

SAAP National Data Collection

**Annual report
1999–2000**

Western Australia

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SAAP NDCA REPORT SERIES 5

SAAP National Data Collection

**Annual report
1999–2000**

Western Australia

Australian Institute of Health and Welfare
Canberra

AIHW cat. no. HOU 54

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ISSN 1445-503X

ISBN 1 74024 117 7

Suggested citation

Australian Institute of Health and Welfare 2001. SAAP National Data Collection annual report 1999–2000 Western Australia. AIHW cat. no. HOU 54 Canberra: AIHW (SAAP NDCA report. Series 5).

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Published by the Australian Institute of Health and Welfare

Printed by Panther Publishing and Printing

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Preface

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

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

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

The fact that 93% of agencies in Western Australia have provided data in 1999–2000 is testimony to their collective commitment to, and confidence in, the collection. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has increased from 78% in 1998–99 to 80% in 1999–2000.

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

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

Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

Acknowledgments

This report was written and prepared by staff of the SAAP National Data Collection Agency at the Australian Institute of Health and Welfare: Rosemary Karmel, Louise Catanzariti, Joan Reid and Kathryn Webbie. Justin Griffin and Ching Choi provided helpful comments on the draft report. In addition, the important contributions by Gloria Jackson, Anne Giovanetti, Melinda Hecker and Meg Carroll, who prepared the national report in this series, are acknowledged.

Table programming and production were carried out by Colin Farlow, Qasim Shah and Cathy Hotstone. Data entry services were provided to the project team by Toni Stepniak, Fiona Holland, Michelle Parsons and Julie Inder, who are thanked for their work. Without the efforts of Paul Halliday, Kay Grzadka, Stirling Lewis, Neil Angel and Natalie Sugden, who ensured that the data were processed, this report would not have been possible.

Staff of the National Data Collection Agency also acknowledge the support of the SAAP Data Sub-committee (formerly the SAAP Data and Research Advisory Committee), and of Amanda Nobbs and Ainsley Morrissey who helped to prepare the report for publication. Green Words and Images undertook final editing with considerable care.

Finally, the authors acknowledge the vital role played by data providers. This report draws together a large amount of statistical material and could not have been produced without the efforts and cooperation of SAAP service providers and clients, who provided service and client information, and of Western Australia's Department of Family and Children's Services, which provided administrative data as well as valuable comments on the report.

Abbreviations and symbols

Abbreviations

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

Symbols

..	When used in a table, means not applicable
—	When used in a table, means nil or rounded to zero (including null cells)

Glossary

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

affords; or

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

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

Occasion of support

See *support period*.

Ongoing support relationship

A relationship between a SAAP *agency* and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the *agency* for the purpose of providing additional assistance.

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

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

Record

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

Recurrent allocations

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

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

Referral

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

Support	Assistance, other than <i>supported accommodation</i> , provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the <i>client</i> . For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a <i>client</i> for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.
Support period	<p>An occasion of <i>support</i> provided to a SAAP <i>client</i>. A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> • the <i>client</i> ends the relationship with the <i>agency</i>; or • the <i>agency</i> ends the relationship with the <i>client</i>. <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>
Supported accommodation	Accommodation paid for, or provided directly by, a SAAP <i>agency</i> . The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds—at a motel, for example.
Young client (or young person)	A <i>client</i> aged under 25 years at the commencement of <i>support</i> .

Summary

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

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

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

Funding

Funding for the 118 SAAP agencies operating in Western Australia in 1999–2000 was provided jointly by the Commonwealth and Western Australian governments, through the Department of Family and Community Services and the Department of Family and Children's Services, respectively. For 1999–2000, the total recurrent allocation under SAAP in Western Australia was \$23.7m (Table 2.1). Recurrent funding to agencies in 1999–2000 was \$23.4m; in real terms this was 30% greater than that provided in 1996–97 (Table 8.1). Most of this increase occurred between 1997–98 and 1998–99 (19% real increase), followed by a smaller (7%) increase in 1999–2000, and was due largely to additional funding provided to assist services in meeting the costs of the Crisis Assistance, Supported Housing Award. Implementation of this award began on 1 January 1998.

Level of support

It is estimated that, during 1999–2000, SAAP agencies supported 8,500 clients, to whom they provided 13,050 occasions of support (Table 3.1). The average number of support periods per client was 1.7, which includes support periods provided to them interstate. Overall, 63% of clients had only one support period (Table 4.4). Of the 13,050 support periods provided, the majority (65%) were provided to clients attending SAAP agencies on their own (Table 3.6). Across the State, on a daily basis there were between 1,350 and 1,600 support periods (Table 3.2).

There were more female clients (63%) than male clients (37%), and their average ages were 31 and 32 years, respectively (Table 3.3). Most SAAP clients were born in Australia—80% (Table 3.4). Thirty-one per cent of clients were from an Indigenous Australian background and 12% were from a non-English-speaking background. (Table 3.5). On average, the

number of support periods per client was slightly lower for clients from non-English-speaking backgrounds (1.4) compared with clients from other backgrounds (around 1.8).

Repeat use of SAAP services was less likely among female clients than male clients: males averaged 1.9 support periods each while females averaged 1.7 (Table 4.4). There were also some differences within age groups. Overall, for every 10,000 people aged 10 years or over there were 53 SAAP clients. The highest prevalence of SAAP usage was among people aged 18 and 19, for whom there were 116 SAAP clients for every 10,000 in the general population. The next highest rate of use was for 20 to 24 year-olds, for whom there were 99 SAAP clients for every 10,000 people.

Support provided

Of the 13,050 support periods reported in 1999–2000, 11,500 finished before 30 June with a further 1,550 ongoing at this time (Tables 3.1 and 6.1). Nearly one-third of these closed support periods lasted for 1 day or less (30%), with around three quarters (76%) lasting 2 weeks or less, while a further 12% lasted between 1 and 3 months. In general, support periods for couples presenting with children tended to last longer than those of other clients (Table 4.1).

In 1999–2000, 8,150 closed support periods involved accommodation of 1 day or more (Table 4.2). The length of stay in SAAP-provided accommodation was most often for 1 day (24%), with more than half of support periods in which accommodation was provided involving stays of less than 5 days (Table 4.2). Very few clients were accommodated for more than a year (in 1% of support periods with accommodation). As with length of support, length of accommodation also tended to last longer for couples with children than for other client groups. Twenty-seven per cent of accommodation in crisis or short-term accommodation was for 1 day or less, while 71% of medium- to long-term accommodation lasted 4 weeks or more (Table 4.3).

The three broad types of support services most often provided to clients were housing or accommodation services (in 82% of support periods), general support or advocacy services (59%) and 'other' support (73%). SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation services provided, being provided in 78% of support periods (Table 4.5). The services commonly provided to clients varied markedly with the composition of the group being assisted due to their varying needs.

An average of 2.2 children accompanied clients to a SAAP agency in 3,550 support periods (Table 4.6). If accompanying children were to be considered clients in their own right, this would equate to 7,800 support periods (termed here 'accompanying child visits'). Ninety-one per cent of these visits occurred when females presented with children at a SAAP agency.

Reasons for seeking support

Overall, the main reasons clients most commonly gave for seeking assistance were domestic violence (in 28% of support periods), drug, alcohol or substance abuse (13%), and relationship or family breakdown (9%) (Figure 5.1). Reasons varied considerably with the composition of the assisted group. Females, with or without children most commonly cited reasons relating to domestic violence, while unaccompanied males under 25 most often cited reasons relating to family or relationship breakdown (Table 5.1). Older, unaccompanied men most often cited substance abuse followed by financial difficulty as their main reasons for

seeking assistance. Couples with and without children most often cited financial problems or eviction as their main reason for seeking assistance.

Meeting the needs of clients

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. In 1999–2000, 91% of services requested by clients were provided directly by the SAAP agency and an additional 3% of requests were referred to appropriate service providers, so that overall 94% (or 63,900) of the 67,450 expressed needs were addressed at least to some extent (Table 6.1). Provision of requested services was very high for ‘other’ services such as meals and shower facilities (provided in over 98% of cases) and for advocacy and general support services (provided in 95% of cases). Furthermore, SAAP or CAP accommodation was provided in 96% of the support periods in which it was requested and a further 1% of requests for these services were referred on (Table 6.1). Agencies were least successful in meeting requests for specialist services: 10% of such needs were neither provided for nor referred on to other organisations.

While overall 94% of expressed needs were met at least to some extent, there were 3,600 requests for services that were neither provided nor referred on (Table 6.1). Housing and accommodation services accounted for the highest proportion of these unmet needs (29% of unmet requests). Across client groups, females with children had relatively more unmet needs compared with other groups (Table 6.2).

Circumstances of clients before and after support

Across all closed support periods, clients’ source of income did not vary much from before to after a support period. The proportion of support periods where clients had no income and were not awaiting a government payment dropped from 7% before support to 5% after support (Table 7.1). However, among clients who specifically requested assistance to obtain a pension or benefit, the proportion of support periods in which clients had no income and were not awaiting a government payment fell from 18% before support to 6% after support.

Across all closed support periods, the most common forms of client accommodation both immediately before and after a support period were public or community housing followed by private rental (Table 7.2). When comparing accommodation types before and after support, institutional accommodation showed the greatest increase, from 5% of support periods before support to 10% after support. Living in a car, tent, park, street or squat showed the greatest decrease, from 9% before to 5% after.

In the support periods in which clients specifically requested assistance to obtain independent housing, the shifts in clients’ types of accommodation before and after SAAP support were more noticeable. The greatest increases were seen in the use of both private and public rental accommodation, with such accommodation being used in a total of 29% of support periods before support but in 47% after support. Decreases occurred in a number of areas including SAAP or emergency accommodation (down from 16% before to 11% after), living rent-free in a house or flat (11% to 8%), boarding in a private home (23% to 20%), and living in a car, tent, park, street, or squat (4% to 1%).

Before receiving SAAP support, clients were most commonly living with their spouse or partner, either with or without children (in 32% of support periods); clients were also often living alone (17%) or living short-term with relatives or friends (16%) (Table 7.3). These three living situations were still commonly used after support, although the proportion living with their spouse or partner had changed significantly (down to 20% after support). In

addition, the proportion of clients living alone with children had increased from 8% of support periods before support to 16% after support.

Overall there was little difference in the profile of client employment status before and after support periods. Clients were in full-time, part-time or casual employment in 10% of support periods before support and 11% after support (Table 7.4). However, among support periods for clients who specifically requested employment assistance the proportion who were in some form of employment rose from 7% of support periods before support to 20% after support. There was little variation in clients' student status before and after support, when looking at either all closed support periods or the subgroup of closed support periods for clients under 25 years of age (Table 7.5).

Longitudinal analysis

Between 1996–97 and 1999–2000 the number of support periods ranged between a low of 12,050 in 1996–97 and a high of 13,050 in 1999–2000 (Table 8.2). Similarly, the number of clients was at its lowest at 7,650 in 1996–97 and its highest at 8,500 in 1999–2000. Between 1996–97 and 1999–2000, there were between 50 and 53 SAAP clients for every 10,000 people aged 10 years and over.

There is evidence that there have been changes in the way support is being delivered in Western Australia. In particular, there has been an increase in the number of support periods in which support plans have been used, from 43% of completed support periods in 1996–97 to 58% in 1999–2000 (Table 8.4). The length of support periods has been relatively stable in Western Australia over the past 4 years. This is demonstrated by the median length of support which was 4 days in all years except 1998–99 when it was 3 days (Table 8.5).

1 Introduction

1.1 The Supported Accommodation Assistance Program

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

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

In 1999–2000 1,207 non-government, community or local government organisations were funded nationally under the program, with 118 of these being located in Western Australia (AIHW 2000b:6). Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

1.2 The SAAP National Data Collection

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

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

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

1.3 Structure and content of this report

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

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

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

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

2 Funding

In 1999–2000, funding for the SAAP agencies operating across Western Australia was provided jointly by the Commonwealth and Western Australian governments, through the Department of Family and Community Services and Department of Family and Children's Services, respectively. This section of the report analyses information about the resources allocated to the 118 SAAP agencies funded during 1999–2000. Not all of these agencies operated throughout the year: at 30 June 2000, 116 were operating.

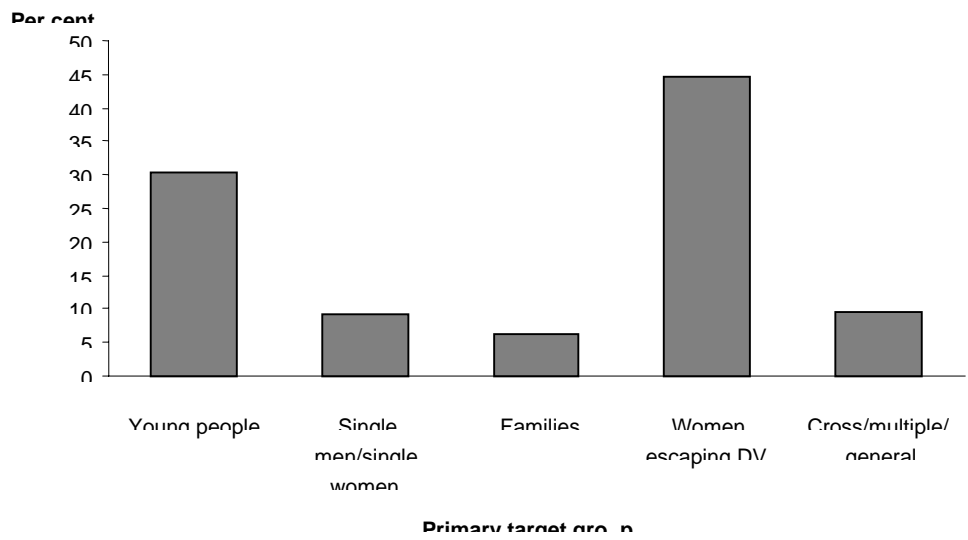
The total recurrent allocation of funds for Western Australia in the 1999–2000 financial year was \$23.7m (Table 2.1). This was 10% of the total funds available across Australia (see the national report AIHW 2000b:5). Of this amount, \$23.4m (99%) represented recurrent allocations to SAAP agencies. The remaining \$315,000 was allocated for purposes such as administration, training, research and evaluation.

