victoria, 1998–99 (%)**

<b>Existence of a protection or guardianship order</b>	<b>Under 14 years</b>	<b>14–15 years</b>	<b>16–17 years</b>	<b>18 years and over</b>	<b>Total</b>
Order existed before support	10.8	10.2	4.9	2.4	3.6
Order made during support	1.2	1.1	0.4	0.4	0.4
Order did not exist	88.0	88.7	94.7	97.2	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>250</b>	<b>750</b>	<b>3,050</b>	<b>9,150</b>	<b>13,200</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 527
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.
7. Although protection orders relate to people under 18 years, the category '18 years and over' has been included because clients may turn 18 during a support period.

*Source:* SAAP NDCA Client Collection

**Table A3.24: Closed support periods for young clients, existence of a protection or guardianship order by ethnicity of client, Victoria, 1998–99 (%)**

<b>Existence of a protection or guardianship order</b>	<b>Indigenous Australian</b>	<b>Non-English-speaking background</b>	<b>Other</b>	<b>Total</b>
Order existed before support	5.4	0.7	3.8	3.6
Order made during support	1.1	0.4	0.4	0.4
Order did not exist	93.4	98.9	95.8	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>600</b>	<b>1,300</b>	<b>11,000</b>	<b>12,900</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 830
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table A3.25: Closed support periods for young clients, existence of a protection or guardianship order by duration of support of client, Victoria, 1998–99 (%)**

<b>Existence of a protection or guardianship order</b>	<b>Less than 1 day</b>	<b>1–3 days</b>	<b>4–7 days</b>	<b>&gt;1–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–13 weeks</b>	<b>&gt;13–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52 weeks</b>	<b>Total</b>
Order existed before support	1.8	3.4	3.5	2.8	2.9	3.7	4.6	5.5	6.5	3.6
Order made during support	—	0.2	0.4	0.8	0.5	0.7	0.5	0.3	0.5	0.4
Order did not exist	98.2	96.4	96.1	96.3	96.6	95.5	94.9	94.2	93.0	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>2,100</b>	<b>1,400</b>	<b>800</b>	<b>950</b>	<b>1,400</b>	<b>3,350</b>	<b>1,700</b>	<b>950</b>	<b>550</b>	<b>13,150</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 569
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection

**Table A3.26: Closed support periods for young clients, existence of a protection or guardianship order of client by duration of client's current homelessness, Victoria, 1998–99 (%)**

<b>Existence of a protection or guardianship order</b>	<b>0–2 weeks</b>	<b>&gt;2–4 weeks</b>	<b>&gt;4–26 weeks</b>	<b>&gt;26–52 weeks</b>	<b>&gt;52–104 weeks</b>	<b>&gt;104 weeks</b>	<b>At imminent risk</b>	<b>Total</b>
Order existed before support	3.2	2.0	4.2	6.2	4.1	6.4	3.4	3.7
Order made during support	0.6	1.1	0.2	0.3	0.4	0.4	0.5	0.5
Order did not exist	96.3	96.8	95.6	93.5	95.5	93.1	96.1	95.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>2,750</b>	<b>850</b>	<b>1,750</b>	<b>500</b>	<b>300</b>	<b>600</b>	<b>3,250</b>	<b>10,000</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,703
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP NDCA Client Collection





# Appendix 4: Corrections to Series 3 tables

This part of the report provides revised 1997–98 tables in the Series 3 reports which have been revised.

**Table 5.37: Potential clients unable to be supported, type of support requested by State and Territory, Australia, 13–26 November 1997 (%)**

Type of support requested	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Crisis/short-term accommodation	43.2	37.3	71.7	32.0	56.7	50.0	59.5	54.3	44.8	66.7	55.6
Medium/long-term accommodation	48.1	53.9	23.8	57.3	36.7	36.7	21.4	14.3	34.5	33.3	35.0
Support only	4.9	5.9	2.6	9.3	—	10.0	19.0	22.9	6.9	—	6.3
Other	3.7	2.9	2.0	1.3	6.7	3.3	—	8.6	13.8	—	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>	<i>100.0</i>
<b>Total number</b>	<b>80</b>	<b>100</b>	<b>310</b>	<b>80</b>	<b>30</b>	<b>30</b>	<b>40</b>	<b>40</b>	<b>30</b>	<b>&lt;5</b>	<b>730</b>

#### Notes

1. Number excluded due to errors: 3
2. Number excluded due to omissions: 2
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

**Table 5.38: Potential clients unable to be supported, type of support requested by primary target group, Victoria, 13–26 November 1997 (%)**

Type of support requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	32.1	36.4	70.2	70.8	33.3	70.4	55.6
Medium/long-term accommodation	58.0	54.5	27.7	25.8	—	23.8	35.0
Support only	6.2	—	2.1	2.2	54.5	3.2	6.3
Other	3.7	9.1	—	1.1	12.1	2.6	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>
<b>Total number</b>	<b>240</b>	<b>10</b>	<b>50</b>	<b>90</b>	<b>30</b>	<b>310</b>	<b>730</b>

*Notes*

1. Number excluded due to errors: 3
2. Number excluded due to omissions: 2
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

**Table 5.39: Potential clients unable to be supported, type of support requested by gender of person making request, Victoria, 13–26 November 1997 (%)**