Table 2.1 shows the recurrent allocations to SAAP agencies and the mean (average) funding per agency by zone, service delivery model and primary target group. The SAAP recurrent allocation to an agency provides funds for salaries and operating costs to enable agencies to provide support to clients. The size of an agency and type of services it provides affect the level of funding it is allocated. Therefore caution is recommended when comparing average funding per agency or using these figures to measure efficiency, as different agencies provide diverse services.

There is a significant range in the distribution of recurrent allocations across the ten zones in Western Australia. At \$5.4m (23%) the North-West Metropolitan zone received the highest recurrent allocation, while the Goldfields zone received the lowest amount of recurrent funding—\$0.9m (4%). Agencies serving clients from across the State (termed 'statewide' agencies) received the highest average funding per agency at \$231,200, while agencies in the Murchison zone received the lowest average funding per agency at \$155,500.

Agencies providing crisis or short-term accommodation received both the highest recurrent allocation (\$16.2m) and the highest average funding (\$253,600 per agency) when compared with agencies of other service delivery models. This is almost four times more than the recurrent allocation provided to medium-term or long-term accommodation agencies (\$4.1m), the second most commonly funded service delivery model. Agencies of this latter type were allocated an average of \$150,800—the second highest average per agency.

Agencies targeting women escaping domestic violence received a recurrent allocation of \$10.5m, accounting for the highest proportion (45%) of SAAP recurrent funds allocated to agencies (Figure 2.1). They also received the highest average funding per agency (\$268,400) when compared with agencies with other target groups. Agencies targeting young people were the second most commonly funded agencies receiving 30% of the available recurrent allocation, or \$7.1m. Agencies without a specific target group (termed cross-target, multiple or general agencies) had the lowest level of funding per agency—\$101,400.



Source: Table 2.1

Figure 2.1: Recurrent allocations by primary target group, Western Australia, 1999–2000 (per cent)

2.1 Tables

Table 2.1: SAAP total recurrent funds, recurrent allocations to agencies and mean funding per agency, by zone, service delivery model and primary target group, Western Australia, 1999–2000

	Agencies	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
Zone				
Goldfields	5	914,000	3.9	182,800
Kimberley	11	2,009,000	8.6	182,700
Metropolitan, North-East	9	1,888,000	8.1	209,800
Metropolitan, North-West	24	5,405,000	23.1	225,200
Metropolitan, South-East	12	2,362,000	10.1	196,800
Metropolitan, South-West	14	2,796,000	11.9	199,700
Murchison	7	1,088,000	4.6	155,500
Pilbara	7	1,348,000	5.8	192,600
Southern	18	3,060,000	13.1	170,000
Statewide	11	2,544,000	10.9	231,200
Total	118	23,414,000	100.0	198,400
Service delivery model				
Crisis/short-term accommodation	64	16,232,000	69.3	253,600
Medium/long-term accommodation	27	4,071,000	17.4	150,800
Day support	5	751,000	3.2	150,100
Outreach support	10	1,321,000	5.6	132,100
Telephone information/referral/multiple	3	339,000	1.4	112,900
Other	9	701,000	3.0	77,900
Total	118	23,414,000	100.0	198,400
Primary target group				
Young people	37	7,114,000	30.4	192,300
Single men only or single women only	9	2,126,000	9.1	236,200
Families	11	1,475,000	6.3	134,100
Women escaping domestic violence	39	10,469,000	44.7	268,400
Cross-target/multiple/general	22	2,231,000	9.5	101,400
Total	118	23,414,000	100.0	198,400
Recurrent allocations to agencies	118	23,414,000	98.7	198,400
Other	..	315,000	1.3	..
Total recurrent funds	..	23,729,000	100.0	..

Notes

1. Recurrent allocation to agencies excludes funds allocated for such items as administration, training, research and evaluation.
2. Total recurrent funds include \$244,000 provided through the Partnerships Against Domestic Violence Program. Of this \$100,000 was allocated to agencies.

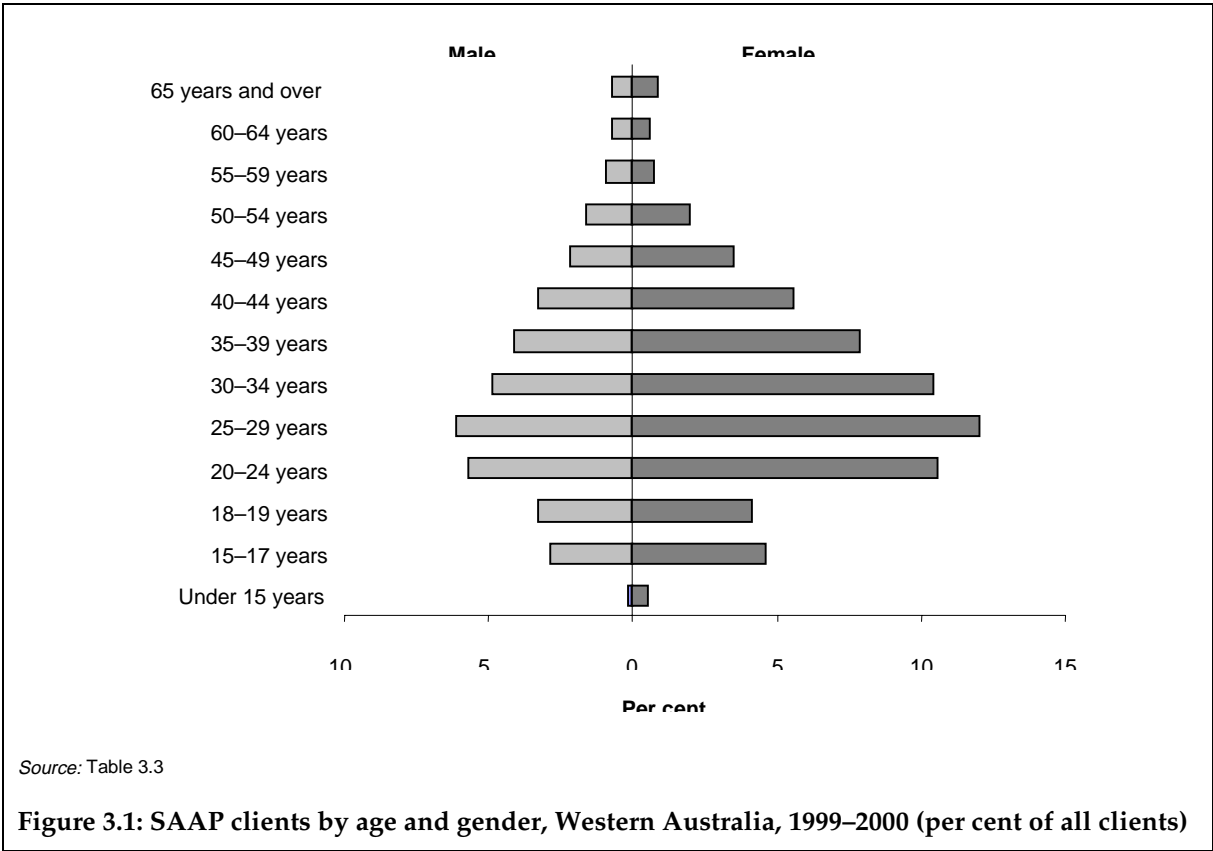
Sources: SAAP Administrative Data Collection; FaCS unpublished data

3 Level of support

During 1999–2000, SAAP agencies in Western Australia provided an estimated 8,500 clients with 13,050 support periods (Table 3.1). The number of support periods is higher than the number of clients because an individual client can receive support or supported accommodation on more than one occasion. The average number of support periods per client who received support in Western Australia was 1.7, which includes support periods provided to them interstate. Overall, 63% of clients had only one support period (Table 4.4).

If the total number of clients recorded through the SAAP National Data Collection is compared with Australian Bureau of Statistics population estimates, the prevalence of SAAP usage can be calculated. Overall, in 1999–2000 for every 10,000 people in the population aged 10 years and over there were 53 SAAP clients (Table 3.1).

The daily level of service provided by SAAP agencies varied in 1999–2000. When looking at Western Australia’s total number of support periods on the 15th day of each month, the highest number of support periods provided was 1,600—recorded on both 15 March and 15 April 2000. The lowest number of support periods provided was 1,350 and was recorded on 15 August 1999 (Table 3.2). In most months, agencies operating statewide had the highest daily level of support periods (between 420 and 560 a day), while remote area agencies had much smaller daily numbers. For example, agencies in Kimberley had 20 or fewer support periods on the days examined.



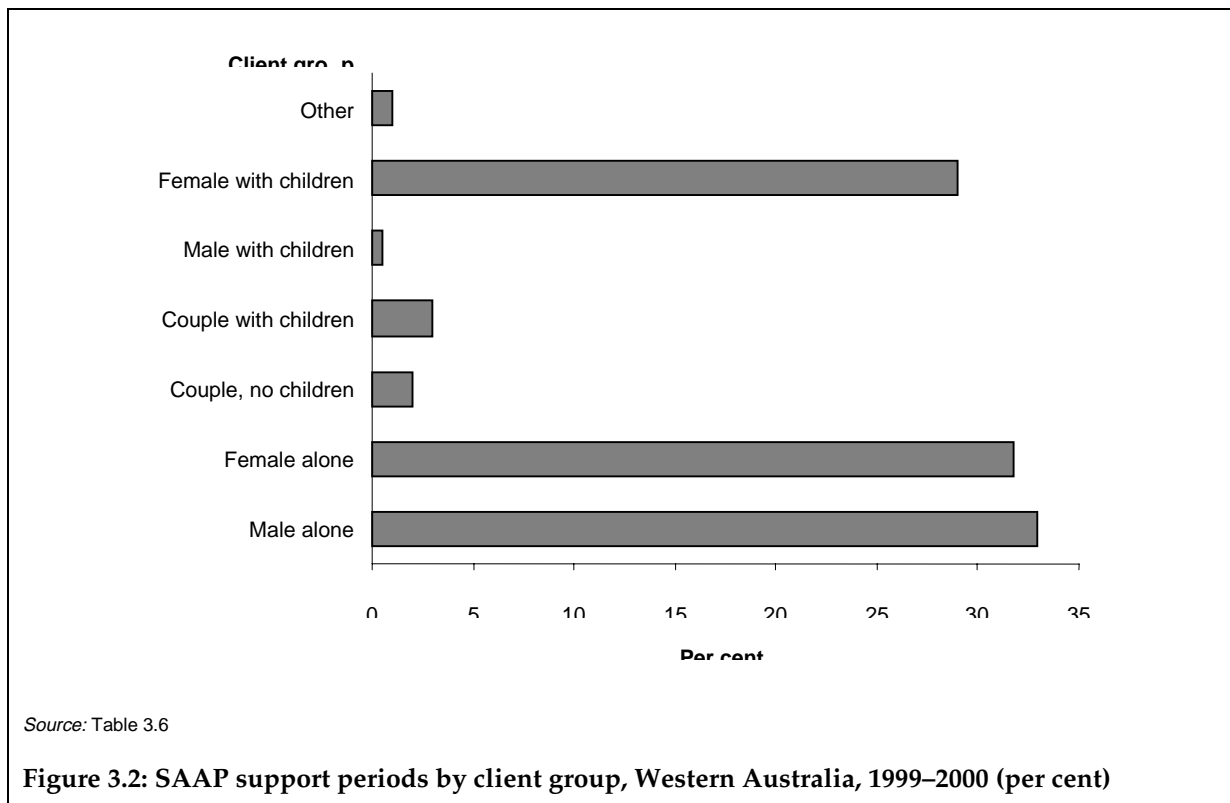
SAAP agencies provided services to 5,350 females and 3,050 males, with average ages of 31 and 32 years, respectively (Table 3.3). Figure 3.1 shows the age and gender distribution of

SAAP clients during 1999–2000. The largest age group of clients was 25–29 years (18%), followed by clients aged 15–19 years (15%), 20–24 years (16%), and 30–34 years (15%). Notably, only 5% of clients were over the age of 54. The greatest difference between the numbers of males and females attending SAAP agencies was seen in the age groups between 20 and 45 years where the percentages of female clients were approximately double those of males. The two age groups between 55 and 64 years were the only ones where there were more male than female clients, and the differences were minimal. Overall, male clients averaged slightly more support periods than female clients—1.9 as opposed to 1.7 support periods per client (Table 3.5).

Eighty per cent of SAAP clients were born in Australia (Table 3.4). The next most common regions of birth were South-East, North-East and Southern Asia (5%) and the United Kingdom, Ireland and associated islands (4%). With the exception of these two regions, there was little variation between males and females by region of birth. However, the two aforementioned regions had quite marked differences. Females born in South-East, North-East and Southern Asia accounted for 7% of all female clients, whereas males born there contributed only 3% of all male clients. Conversely, males born in the United Kingdom, Ireland and associated islands comprised 7% of all male clients, while females in this category accounted for only 3% of all female clients. There was also a noticeable difference between the SAAP client population and the general Western Australian population when looking at birthplace. In general, people born in Australia were more likely to become clients than those born elsewhere: 80% of SAAP clients were born in Australia compared with 71% of the general Western Australian population. On the other hand, only 4% of SAAP clients were born in the United Kingdom, Ireland and associated islands while 13% of the general Western Australian population were born in this region.

Some variation was reported between males and females in terms of ethnicity. For example, 42% of the 5,150 female clients were from an Indigenous Australian background compared with 13% of the 3,000 male clients; and 14% of female clients were from a non-English-speaking background compared with 9% of male clients (Table 3.5). Overall, a disproportionately high number of SAAP clients came from an Indigenous Australian background: 31% of all clients identified as Indigenous Australians compared with 3% of the general Western Australian population. Clients from a non-English-speaking background had the lowest number of support periods per client at 1.4 compared with 1.8 for clients from other backgrounds.

As Figure 3.2 shows, the majority of the support periods provided during 1999–2000 were for males and females attending SAAP agencies alone (33% and 32%, respectively), followed by females with children (29%) (Table 3.6). Overall, 33% of support periods were provided to people with children.



Western Australia is separated into ten zones for the purpose of administering the Supported Accommodation Assistance Program. From Table 3.6 it is clear that the North-West Metropolitan zone provided the highest proportion of support periods, at 36%, followed by the Southern (12%) and South-West Metropolitan zones (11%). This is not surprising given that, out of the ten zones, these three had the highest number of agencies (see Table 2.1). The Murchison zone provided the lowest proportion of support periods at 4%. The relatively small number (950) of support periods that were provided over the year by statewide agencies when compared with their high number of daily support periods (around 500 a day) indicates that, on average, these agencies provided support to clients for relatively long periods.

Client group profiles also varied between zones. For example, when compared with other zones, agencies in the North-West Metropolitan zone more commonly supported males presenting alone than other agencies, with 58% of their support periods being for this client group. Also, support periods for females with children occurred much less frequently in the South-West Metropolitan and North-West Metropolitan zones (16% and 15%) compared with the other zones in which agencies generally provided between 38% and 54% of their support periods to this group.

When agencies are categorised on the basis of their primary target group, it can be seen that agencies targeting women escaping domestic violence provided the greatest proportion (41%) of all support periods during 1999–2000 (Table 3.7). Cross-target, multiple or general agencies provided the next highest proportion at 19%, followed by agencies targeting young people (17%). As expected, agencies with specific target groups tended to provide services predominantly to that client group. Thus agencies targeting women escaping domestic violence provided 98% of their support periods to females attending agencies either alone or with children. Also, agencies targeting single men provided 82% of their support periods to males aged 25 or over presenting alone and a further 16% to younger unaccompanied men. Agencies targeting single women accounted for only 4% of the State's support periods. It was predominantly older women who received support from these agencies: females

25 years and over presenting alone accounted for 93% of their support periods with unaccompanied females under 25 years receiving the remainder.

3.1 Tables

Table 3.1: SAAP support periods and clients, Western Australia, 1999–2000 (number)

Support periods	13,050
Clients	8,500
Mean number of support periods per client	1.73
Clients per 10,000 population 10+	53

Notes

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

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

Table 3.2: Number of SAAP support periods on the 15th of the month, by month and zone, Western Australia, 1999–2000

Date	Goldfields	Kimberley	Metro, NE	Metro, NW	Metro, SE	Metro, SW	Total
July 15, 1999	10	20	80	410	210	90	1,400
August 15, 1999	10	10	80	420	130	100	1,350
September 15, 1999	20	20	80	440	130	100	1,400
October 15, 1999	20	10	100	470	130	100	1,500
November 15, 1999	20	20	110	450	150	90	1,500
December 15, 1999	20	10	100	430	140	100	1,500
January 15, 2000	20	10	80	440	120	110	1,500
February 15, 2000	20	—	80	450	120	110	1,550
March 15, 2000	30	10	70	480	100	110	1,600
April 15, 2000	20	10	80	490	90	120	1,600
May 15, 2000	30	10	70	460	90	130	1,550
June 15, 2000	20	10	60	460	90	120	1,550

Date	Murchison	Pilbara	Southern	Statewide	Total
July 15, 1999	20	20	120	430	1,400
August 15, 1999	10	30	130	420	1,350
September 15, 1999	10	40	130	420	1,400
October 15, 1999	20	70	130	450	1,500
November 15, 1999	20	70	140	440	1,500
December 15, 1999	20	70	110	490	1,500
January 15, 2000	20	70	100	540	1,500
February 15, 2000	10	80	120	550	1,550
March 15, 2000	30	90	110	550	1,600
April 15, 2000	20	80	130	550	1,600
May 15, 2000	10	90	140	540	1,550
June 15, 2000	20	90	130	560	1,550

Notes

1. Number excluded due to errors (unweighted): 25.
2. Number excluded due to omissions (unweighted): 0.
3. Figures are unweighted and have not been adjusted for agency non-participation.

Source: SAAP Client Collection

Table 3.3: SAAP clients: age of client by gender, Western Australia, 1999–2000

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	
Under 15 years	0.2	0.5	0.4	0.7	0.6	50
15–17 years	2.9	4.6	7.8	7.3	7.5	650
18–19 years	3.3	4.1	8.9	6.5	7.4	600
20–24 years	5.7	10.6	15.6	16.8	16.3	1,350
25–29 years	6.1	12.0	16.7	18.9	18.1	1,500
30–34 years	4.9	10.4	13.5	16.4	15.4	1,300
35–39 years	4.1	7.9	11.2	12.5	12.0	1,000
40–44 years	3.3	5.6	9.1	8.8	8.9	750
45–49 years	2.2	3.5	6.0	5.6	5.7	500
50–54 years	1.6	2.0	4.3	3.1	3.5	300
55–59 years	0.9	0.7	2.5	1.1	1.6	150
60–64 years	0.7	0.6	2.0	1.0	1.3	100
65 years and over	0.7	0.9	1.9	1.4	1.6	150
<i>Total</i>	<i>36.6</i>	<i>63.4</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	3,050	5,350	3,050	5,350	..	8,400
Mean age (years)	32.3	31.2	31.6

Notes

1. Number excluded due to errors (weighted): 2.
2. Number excluded due to omissions (weighted): 108.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 3.4: SAAP clients: birthplace by gender, Western Australia, 1999–2000

Birthplace	Male	Female	Total		Western Australian population 1996	
	%	%	%	Number	%	Number
Australia	79.9	79.7	79.8	6,600	70.7	1,247,300
Oceania (excluding Australia)	3.4	3.1	3.2	250	2.5	44,600
UK, Ireland and associated islands	6.6	3.1	4.4	350	13.2	233,750
Other Europe and the former Soviet Union	3.5	3.2	3.3	250	5.6	99,000
South-East, North-East and Southern Asia	2.6	7.0	5.4	450	5.3	94,350
Other (including the Middle East, Africa, the Americas and Caribbean)	4.0	3.9	3.9	350	2.6	46,250
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	36.7	63.3	100.0
Total (number)	3,050	5,200	..	8,250	..	1,765,250

Notes

1. Number excluded due to errors (weighted): 2.
2. Number excluded due to omissions (weighted): 261.
3. 'Western Australian population 1996' refers to the estimated resident population at 30 June 1996.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999

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

Ethnicity	Male	Female	Total		Western Australian population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	13.4	41.5	31.1	2,550	3.2	56,200
Non-English-speaking background	9.0	13.5	11.8	950	12.5	220,600
Other	77.6	45.0	57.0	4,650	84.3	1,488,450
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	36.9	63.1	100.0	..	100.0	..
Total (number)	3,000	5,150	..	8,150	..	1,765,250
Support periods per client						
Indigenous Australian	1.67	1.78	1.76	4,250
Non-English-speaking background	1.58	1.36	1.42	1,300
Other	1.93	1.63	1.78	7,050
<i>Total</i>	<i>1.86</i>	<i>1.65</i>	<i>1.73</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	36.3	63.7	100.0
Total support periods (number)	4,550	8,050	..	12,600

Notes

1. Number excluded due to errors (weighted): 2 (clients).
2. Number excluded due to omissions (weighted): 344 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Western Australian population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in Western Australia. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within Western Australia.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999; ABS 1998

Table 3.6: SAAP support periods: zone by client group, Western Australia, 1999–2000 (per cent)

Zone	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	Total	
									%	Number
Goldfields	20.1	38.7	1.2	1.2	1.0	37.8	0.2	100.0	5.3	600
Kimberley	—	42.4	1.4	1.2	—	53.6	1.3	100.0	6.7	750
Metropolitan, NE	14.2	27.2	2.8	10.2	1.3	43.4	1.0	100.0	5.4	600
Metropolitan, NW	58.3	22.9	1.7	1.2	0.0	14.7	1.1	100.0	35.7	4,050
Metropolitan, SE	17.1	25.1	2.4	3.8	0.5	49.7	1.4	100.0	6.5	750
Metropolitan, SW	30.5	48.7	2.5	1.3	0.2	16.4	0.3	100.0	11.0	1,250
Murchison	11.7	40.5	0.6	1.7	—	45.2	0.2	100.0	4.0	450
Pilbara	17.1	37.9	1.2	0.9	0.2	41.3	1.4	100.0	5.0	550
Southern	18.5	33.7	0.7	3.1	0.4	42.8	0.7	100.0	12.0	1,350
Statewide	26.8	30.8	5.5	11.6	3.0	20.6	1.7	100.0	8.4	950
Total (%)	32.9	31.7	2.0	3.0	0.5	29.0	1.0	100.0	100.0	..
Total (number)	3,750	3,600	250	350	50	3,300	100	11,400

Notes

1. Number excluded due to errors (unweighted): 66.
2. Number excluded due to omissions (unweighted): 699.
3. Figures are unweighted and have not been adjusted for agency non-participation.

Sources: SAAP Client and Administrative Data Collections

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

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	39.4	15.5	—	3.2	0.2	13.4	11.5	1,450
Male alone, 25+	4.0	81.9	—	7.3	0.7	52.3	21.6	2,750
Female alone, under 25	38.7	—	7.3	1.9	9.2	4.4	11.6	1,500
Female alone, 25+	6.1	0.6	92.7	5.0	30.7	15.7	20.5	2,600
Couple, no children	2.6	1.9	—	7.0	0.5	3.8	2.1	250
Couple with children	1.8	—	—	30.6	0.4	3.0	3.1	400
Male with children	0.6	—	—	4.6	0.2	0.4	0.5	50
Female with children	5.9	—	—	39.5	57.6	5.1	28.4	3,600
Other	1.0	—	—	0.8	0.6	1.9	0.8	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	17.0	12.5	3.6	6.5	41.4	19.0	100.0	..
Total (number)	2,150	1,600	450	850	5,250	2,400	..	12,700

Notes

1. Number excluded due to errors (weighted): 67.
2. Number excluded due to omissions (weighted): 317.
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections

4 Support provided

The diverse nature of client needs is reflected in the considerable range of services provided by SAAP agencies for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally provided on an ongoing basis to clients.

A total of 13,050 support periods were reported for 1999–2000 (Table 3.1). Of these, around 11,100 were closed support periods—that is, they finished before the end of June 2000 (Table 4.1). Nearly one-third of these closed support periods for all client groups lasted for 1 day or less (30%); a further 12% lasted 2 days; and another 20% lasted 3–7 days. Overall, 71% of closed support periods lasted 2 weeks or less.

There were clear differences in the duration of support between various client groups. Support periods for couples and males with children tended to last longer than those for other clients. Sixty-one per cent of the relatively small number of support periods for couples with children lasted more than 4 weeks, with 25% of their support periods lasting 26 weeks or more. Both figures were much higher than for any other client group. The two highest median lengths of support were for couples with children (45 days) and males with children (31 days), so that 50% of support periods for these groups were at least 45 days and 31 days, respectively. Support periods for males with children and couples with children lasted much longer than support periods for females with children (median length of support 5 days).

People presenting alone tended to have relatively short support periods. In addition, unaccompanied people aged 25 years and over had shorter support periods than younger clients, with at least half of clients in the older age category having support periods of 3 days or less compared with a figure of around 6 days for younger clients.

As well as collecting data on duration of support, information was also collected on length of accommodation. In 1999–2000, 8,150 closed support periods involved accommodation of 1 day or more (Table 4.2). Short stays were much more common than long stays, as demonstrated by the fact that accommodation lasted 2 weeks or less in about three-quarters (76%) of support periods in which accommodation was provided (Table 4.2). Overall, the length of accommodation most often provided was 1 day (24%), followed by 2 days (15%). In 1% of cases accommodation lasted longer than 1 year.

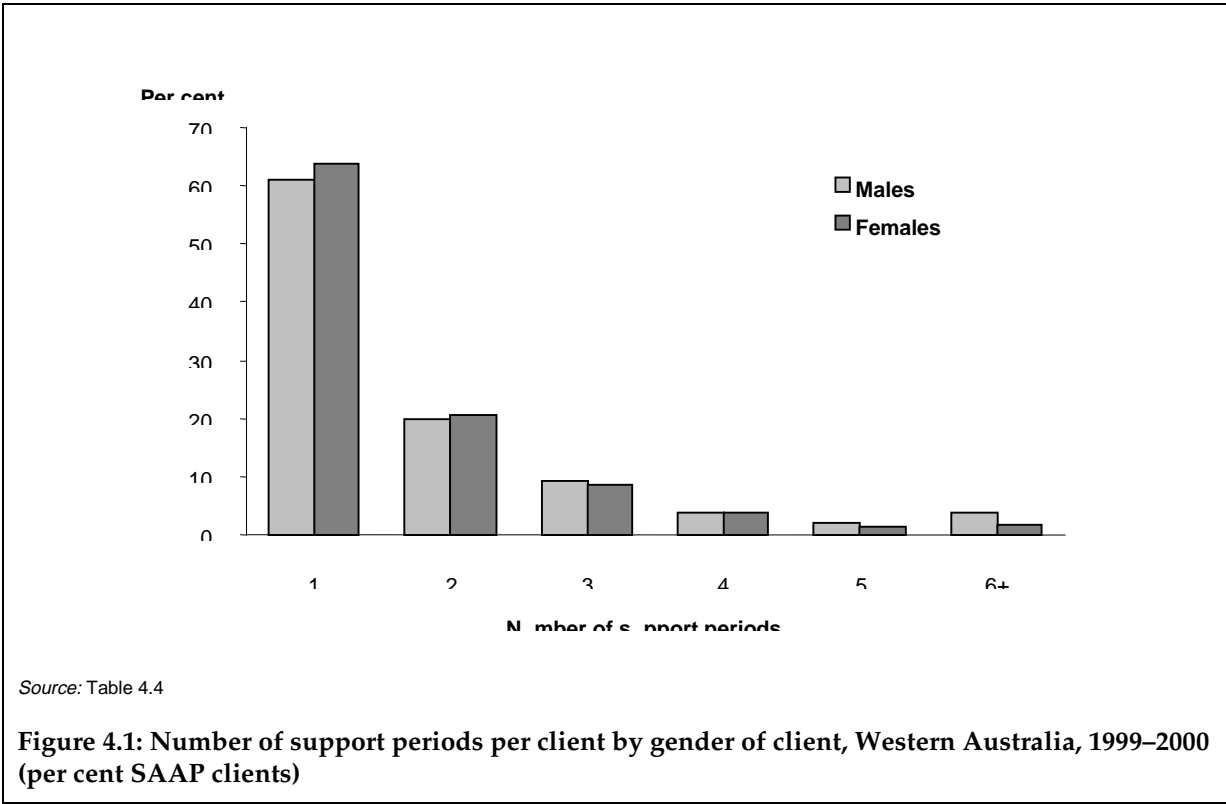
The trends for length of accommodation for the various client groups were similar to those discussed above for length of support. For example, couples with children tended to stay for the longest periods—their median length of accommodation was 46 days, which was by far the highest of all the client groups. The median length of accommodation for females with children was 4 days; this was below that for unaccompanied people under 25, but above that for older unaccompanied males and females.