Type of support requested	Female	Male	Total
Crisis/short-term accommodation	54.3	58.2	55.8
Medium/long-term accommodation	34.7	34.8	34.8
Support only	8.0	3.3	6.2
Other	2.9	3.7	3.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>450</b>	<b>270</b>	<b>720</b>

*Notes*

1. Number excluded due to errors: 9
2. Number excluded due to omissions: 8
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.40: Potential clients unable to be supported, type of support requested by age of person making request, Victoria, 13–26 November 1997 (%)**

Type of support requested	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Crisis/short-term accommodation	38.5	38.2	61.0	64.2	52.4	57.1	54.6
Medium/long-term accommodation	30.8	54.9	32.4	23.0	38.1	14.3	35.6
Support only	23.1	4.4	3.3	9.7	2.4	28.6	6.5
Other	7.7	2.5	3.3	3.1	7.1	—	3.3
<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>
<b>Total number</b>	<b>10</b>	<b>200</b>	<b>180</b>	<b>260</b>	<b>40</b>	<b>10</b>	<b>710</b>

*Notes*

1. Number excluded due to errors: 4
2. Number excluded due to omissions: 30
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.41: Potential clients unable to be supported, type of support requested by ethnicity of person making request, Victoria, 13–26 November 1997 (%)**

Type of support requested	Indigenous Australian	Non-English-speaking background	Other	Total
Crisis/short-term accommodation	40.9	42.3	55.6	54.1
Medium/long-term accommodation	50.0	40.4	35.0	35.9
Support only	4.5	15.4	6.0	6.7
Other	4.5	1.9	3.4	3.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>20</b>	<b>50</b>	<b>590</b>	<b>660</b>

*Notes*

1. Number excluded due to errors: 3
2. Number excluded due to omissions: 76
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

**Table 5.42: Potential clients unable to be supported, main reason support not provided by State and Territory, Australia, 13–26 November 1997 (%)**

Main reason support not provided	Metropolitan				Rural						
	East	North	South	West	BSW	Gipp	Gramp	Hume	LM	SW	Vic
Insufficient staff	4.7	8.8	7.5	6.7	0.0	9.7	21.4	31.4	3.4	0.0	8.8
No accommodation available	81.2	79.4	88.9	85.3	76.7	71	66.7	48.6	75.9	0.0	81.1
Facilities for disability needs not available	1.2	0.0	0.0	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.3
Facilities for other special needs not available	3.5	1.0	1.0	1.3	10.0	9.7	2.4	2.9	0.0	33.3	2.3
Other	9.4	10.8	2.6	5.3	13.3	9.7	9.5	17.1	20.7	66.7	7.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>90</b>	<b>100</b>	<b>310</b>	<b>80</b>	<b>30</b>	<b>30</b>	<b>40</b>	<b>40</b>	<b>30</b>	<b>&lt;5</b>	<b>740</b>

*Notes*

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 0
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

**Table 5.43: Potential clients unable to be supported, main reason support not provided by type of support requested, Victoria, 13–26 November 1997 (%)**

Main reason support not provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Support only	Other	Total
Insufficient staff	3.2	6.6	67.4	17.4	8.9
No accommodation available	90.0	86.4	10.9	8.7	81.2
Facilities for disability needs not available	—	0.4	2.2	—	0.3
Facilities for other special needs not available	1.5	1.9	6.5	8.7	2.2
Other	5.4	4.7	13.0	65.2	7.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>410</b>	<b>260</b>	<b>50</b>	<b>20</b>	<b>730</b>

*Notes*

1. Number excluded due to errors: 3
2. Number excluded due to omissions: 2
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

# **Appendix 5: SAAP NDCA Data Collection Forms**

---

**A5.1 Client Form**

**A5.2 Client Form – High Volume Agencies**

**A5.3 Unmet Demand Form**

**A5.4 Casual Client Form**



# References

---

Australian Bureau of Statistics (ABS) 1996. Women's safety, Australia. Cat. no. 4128.0. Canberra. ABS.

Australian Bureau of Statistics (ABS) 1997. Estimated resident population by age and sex: States and Territories of Australia, June 1995 and preliminary June 1996. Cat. no. 3201.0. Canberra. ABS.

Australian Bureau of Statistics (ABS) 1998. 1996 Census of population and housing. Cat. no. 2015.0–2015.8. Canberra: ABS.

Australian Institute of Health and Welfare (AIHW) 2000. SAAP National Data Collection annual report 1998–99 Australia. AIHW Cat. No. HOU 38 Canberra: AIHW (SAAP NDCA report. Series 4).

Department of Primary Industries and Energy and Department of Human Services and Health. Rural, remote and metropolitan areas classification 1991 census edition (November 1994). Canberra: AGPS.

Karmel R 1999. SAAP National Data Collection: adjustment methods for incomplete coverage. Canberra: AIHW.

Lindsay M 1993. Moving forward: national evaluation of the Supported Accommodation Assistance Program. Canberra: AGPS.

*Supported Accommodation Assistance Act 1994*. Canberra: Commonwealth Government Printer.

Supported Accommodation Assistance Program 1996. SAAP data and research resource folder. Canberra: AGPS