There was little variation in the median duration of accommodation when like age groups for unaccompanied males and females are compared. Males and females under 25 years had a median length of stay of 7 and 6 days, respectively, while males and females 25 years and above had a median duration of accommodation of 2 and 3 days, respectively. These figures also show that unaccompanied males and females over the age of 25 years tended to have much shorter periods of accommodation than the younger groups. Couples presenting without children, a relatively small group, had the highest median length of accommodation among clients presenting without children (9 days).

Clients requiring accommodation may be housed in crisis or short-term housing, medium- to long-term housing, or other types of SAAP accommodation. In the vast majority of

support periods with accommodation, clients were housed at some stage in crisis or short-term accommodation (92%), while in a much smaller proportion of support periods clients were housed in medium- or long-term accommodation (7%) (Table 4.3). The highest proportion of accommodation in crisis or short-term accommodation was for 1 day (27%), followed by 2 days (16%). Thirty-six per cent of medium- to long-term accommodation lasted 2–13 weeks and 47% lasted over 13 weeks.

Overall, 63% of clients had one support period, 21% had two support periods, 14% had three to five support periods and 3% had six or more support periods (Table 4.4). As Figure 4.1 shows, in Western Australia there was little variation in the number of support periods provided to males and females. The main differences between males and females were in the proportions of clients who received one support period (61% of males and 64% of females) or six or more support periods (4% of males and 2% of females). Overall, the mean (average) number of support periods per client was 1.7, with males and females differing slightly (1.9 and 1.7 support periods per client, respectively).



The number of support periods provided per client also differed with age and gender. Male clients aged 25–44 years had the greatest repeat use of SAAP agencies, with an average of 2.0 support periods each, while repeat use for females peaked at 1.8 in the 20–24 years age bracket. When looking at males and females combined, the highest average number of support periods per client was 1.9, which occurred in the 20–24 year age bracket.

For every 10,000 people aged 10 years and over in Western Australia, on average 53 people had a support period in 1999–2000. However, the proportion accessing support varied considerably depending on age and gender. Overall, the highest rate of SAAP usage was in the 18–19 year age bracket for which there were 116 SAAP clients for every 10,000 people. The next highest rate of use was by 20–24 year olds, among whom there were 99 clients for every 10,000 residents, followed by 25–44 year olds where there were 80 clients for every 10,000. In all age groups, except for those aged 65 years or more, females were more likely than males to become SAAP clients.

There are six broad types of services provided to SAAP clients. The three most often provided in 1999–2000 were housing or accommodation services (in 82% of support periods), ‘other support’ (in 73%), and general support or advocacy (in 59%) (Table 4.5). The broad type of service least commonly provided was financial or employment (33%). Although the smallest category, it was nevertheless provided in just over one-third of support periods, thus indicating how important all six categories of service are.

The main form of housing or accommodation assistance provided was SAAP or CAP accommodation (in 78% of support periods), but clients were also helped to obtain other types of short-term accommodation or independent housing (in 11% and 13% of support periods, respectively). A number of services were provided in at least one-quarter of support periods, including financial assistance or material aid (in 26% of support periods), emotional or unspecified counselling (42%), advice or information (52%), advocacy or liaison on behalf of the client (25%), meals (59%), laundry or shower facilities (61%), and transport (34%). On the other hand, some types of assistance were rarely provided—that is, they were provided in fewer than 2% of support periods. Such services included incest or sexual abuse counselling, psychological services, psychiatric services, pregnancy support, family planning support, physical and intellectual disability services and brokerage services.

The pattern of service use differed between client groups (Table 4.5). Among the client groups, living skills or personal development assistance were provided proportionately more often to males and females under the age of 25 years—32% and 25%, respectively (compared with 13% of all support periods). Males presenting alone were relatively more likely than other groups to use SAAP or CAP accommodation, with 81% of males under 25 and 88% of males 25 years and over being provided with this accommodation. Furthermore, solo males over the age of 25 were proportionately more likely than other clients to be recipients of meals (73%) or to use laundry or shower facilities (74%). This group was also less likely than others to receive a variety of services. These included assistance to obtain independent housing (6%), domestic violence counselling (1%), family or relationship counselling and support (7%), and advocacy or liaison on their behalf (10%). Couples presenting without children were provided with assistance to obtain a government payment in 22% of support periods, which was higher than the 9% observed across all groups. Females with children were more often provided with emotional support (56%) and assistance with legal issues or court support (17%) than any other group.

The support services provided to children who accompanied clients to SAAP agencies are shown in Table 4.6. Children accompanied clients to SAAP agencies in 3,550 support periods, with an average of 2.2 children per support period. If each child were considered a client in their own right, this would equate to 7,800 support periods (termed here ‘accompanying child visits’). There was some variation between client groups for the average number of assisted children per support period. Couples presenting with children had the highest average (2.7 children) compared with males and females with children (both averaging 2.1 children). Ninety-one per cent of accompanying child visits occurred when females presented to a SAAP agency with children. This is proportional to the number of support periods in which female clients presented with children (92% of support periods with accompanying children). Overall, assistance with child care or kindergarten or school liaison was provided in 22% of support periods with children, with counselling being provided in 13%. ‘Other (unspecified) services’ were provided in 44% of support periods. Counselling was provided to couples with children in 7% of support periods, which was noticeably less than provision to males with children (16%) and females with children (13%).

4.1 Tables

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

Length of support	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	10.8	9.1	11.0	12.5	3.3	5.3	10.8	9.8	8.0	10.2	1,150
1 day	15.6	25.0	19.6	21.6	8.0	4.5	9.2	18.1	35.7	19.8	2,200
2 days	11.6	18.3	9.4	12.0	0.6	4.7	—	8.6	24.9	11.7	1,300
3 days	4.3	9.1	5.5	7.3	6.5	1.2	—	7.3	2.4	6.9	750
4 days	2.5	4.0	3.7	6.5	4.4	—	—	5.4	—	4.6	500
5 days	2.7	2.2	3.8	3.8	5.4	1.6	10.1	3.9	—	3.3	350
6 days	2.6	1.9	3.0	2.7	0.7	2.2	—	3.6	—	2.7	300
7 days	2.9	2.0	2.9	3.2	8.3	3.6	—	2.8	—	2.8	300
>1–2 weeks	10.2	6.2	9.2	9.3	11.4	8.9	10.7	11.4	6.6	9.3	1,050
>2–4 weeks	10.1	6.8	8.9	7.5	9.7	6.6	7.7	8.8	9.0	8.2	900
>4–13 weeks	14.6	9.4	12.4	8.8	25.5	27.8	37.3	12.3	4.6	11.9	1,300
>13–26 weeks	5.9	2.7	4.9	2.2	6.3	9.0	—	4.0	3.4	3.8	400
>26–52 weeks	3.9	1.5	3.5	1.9	5.5	15.3	3.2	2.5	2.1	2.8	300
>52 weeks	2.3	1.8	2.2	0.7	4.4	9.2	11.0	1.6	3.3	1.9	200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	11.0	21.4	11.0	21.3	1.8	2.6	0.4	29.8	0.9	100.0	..
Total (number)	1,200	2,350	1,200	2,350	200	300	50	3,300	100	..	11,100
Mean length (days)	43	37	41	22	64	122	87	33	33	..	39
Median length (days)	6	2	5	3	16	45	31	5	2	..	4

Notes

1. Number excluded due to errors (weighted): 60.
2. Number excluded due to omissions (weighted): 321.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Length of accommodation	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	18.7	29.5	22.8	27.8	7.1	9.1	17.5	22.0	45.0	24.4	2,000
2 days	14.0	21.6	11.1	15.9	0.9	5.2	—	12.7	39.0	15.3	1,250
3 days	5.7	10.7	6.9	9.2	8.7	—	—	9.4	4.2	8.7	700
4 days	2.9	4.5	4.0	9.0	5.4	0.8	5.5	7.1	—	5.8	450
5 days	3.3	2.5	4.8	4.6	9.1	1.1	12.2	4.4	2.4	3.9	300
6 days	3.0	2.1	3.3	3.6	1.1	2.0	—	4.4	—	3.2	250
7 days	3.2	2.3	3.8	3.8	12.3	4.8	—	3.6	—	3.4	300
>1–2 weeks	12.3	7.1	11.0	11.0	13.3	11.5	17.2	14.5	4.8	11.2	900
>2–4 weeks	12.3	7.4	9.9	8.7	8.6	10.7	11.6	9.0	0.0	9.0	750
>4–13 weeks	15.9	7.9	14.6	4.6	20.0	13.6	17.5	9.4	4.6	9.7	800
>13–26 weeks	5.0	2.2	4.6	0.8	6.7	9.9	—	1.6	—	2.6	200
>26–52 weeks	2.5	1.2	2.3	1.3	6.9	22.0	6.2	1.2	—	2.0	150
>52 weeks	1.2	1.0	1.0	—	—	9.2	12.3	0.7	—	0.9	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	12.1	24.3	11.3	20.6	1.6	1.8	0.3	27.4	0.7	100.0	..
Total (number)	1,000	2,000	900	1,700	150	150	<25	2,250	50	..	8,150
Mean length (days)	33	32	33	11	39	136	92	19	4	..	27
Median length (days)	7	2	6	3	9	46	11	4	2	..	4

Notes

1. Number excluded due to errors (weighted): 95.
2. Number excluded due to omissions (weighted): 541.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Length of accommodation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Other SAAP	Unknown	Total	
					%	Number
1 day	27.0	0.4	9.9	24.3	25.0	2,050
2 days	15.9	2.2	8.1	15.7	14.8	1,250
3 days	9.7	1.1	9.0	7.1	8.9	750
4 days	6.3	0.6	1.8	4.3	5.8	500
5 days	4.0	1.1	7.2	7.1	3.8	300
6 days	3.2	1.1	7.2	2.9	3.1	250
7 days	3.5	2.8	4.5	1.4	3.5	300
>1–2 weeks	11.3	8.1	25.2	14.3	11.4	950
>2–4 weeks	8.7	11.4	14.4	11.4	9.1	750
>4–13 weeks	8.7	24.1	9.0	7.1	9.6	800
>13–26 weeks	1.2	16.6	1.8	4.3	2.3	200
>26–52 weeks	0.4	21.4	0.9	—	1.8	150
>52 weeks	0.2	9.2	0.9	—	0.9	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	92.2	7.0	1.4	0.9
Total (number)	7,650	600	100	100	..	8,300
Mean length (days)	14	182	33	13	..	25
Median length (days)	3	87	8	4	..	4

Notes

1. Number excluded due to errors (weighted): 55.
2. Number excluded due to omissions (weighted): 388.
3. Clients were able to be accommodated on more than one occasion in each support period, so percentages across types of accommodation provided do not total 100.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

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

Total number of support periods	Under 18 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total		
	Male clients							%	Number
1	64.0	65.1	59.1	59.7	63.7	70.0	61.2	1,900	
2	22.7	22.4	20.5	19.3	18.9	20.2	20.0	600	
3	8.6	8.0	9.5	9.7	8.2	5.8	9.1	300	
4	3.7	2.6	4.6	3.7	4.6	2.0	3.8	100	
5	—	—	2.7	2.6	2.6	—	2.1	50	
6+	0.9	1.9	3.7	5.0	2.1	2.0	3.7	100	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
Total (%)	8.3	8.9	15.6	50.5	14.8	1.9	100.0	..	
Total (number)	250	250	500	1,550	450	50	..	3,050	
Mean number of support periods	1.62	1.62	1.92	1.96	1.78	1.48	..	1.86	
Per 10,000 population	22	100	67	53	22	7	..	38	
Total number of support periods	Female clients							%	Number
	1	60.9	61.0	58.8	64.0	72.3	74.4	63.7	3,400
2	24.9	21.5	21.5	20.5	16.9	22.2	20.7	1,100	
3	8.4	9.6	9.3	8.7	7.2	1.7	8.6	450	
4	2.7	4.8	5.8	3.4	2.8	1.6	3.8	200	
5	1.8	1.1	2.2	1.5	0.4	—	1.4	100	
6+	1.2	1.9	2.5	2.0	0.4	—	1.8	100	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
Total (%)	8.0	6.5	16.8	56.7	10.7	1.4	100.0	..	
Total (number)	450	350	900	3,000	550	50	..	5,350	
Mean number of support periods	1.65	1.69	1.82	1.67	1.44	1.31	..	1.66	
Per 10,000 population	39	132	132	105	29	7	..	67	
Total number of support periods	All clients							%	Number
	1	62.1	62.9	58.9	62.5	68.5	72.4	62.8	5,300
2	24.1	21.9	21.1	20.1	17.8	21.4	20.5	1,700	
3	8.5	8.9	9.3	9.0	7.6	3.5	8.8	750	
4	3.1	3.8	5.4	3.5	3.6	1.8	3.8	300	
5	1.1	0.6	2.4	1.9	1.4	—	1.7	150	
6+	1.1	1.9	2.9	3.0	1.2	0.9	2.5	200	
<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>	..	
Total (%)	8.1	7.4	16.3	54.4	12.2	1.6	100.0	..	
Total (number)	700	600	1,350	4,550	1,050	150	..	8,400	
Mean number of support periods	1.64	1.66	1.85	1.77	1.59	1.38	..	1.74	
Per 10,000 population	30	116	99	80	25	7	..	53	

Notes

1. Number excluded due to errors (weighted): 2.
2. Number excluded due to omissions (weighted): 108.
3. Numbers of clients include all clients that ever visited SAAP agencies in Western Australia. Some of the support periods for these clients may have been at agencies in another State or Territory.
4. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group at 30 June 1999. For the age group under 18 years, only those aged 10 to 17 are included in the calculations.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2000a

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

Support services provided	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	86.2	89.7	81.6	77.4	75.9	71.1	50.5	79.7	75.4	81.8
SAAP/CAP accommodation	81.4	88.0	75.8	75.2	63.0	58.1	44.9	75.0	70.0	77.7
Assistance to obtain short-term accommodation	13.0	16.4	7.0	6.7	10.6	14.7	7.9	9.6	2.9	10.7
Assistance to obtain independent housing	14.6	6.2	13.1	7.3	25.0	39.2	23.1	16.1	6.7	12.5
Financial/employment	37.6	28.8	29.2	21.5	52.8	48.9	36.3	41.7	11.7	33.0
Assistance to obtain government payment	12.1	6.6	8.8	6.5	22.0	12.7	7.9	11.3	2.5	9.3
Employment/training assistance	14.2	3.1	8.5	0.5	10.0	6.3	8.1	1.2	1.3	4.2
Financial assistance/material aid	20.9	24.1	17.6	16.9	33.7	38.9	32.3	36.0	8.0	25.5
Financial counselling	13.6	7.4	7.7	2.4	19.6	28.1	14.1	6.9	6.1	7.9
Counselling	43.7	26.2	52.9	51.5	38.9	48.9	46.4	63.1	34.4	48.1
Incest/sexual abuse	0.6	0.5	2.0	0.7	0.5	0.3	2.2	1.0	1.2	0.9
Domestic violence counselling	1.3	0.8	6.2	15.4	8.2	7.3	6.3	25.1	6.0	11.8
Family/relationship counselling and support	14.7	6.6	16.9	8.8	25.3	22.4	30.0	14.1	19.5	12.4
Emotional support/other	39.4	24.8	46.2	44.1	31.3	42.3	32.9	55.7	22.7	42.4
General support/advocacy	60.8	52.7	55.0	56.4	69.1	78.8	54.1	64.7	34.8	59.0
Living skills/personal development	31.7	8.3	24.9	5.1	20.2	18.2	10.3	8.9	7.8	13.0
Assistance with legal issues/court support	6.8	1.7	6.0	8.4	5.6	5.0	4.0	16.9	5.9	8.7
Advice/information	52.3	48.2	43.9	50.2	65.6	74.8	49.1	56.9	25.4	52.0
Retrieval/storage/removal of personal belongings	20.9	23.0	12.8	7.1	17.8	10.6	4.0	10.5	3.4	14.0
Advocacy/liaison on behalf of client	22.4	10.4	22.4	19.4	49.0	53.0	41.3	36.9	12.1	24.8
Specialist services	33.4	43.1	27.2	37.2	36.2	52.3	33.9	28.6	56.1	35.0
Psychological services	1.0	0.9	0.9	0.3	0.9	—	—	0.5	—	0.6
Psychiatric services	1.5	3.3	0.7	3.4	0.9	0.4	—	0.3	—	1.8
Pregnancy support	—	—	2.4	0.9	2.9	2.5	—	1.6	3.6	1.1
Family planning support	0.2	—	2.3	0.2	1.7	0.3	—	0.8	1.8	0.6
Drug/alcohol support/rehabilitation	25.2	35.4	10.2	10.8	12.2	3.2	4.0	2.0	44.3	15.2
Physical disability services	0.1	0.1	0.3	0.3	—	0.7	—	0.8	—	0.4
Intellectual disability services	—	0.1	0.3	0.1	—	—	—	0.1	—	0.1
Culturally appropriate support	3.2	3.0	8.7	15.6	20.1	44.9	28.2	17.6	7.4	12.2
Interpreter services	0.7	1.6	1.1	3.8	6.0	8.0	1.8	4.1	1.5	2.9
Health/medical services	6.2	5.2	9.4	12.4	6.0	6.4	5.9	11.2	3.8	9.0
Other support	74.8	80.6	68.8	70.6	55.1	46.8	41.0	73.8	71.1	72.7
Meals	63.3	73.4	54.1	59.4	45.6	15.0	11.8	53.5	54.9	58.7
Laundry/shower facilities	62.3	74.2	56.2	63.4	47.0	13.7	11.7	58.0	62.6	61.1
Recreation	28.2	29.1	20.4	14.6	17.4	2.6	4.0	18.2	3.2	20.5
Transport	29.5	9.9	46.5	39.1	15.4	22.5	19.7	50.1	12.4	34.4
Brokerage services	2.9	0.2	1.6	0.2	0.7	3.9	4.0	1.2	—	1.1
Other	13.6	2.1	13.0	3.4	3.9	13.9	20.9	12.4	4.9	8.4
Total (number)	1,450	2,750	1,500	2,600	250	400	50	3,600	100	12,700

Notes

1. Number excluded due to errors (weighted): 67.
2. Number excluded due to omissions (weighted): 317.
3. Clients were able to receive multiple services, so percentages do not total 100.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Support services provided to accompanying children	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Counselling	7.4	16.4	12.9	—	12.6	450
Child care, kindergarten/school liaison	16.3	18.2	22.8	28.6	22.4	800
Access arrangements	1.0	3.6	1.3	14.3	1.4	50
Other	13.8	27.3	46.8	28.6	44.4	1,600
Summary totals						
Total support periods (%)	6.1	1.7	92.0	0.2	100.0	..
Total support periods (number)	200	50	3,300	<25	..	3,550
Total accompanying child visits (%)	7.7	1.6	90.5	0.2	100.0	..
Total accompanying child visits (number)	600	100	7,050	<25	..	7,800
Mean number of assisted children per support period with assisted children	2.7	2.1	2.1	2.3	..	2.2

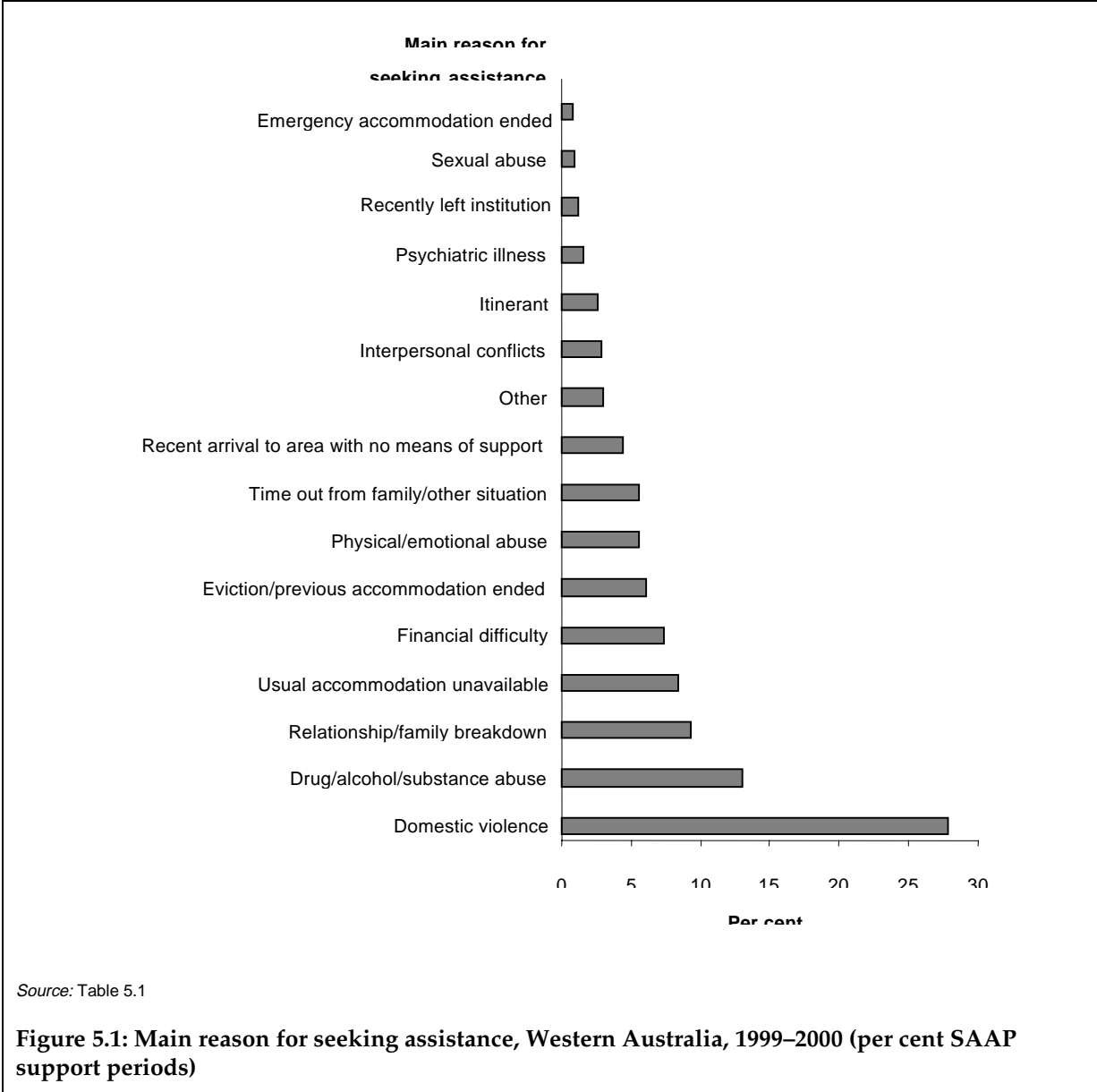
Notes

1. Number excluded due to errors (weighted): 27 (support periods).
2. Number excluded due to omissions (weighted): 119 (support periods).
3. Figures in this table (excluding those on accompanying child visits) exclude high-volume records because not all items were included on the high-volume form.
4. 'Accompanying child visits' includes support periods at high-volume agencies. These accounted for only a very small proportion of such visits.
5. Accompanying children were able to receive multiple services, so percentages do not total 100. Moreover, in addition to the services listed in this table accompanying children may have been accommodated during a support period.
6. An accompanying child may be counted in more than one support period, so the total number of accompanying child visits does not equal the actual number of accompanying children assisted.
7. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
8. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

5 Reasons for seeking support

In addition to recording the support provided to clients, the SAAP Client Collection collects information on the reasons, including the main reason, clients seek assistance at SAAP agencies. Overall, the main reasons clients most commonly gave for seeking assistance from SAAP agencies in 1999–2000 were domestic violence (in 28% of support periods); drug, alcohol or substance abuse (13%); and relationship or family breakdown (9%) (Figure 5.1).



When the main reason for seeking assistance is compared between the client groups it can be seen that different groups seek assistance for different reasons. For example, domestic violence was more common as the main reason for seeking assistance among females than males. Domestic violence was recorded as the main reason for seeking assistance in 60% of support periods for females with children, 38% for females presenting alone over the age of

24 and 20% for younger unaccompanied females (Table 5.1). However, solo male clients rarely reported domestic violence as a reason for seeking assistance (cited in only 1% of their support periods). Males presenting to SAAP agencies alone reported drug, alcohol or substance abuse most commonly as their main reason for seeking assistance (under 25 years of age—17%, 25 years and over—34%). Couples without children commonly reported either financial difficulty (27%) or eviction or previous accommodation ended (22%) as their main reason for seeking assistance. Eviction or previous accommodation ending was also the most common reason given for seeking assistance in support periods for couples with children (21%). Males with children most frequently reported relationship or family breakdown as their main reason for seeking assistance (30%), followed by usual accommodation unavailable and financial difficulty (both 15%).

Table 5.2 lists the broad services required by clients with reference to their main reason for seeking assistance. Domestic violence was the most common main reason cited by clients who presented at SAAP agencies seeking support in five of the six broad types of support categories. In particular, domestic violence was given as the main reason in 28% of support periods in which housing or accommodation services were requested. The four other service groups in which domestic violence was the most common main reason given were: financial or employment services (33%); counselling (38%); general support or advocacy (30%); and other services (29%). While domestic violence was also commonly given as the main reason among support periods in which specialist services were requested (in 23% of cases), the most frequent main reason cited among these clients was drug, alcohol, or substance abuse (30%). Sexual abuse was the least common reason given for seeking support in five out of the six need groups, being cited in only 1% of all support periods.

5.1 Tables

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

Main reason for seeking assistance	Male alone under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	13.8	13.4	6.2	5.2	15.9	13.7	15.4	4.5	5.2	8.4
Time out from family/other situation	7.6	2.1	10.8	7.2	1.6	3.4	2.7	4.4	6.0	5.5
Relationship/family breakdown	15.4	5.8	20.5	7.7	9.9	7.0	30.4	5.8	12.7	9.3
Interpersonal conflicts	4.3	1.8	4.2	2.8	1.9	3.1	6.2	2.4	3.8	2.8
Physical/emotional abuse	1.6	0.8	5.6	9.5	2.6	1.0	5.7	8.6	2.9	5.5
Domestic violence	1.1	0.6	20.4	38.3	5.7	2.3	5.3	60.2	15.7	27.8
Sexual abuse	0.3	0.1	3.6	0.6	—	0.4	—	0.9	—	0.9
Financial difficulty	10.4	18.3	1.5	1.3	27.3	16.4	14.9	2.2	—	7.3
Eviction/previous accommodation ended	10.7	6.0	7.7	2.0	22.2	20.7	5.4	4.1	—	6.0
Drug/alcohol/substance abuse	17.3	33.5	5.9	11.1	0.6	—	—	0.6	47.1	13.0
Emergency accommodation ended	1.7	1.0	0.8	0.7	—	0.5	—	0.4	—	0.8
Recently left institution	2.6	2.1	1.4	0.6	0.6	1.3	—	0.2	—	1.2
Psychiatric illness	1.7	2.4	0.9	3.1	—	—	—	0.1	1.2	1.5
Recent arrival to area with no means of support	4.6	7.3	3.3	4.3	6.7	11.2	8.3	1.9	—	4.4
Itinerant	2.7	2.5	3.5	3.3	1.8	7.4	2.5	1.6	—	2.6
Other	4.2	2.3	3.5	2.4	3.1	11.6	3.3	1.9	5.2	2.9
<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>
Total (%)	11.7	22.1	11.7	20.6	1.9	2.6	0.4	28.1	0.8	100.0
Total (number)	1,400	2,600	1,400	2,450	200	300	50	3,300	100	11,800

Notes

1. Number excluded due to errors (weighted): 185.
2. Number excluded due to omissions (weighted): 1,057.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Main reason for seeking assistance	Support periods with type of support needed						All support periods	
	Housing/ accommodation	Financial/ employment	Counseling	General support/ advocacy	Specialist services	Other support	%	Number
Usual accommodation unavailable	9.4	9.5	5.3	8.0	5.7	8.5	8.4	1,050
Time out from family/other situation	5.8	5.7	5.6	5.6	4.3	5.7	5.6	700
Relationship/family breakdown	7.4	8.8	12.2	8.1	5.5	7.0	9.3	1,150
Interpersonal conflicts	2.2	1.9	3.3	2.3	1.5	2.2	2.8	350
Physical/emotional abuse	4.5	4.0	7.0	5.9	5.8	4.2	5.5	650
Domestic violence	27.7	33.2	37.7	30.4	23.7	28.6	28.1	3,400
Sexual abuse	0.6	0.5	1.3	0.7	0.6	0.6	0.9	100
Financial difficulty	7.7	10.3	5.1	7.0	4.5	6.4	7.2	900
Eviction/previous accommodation ended	6.7	9.4	5.7	7.4	5.5	6.3	6.0	750
Drug/alcohol/substance abuse	14.7	1.8	5.4	10.6	29.6	16.8	13.0	1,550
Emergency accommodation ended	0.9	1.0	0.7	0.9	0.8	0.8	0.8	100
Recently left institution	1.3	1.6	1.1	1.4	1.4	1.3	1.1	150
Psychiatric illness	1.5	1.6	1.6	1.8	2.0	1.6	1.5	200
Recent arrival to area with no means of support	5.0	5.4	3.0	4.2	3.5	4.8	4.4	550
Itinerant	2.3	2.5	2.1	2.7	2.7	2.6	2.6	300
Other	2.2	2.8	2.9	3.0	2.8	2.6	2.9	350
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100</i>	<i>100.0</i>	<i>..</i>
Total (%)	85.5	38.1	51	60.3	40.6	74.7	100.0	..
Total (number)	10,400	4,650	6,200	7,350	4,950	9,050	..	12,150

Notes

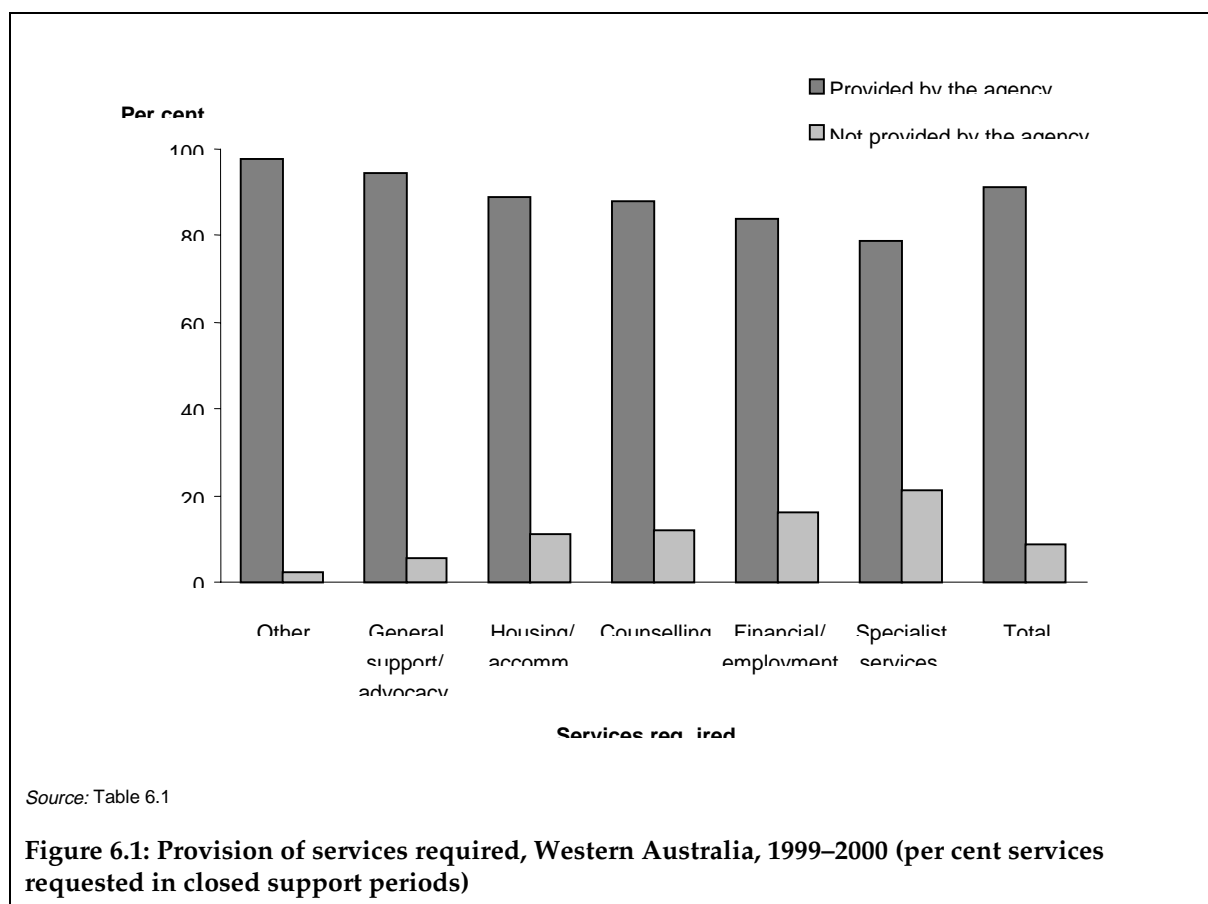
1. Number excluded due to errors (weighted): 124.
2. Number excluded due to omissions (weighted): 779.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Clients were able to receive multiple services, so percentages across service types do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

6 Meeting the needs of clients

One way that the performance of the Supported Accommodation Assistance Program can be assessed is by measuring agencies' ability to provide services which meet the needs of their clients. This can only be measured after a client has finished receiving support. Thus, it is necessary to look only at closed support periods when examining service provision. This section focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away—that is, they did not receive any services—are not included as this topic will be covered in a separate publication to be released later in 2001.

A client may request many services in a single support period, which an agency may or may not be able to provide. Of those that cannot be provided some may be referred on. However, within a support period a client may request some services that are not able to be provided or referred on. The types of services requested throughout the year and how these needs were provided for are outlined in Table 6.1.



During 1999–2000, there were 11,500 closed support periods with a total of 67,450 requests for services (Table 6.1).¹ Appropriate services were provided directly by SAAP agencies for 91% of these requests. In addition to this, agencies arranged a referral for clients for a further

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

3% of requests. Consequently, some 94% (or 63,900) of the 67,450 expressed needs were addressed at least to some extent.

As illustrated in Figure 6.1, at the broad level requested services were provided directly by agencies in nearly 80% or more of cases, depending on the service type. In particular, 'other' forms of support services, such as meals and shower facilities, were provided in nearly all instances in which they were requested (98% of these requested services were provided). Expressed needs for general support and advocacy services were also met in an overwhelming proportion of cases (95% of these were met through provision). Consistent with the national trend, specialist services were less commonly provided when requested than other broad service types. However, Western Australia's figure of 21% of requests for specialist services not being addressed through direct provision is substantially lower than the equivalent national figure of 42% (AIHW 2000b:33).

Housing and accommodation services were requested in 10,150 (or 88%) of the 11,500 closed support periods during 1999–2000. Some clients had more than one request for housing-related services, resulting in a total of 13,000 requests for assistance in this area. In 89% of instances, required housing or accommodation services were met through provision, and a further 3% of housing requests were met through referral. More specifically, SAAP or CAP accommodation was provided in 96% of the support periods in which it was requested, with requests being referred on in an additional 1%. It appeared more difficult to assist clients to obtain short-term accommodation (84% of required services provided or referred on) or independent housing (74% provided or referred on).

A total of 5,800 requests for services were made for financial and employment assistance across 4,000 closed support periods. Overall, services were provided for 84% of requests for these services. Provision of financial assistance and material aid was particularly high, being provided in 90% of the support periods in which it was requested, with a further 5% of requests being referred on. In contrast, direct provision of employment and training assistance occurred for 63% of requests for this assistance, with a further 17% of requests being referred on to other organisations.

Some services are requested in only a small proportion of support periods. However, in particular instances an inability to provide any one service may have a significant impact on the client requiring that service. It is thus very important that an agency be able to refer a client on to another appropriate service in these situations. Some support services that could not be provided directly by agencies were more likely than others to be referred on. For example, psychiatric services were required in only 350 support periods. These services could not be directly provided in 45% of instances where they were needed, but in around two-thirds of these cases agencies were able to refer the client on. On the other hand, some services were neither provided nor referred in a more significant proportion of cases. In 58% of the 150 support periods in which incest or sexual abuse counselling was requested, an appropriate service could not be directly provided. Fewer than half of these cases were referred on, leaving 33% of these needs completely unmet.

6.1 Unmet needs

In Western Australia in 1999–2000, while 94% of expressed needs were met at least to some extent, 3,600 expressed needs remained unmet at the end of support (Table 6.1). These unmet needs were spread across 17% of all closed support periods—that is, at least one requested service was neither provided nor referred in 1,800 of the 10,850 closed support periods (note that this figure is different to the figure of 11,500 closed support periods mentioned above because of different errors and omissions in the data) (Table 6.2).

Across all client groups the most common forms of support that were neither provided nor referred on were housing and accommodation (accounting for 29% of unmet needs),

followed by counselling and specialist services (both 16%). Excluding the small number of support periods for males with children, the highest concentration of unmet needs in the area of housing and accommodation was experienced by couples with children—49% of their unmet needs related to housing matters. The highest proportion of unmet needs relating to financial and employment assistance was among couples without children (21% of their unmet needs). Counselling assistance accounted for 19% of unmet needs for both females presenting alone and females with children. Unaccompanied males reported the highest level of unmet need relating to specialist services—17% of their unmet needs were for these services.

Among the various client groups, unaccompanied females and females with children had the highest number of support periods involving unmet needs, at 600 and 700 support periods, respectively. However, females with children had relatively more unmet needs than other groups. This group accounted for 30% of all closed support periods but 38% of all unmet needs. Conversely, 32% of all closed support periods were for unaccompanied males but only 23% of unmet needs related to this group.

6.2 Tables

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

Type of service required	Not provided			Provided			Total	Number of times service required	Number of closed support periods
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
Housing/accommodation	8.0	3.2	11.2	83.9	4.9	88.8	100.0	13,000	10,150
SAAP/CAP accommodation	3.0	1.2	4.2	93.4	2.4	95.8	100.0	9,500	9,500
Assist. to obtain short-term accommodation	15.9	8.4	24.3	67.8	7.9	75.7	100.0	1,550	1,550
Assist. to obtain independent housing	25.9	8.8	34.7	50.3	15.1	65.4	100.0	1,950	1,950
Financial/employment	8.8	7.4	16.2	72.7	11.1	83.8	100.0	5,800	4,000
Assist. to obtain benefit/pension	9.3	9.3	18.6	64.8	16.6	81.4	100.0	1,150	1,150
Employment and training assistance	20.2	17.3	37.5	44.9	17.6	62.5	100.0	600	600
Financial assistance/material aid	5.1	5.2	10.3	82.7	7.1	89.8	100.0	3,100	3,100
Financial counselling	12.9	5.9	18.8	68.1	13.1	81.2	100.0	900	900
Counselling	7.2	4.8	12.0	80.4	7.5	87.9	100.0	7,750	5,200
Incest/sexual assault counselling	32.5	25.6	58.1	22.5	19.4	41.9	100.0	150	150
Domestic violence counselling	13.0	11.2	24.2	63.5	12.4	75.9	100.0	1,650	1,650
Family/relationship counselling	14.1	8.0	22.1	64.7	13.3	78.0	100.0	1,350	1,350
Other counselling	2.3	0.8	3.1	93.2	3.7	96.9	100.0	4,600	4,600
General support/advocacy	3.9	1.6	5.5	88.8	5.7	94.5	100.0	12,850	6,900
Living skills/personal development	8.8	0.7	9.5	86.7	3.9	90.6	100.0	1,350	1,350
Assistance with legal issues	11.5	12.2	23.7	58.8	17.6	76.4	100.0	1,200	1,200
Information	1.6	0.1	1.7	94.9	3.4	98.3	100.0	6,000	6,000
Retrieval/storage/removal of belongings	4.5	1.3	5.8	91.5	2.7	94.2	100.0	1,550	1,550
Advocacy/liaison on behalf of client	2.9	0.9	3.8	88.0	8.2	96.2	100.0	2,750	2,750
Specialist services	9.5	11.9	21.4	61.0	17.7	78.7	100.0	6,000	4,550
Psychological services	29.6	32.1	61.7	16.7	21.6	38.3	100.0	150	150
Psychiatric services	15.7	29.4	45.1	37.6	17.3	54.9	100.0	350	350
Pregnancy support	16.3	11.6	27.9	60.5	11.6	72.1	100.0	150	150
Family planning support	27.8	8.3	36.1	43.1	20.8	63.9	100.0	100	100
Drug/alcohol support or rehabilitation	7.2	3.9	11.1	61.2	27.7	88.9	100.0	2,000	2,000
Physical disability services	20.3	20.3	40.6	45.8	13.6	59.4	100.0	50	50
Intellectual disability services	20.0	20.0	40.0	50.0	10.0	60.0	100.0	<25	<25
Culturally appropriate support	2.4	3.9	6.3	86.7	7.0	93.7	100.0	1,300	1,300
Interpreter services	2.7	9.2	11.9	78.9	9.2	88.1	100.0	300	300
Health/medical services	13.8	22.9	36.7	47.8	15.5	63.3	100.0	1,550	1,550
Other	1.9	0.4	2.3	96.4	1.2	97.6	100.0	22,050	8,800
Meals	1.1	0.4	1.5	97.5	0.9	98.4	100.0	7,300	7,300
Laundry/shower facilities	1.2	0.1	1.3	98.3	0.4	98.7	100.0	7,550	7,550
Recreation	3.9	0.4	4.3	94.4	1.3	95.7	100.0	2,050	2,050
Transport	2.9	0.5	3.4	95.4	1.2	96.6	100.0	4,200	4,200
Brokerage services	7.2	2.9	10.1	78.3	11.6	89.9	100.0	50	50
Other	5.5	3.2	8.7	82.0	9.3	91.3	100.0	950	950
Total (%)	5.3	3.3	8.6	85.5	5.8	91.3	100.0
Total (number)	3,600	2,250	5,850	57,650	3,950	61,600	..	67,450	11,500

Notes

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

Source: SAAP Client Collection

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

Broad type of service required	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
								%	Number
Housing/accommodation	25.4	25.4	30.8	48.5	83.3	30.6	20.0	28.6	1,000
Financial/employment	17.1	14.2	20.5	10.8	16.7	12.8	10.0	14.3	500
Counselling	10.2	18.7	9.0	4.6	—	18.6	10.0	15.8	550
General support/advocacy	14.6	13.5	10.3	9.2	—	14.8	10.0	13.9	500
Specialist services	16.7	16.1	9.0	10.8	—	15.8	20.0	15.7	550
Other	15.9	12.2	20.5	16.2	—	7.4	30.0	11.6	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>3,500</i>
Summary totals									
Total unmet needs (%)	22.6	32.8	2.4	4.0	0.4	37.6	0.3	100.0	..
Total unmet needs (number)	800	1,150	100	150	<25	1,300	<25	..	3,500
Total closed support periods with unmet needs (%)	20.5	33.3	2.0	3.7	0.5	39.6	0.4	100.0	..
Total closed support periods with unmet needs (number)	350	600	50	50	<25	700	<25	..	1,800
Total closed support periods (%)	32.3	31.8	1.7	2.6	0.4	30.3	1.0	100.0	..
Total closed support periods (number)	3,500	3,450	200	300	50	3,300	100	..	10,850

Notes

1. Number excluded due to errors (weighted): 8 (unmet needs).
2. Number excluded due to omissions (weighted): 111 (unmet needs).
3. A client may require more than one type of service within the broad type of assistance. Percentages for broad groupings relate to all needs and not to support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

7 Circumstances of clients before and after support

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

Within this aim the goals are:

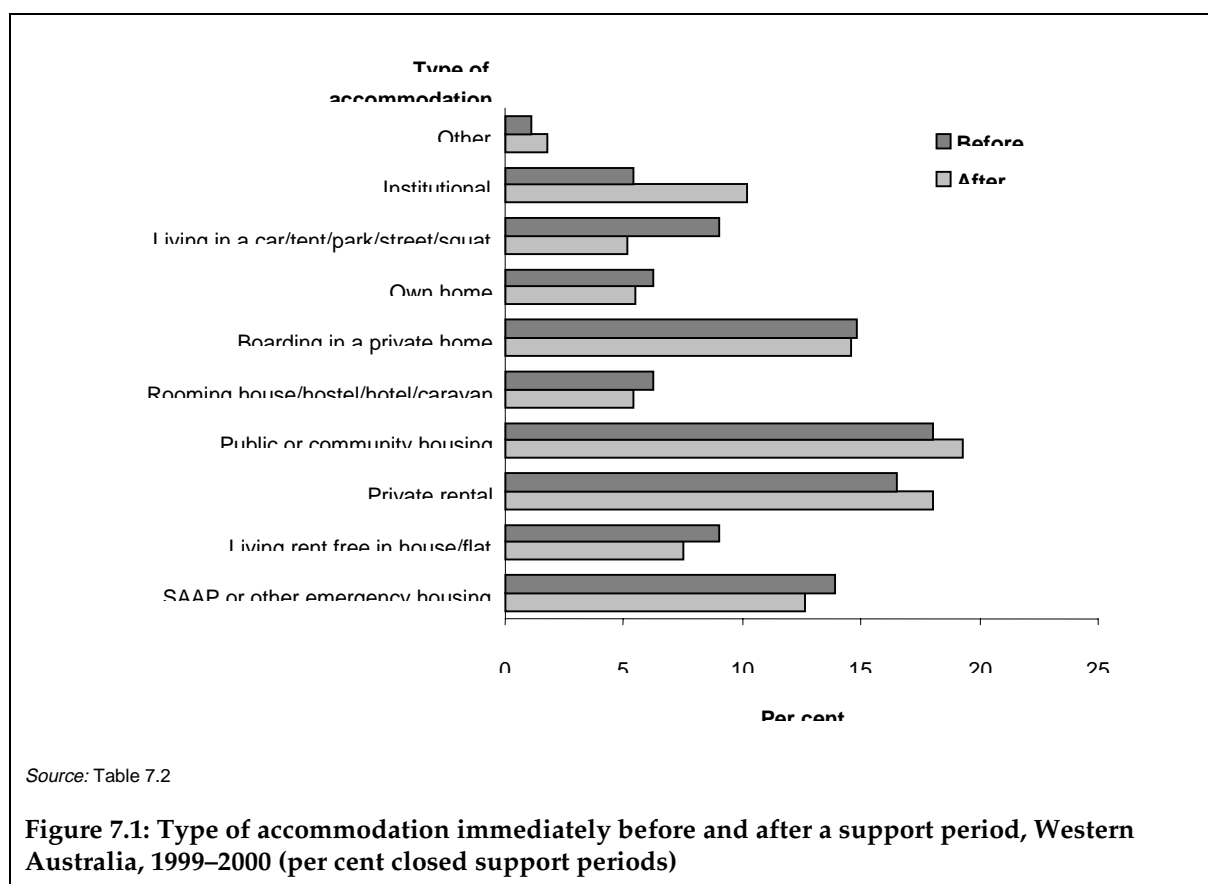
- a) to resolve crisis;
- b) to re-establish family links where appropriate; and
- c) to re-establish a capacity to live independently of SAAP.

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

Across all support periods, before receiving assistance, SAAP clients were recipients of a government pension or benefit in 83% of support periods, and in a further 1% clients had no income but were awaiting receipt of a pension or benefit (Table 7.1). In addition, in 7% of support periods clients reported having no source of income and they were not awaiting receipt of a pension or benefit, while in 9% of support periods clients reported having other sources of income. These proportions had changed slightly by the time support had ended. After having received SAAP assistance, the proportion of support periods in which clients were on a government pension or benefit had increased to 86% and the proportion in which clients had no income and not awaiting a government payment had dropped to 5%; the percentages in the other two categories remained almost unchanged.

There were more noticeable changes in those support periods in which clients specifically requested assistance to obtain a government pension or benefit. After support these clients were accessing a government pension or benefit in 82% of support periods, which was a sizeable increase on the 66% before support. Consequently, the proportion of support periods in which these clients had no income and were not awaiting a government pension or benefit dropped from 18% before support to 6% after support.

As Figure 7.1 illustrates, the most common forms of client accommodation both immediately before and after a support period were public or community housing, followed by private rental. There were two main differences in the accommodation profile before and after support: clients accommodated in institutional accommodation increased from 5% of support periods before support to 10% after; and clients living in a car, tent, park, street, or squat decreased from 9% of support periods before support to 5% after support (Table 7.2).



More noticeable changes in accommodation type before and after support were seen in support periods where clients specifically requested assistance to obtain independent housing. The greatest increases were seen in private rental, where support periods in which clients were renting privately increased from 19% before support to 30% after support, and in public or community housing (increasing from 10% to 17%). Decreases occurred in all other accommodation groups except rooming houses and related accommodation. In particular, accommodation in SAAP or emergency accommodation declined from 16% of support periods before support to 11% after support, and the proportion of clients living in a car, tent, park, street, or squat fell from 4% of support periods before support to 1% after support. These shifts in accommodation types, particularly the decrease in support periods where clients were accommodated in an institution or in a car, tent, park, street or squat, suggest a certain level of success for those clients specifically seeking assistance to obtain independent housing.

The most common living situation for clients before receiving SAAP support was living with a spouse or partner either with or without children (in 32% of support periods), followed by living alone (17%) and staying short-term with relatives or friends (16%) (Table 7.3). While these three living situations were still commonly used after support, there was a marked decrease in the proportion of clients living with their spouse or partner: clients were living with their spouse or partner in 32% of support periods before support compared with 20% after support. Conversely, there was a considerable increase in the proportion of support periods in which clients lived alone with children—8% before support compared with 16% after support.

Across all closed support periods, the profile of clients' employment status (that is, employed full-time, part-time, casual, unemployed or not in the labour force) generally differed very little before and after support (Table 7.4). However, positive shifts can be seen for those clients who specifically requested assistance in the area of employment and

training. In particular, among this smaller group the proportion of support periods where clients were employed in some capacity increased from 7% before support to 20% after.

Clients' student status did not vary much before and after support. Before support clients were: not students in 94% of support periods; undergoing post-secondary studies or employment training in 4% of support periods; and primary or secondary students in 2% of support periods (Table 7.5). This profile remained almost unchanged after support had ended. If only support periods for clients under 25 years are considered, the proportion of support periods in which clients were students was, not surprisingly, higher than that for all closed support periods and the proportion in which clients were not students was smaller. Again, in this younger subgroup, the figures remained quite similar before and after support, except that the proportion of support periods where clients were undergoing post-secondary studies or employment training rose from 5% before support to 7% at the end of support.

7.1 Tables

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

Source of income	Closed support periods in which clients needed assistance to obtain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	17.9	5.7	7.0	4.6
No income, awaiting pension/benefit	2.7	2.3	1.0	0.9
Government pension/benefit	65.7	82.0	82.8	85.7
Other	13.7	10.0	9.2	8.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	1,250	1,150	10,450	9,250
Number with missing data	50	150	950	2,200
Total (number)	1,300	1,300	11,450	11,450

Notes

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

Source: SAAP Client Collection

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

Type of accommodation	Closed support periods in which clients needed assistance to obtain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	16.1	10.9	13.9	12.6
Living rent-free in house/flat	10.8	7.8	9.0	7.5
Private rental	19.0	30.0	16.5	18.0
Public or community housing	9.8	17.2	18.0	19.3
Rooming house/hostel/hotel/caravan	4.8	6.2	6.2	5.4
Boarding in a private home	23.1	19.7	14.8	14.6
Own home	7.1	3.8	6.2	5.5
Living in a car/tent/park/street/squat	4.3	0.8	9.0	5.1
Institutional	3.0	1.8	5.4	10.2
Other	1.9	1.8	1.1	1.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	1,900	1,500	10,200	7,650
Number with missing data	200	600	1,250	3,800
Total (number)	2,100	2,100	11,450	11,450

Notes

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

Source: SAAP Client Collection

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

Living situation	Before	After
With parent(s)	7.8	6.3
With foster family	0.2	0.1
With relatives/friends short-term	16.1	16.0
With relatives/friends long-term	4.0	5.2
With spouse/partner with(out) children	31.5	20.4
Alone with children	8.2	15.8
Alone	16.7	16.4
With other unrelated persons	13.3	14.4
Other	2.2	5.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	10,500	7,950
Number with missing data	950	3,450
Total (number)	11,450	11,450

Notes

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

Source: SAAP Client Collection

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

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	1.4	7.5	4.0	4.8
Employed part-time/casual	5.5	12.3	6.2	6.6
Unemployed (looking for work)	67.4	58.1	34.1	31.5
Not in labour force	25.7	22.1	55.7	57.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	700	600	10,350	8,950
Number with missing data	<25	100	1,100	2,500
Total (number)	700	700	11,450	11,450

Notes

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

Source: SAAP Client Collection

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

Student status	Closed support periods for clients aged under 25 years		All closed support periods	
	Before	After	Before	After
Not a student	88.5	87.5	93.5	93.1
Primary/secondary school student	6.3	5.4	2.4	2.1
Post-secondary student/employment training	5.2	7.1	4.1	4.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	3,300	2,900	10,200	8,950
Number with missing data	350	750	1,250	2,500
Total (number)	3,650	3,650	11,450	11,450

Notes

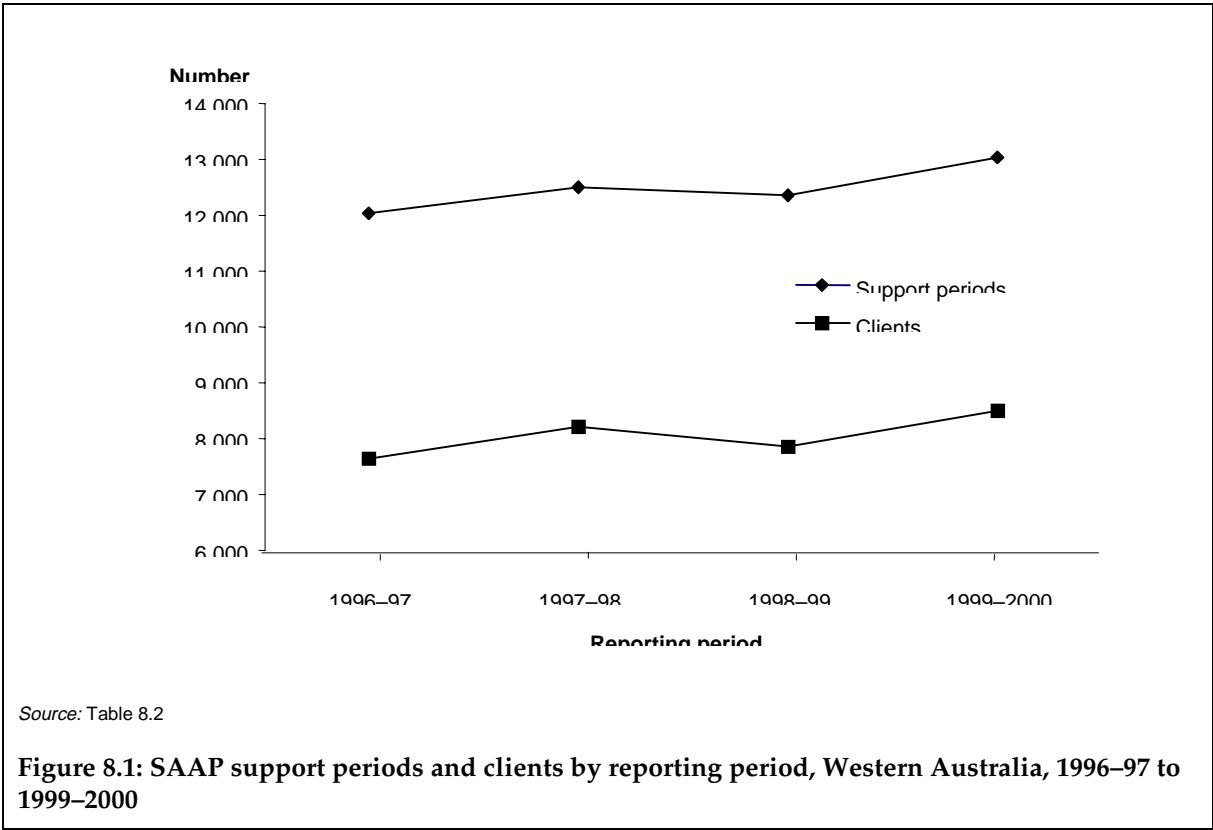
1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

8 Support from 1996–97 to 1999–2000

Between 1996–97 and 1999–2000, total recurrent funding for the SAAP program in Western Australia rose by \$6m (or 34%), from \$17.7m to \$23.7m (Table 8.1). When these figures are adjusted for inflation this represented a real increase of \$5m (\$18.8m to \$23.7m), or 26%. More specifically, funding levels in real terms remained virtually static between 1996–97 and 1997–98, followed by an increase of 20% in 1998–99, and then a smaller increase of 5% in 1999–2000.

Recurrent funding to agencies followed a very similar pattern. In real terms, recurrent funding to SAAP agencies increased by 30% between 1996–97 and 1999–2000, from \$18.1m to \$23.4m. Most of this increase (19%) occurred between 1997–98 and 1998–99, followed by a 7% increase in 1999–2000 and was due, largely, to additional funding provided to assist services in meeting the costs of the Crisis Assistance, Supported Housing Award. Implementation of this award began on 1 January 1998.



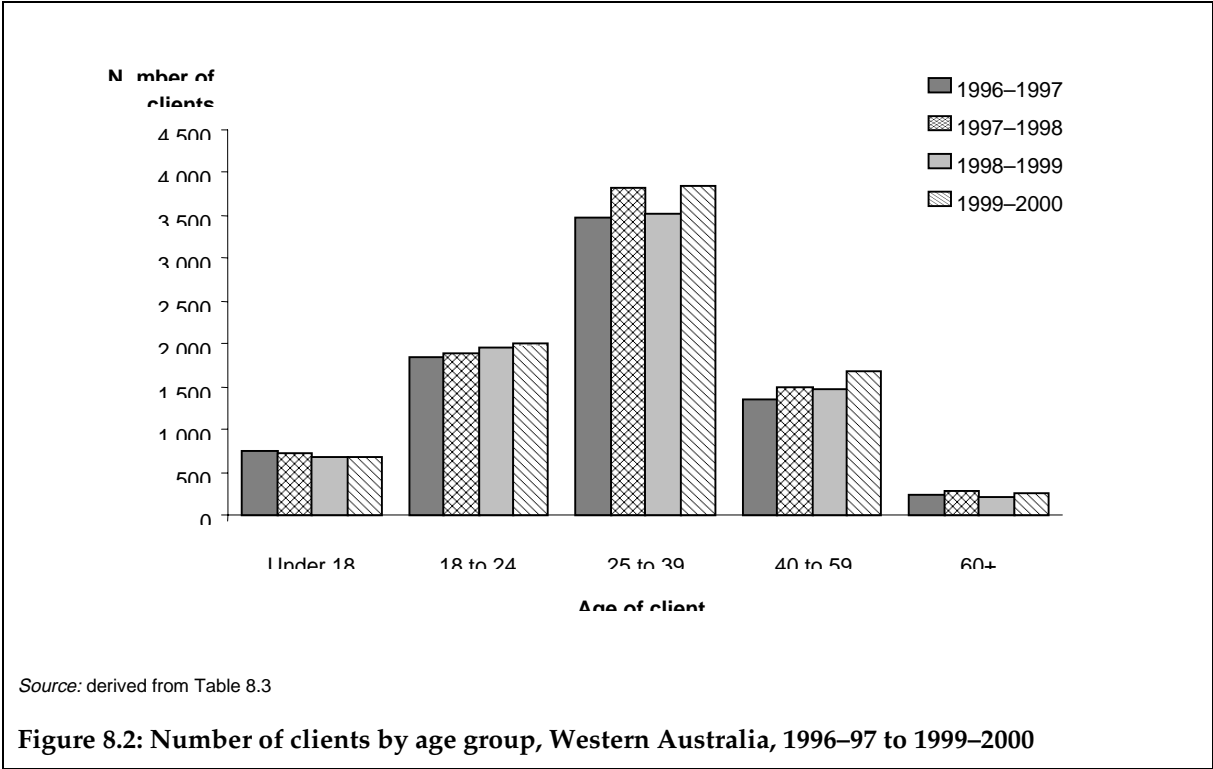
It seems obvious that the funds available to agencies would be proportional to the amount of support they can provide for homeless people and people at imminent risk of becoming homeless. Nevertheless, an increase in funding to agencies does not automatically translate into either more resources being spent on each support period or client or into more clients being supported on more occasions. The actual funding outcome per client or support period depends on a number of factors. Among these is the demand for assistance, the types

of services that clients need, the ability of agencies to meet those needs, and the costs agencies incur in providing services.

Overall, it is estimated that there were 12,050 support periods in 1996–97 (Figure 8.1). This rose slightly to 12,500 in 1997–98, dropped back to 12,350 in 1998–99, and then rose to a 4-year high of 13,050 in 1999–2000 (Table 8.2). The number of clients provided with SAAP services showed similar fluctuations over the 4 years. It is estimated that there were 7,650 clients in 1996–97, 8,200 in 1997–98, 7,850 in 1998–99, and 8,500 in 1999–2000.

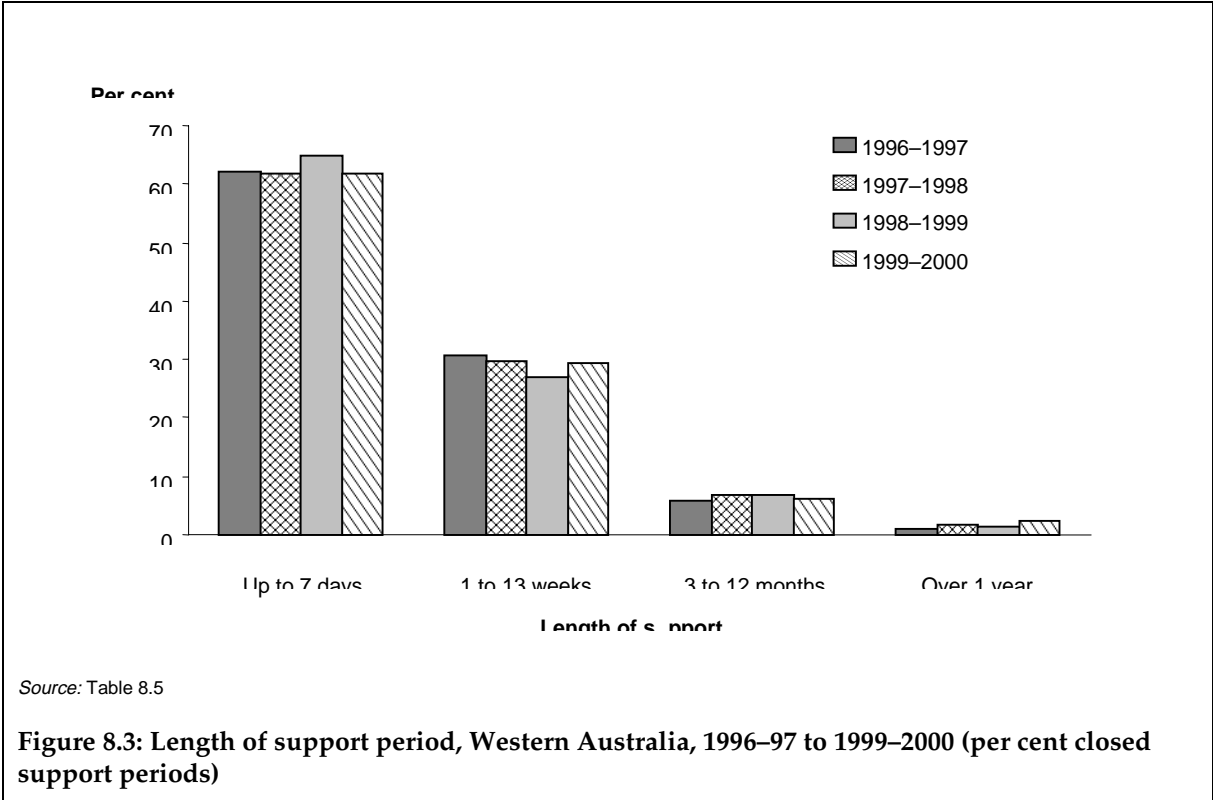
Since 1996–97, the average number of support periods per client has fluctuated between 1.7 and 1.8, with no obvious trend. Similarly, the prevalence of SAAP use in the community has fluctuated from year to year. Over the 4 years, the prevalence of SAAP usage was highest in 1997–98 and 1999–2000, with 53 people becoming SAAP clients for every 10,000 people in the population aged 10 years and over. The lowest rate occurred in both 1996–97 and 1998–99, when 50 people became SAAP clients for every 10,000 people aged 10 years and over.

Although no trend can be seen in the numbers of clients and support periods, it would be erroneous to infer that the pattern of support being provided by SAAP agencies has remained static. There is some evidence that the profile both of clients and of the support being provided has been changing over time.



Over the 4 years of the National Data Collection, the average age of clients ranged between 31 and 32 years (Table 8.3). During this time there were some shifts in the age distribution of clients. The proportion of clients who were under 18 decreased slightly from 10% to 8% between 1996–97 and 1999–2000, while the proportion of clients aged 40 to 59 increased from 18% to 20%. These changes are reflected in the numbers of clients in the various age groups. As Figure 8.2 shows, the number of clients aged under 18 years has fallen slightly since 1996–97, while the numbers of clients aged 18 to 24 years and 40 to 59 years have increased slightly. Noticeable fluctuations can also be seen in the number of clients aged 25 to 39 years but with no obvious trend.

There are also indications that the way support is being delivered has changed over the past 4 years. Since 1996–97, there has been an overall increase in the number of support periods in which support plans have been used, although there have been yearly fluctuations (Table 8.4). Support plans were used in 43% of closed support periods in 1996–97 compared with 58% in 1999–2000. During this time, the proportion of support periods where support plans were not thought to be appropriate fell from 30% in 1996–97 to 27% in 1999–2000. By 1999–2000, support plans were being used in 79% of support periods for which they were thought to be appropriate;² this compares with 62% in 1996–97.



As Figure 8.3 illustrates, there were no obvious trends in the duration of support from 1996–97 to 1999–2000, and the median length of support was 4 days in all years except 1998–99 where it was 3 days (Table 8.5). However, the mean length of support increased from 29 days in 1996–97 to 41 days in 1999–2000. The difference in the variability of these two measures can be explained by increases in the proportion of clients being supported for over 6 months.³ These results suggest that the length of support periods has been relatively stable in Western Australia over the past 4 years, with the exception of a small but increasing proportion of clients being assisted for extended periods.

² From Table 8.4 we calculate: $57.7 / (100.0 - 26.9) \times 100 = 79\%$.

³ Being an arithmetic average, mean length of support is highly influenced by the small percentage of support periods that are very long. See Section A1.4 for a description of ‘mean’ and ‘median’.

8.1 Tables

Table 8.1: SAAP funding to agencies and mean funding per support period and client: current and constant 1999–2000 dollars, by reporting period, Western Australia, 1996–97 to 1999–2000

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
Current \$				
1996–97	17,696,000	17,043,000	1,420	2,220
1997–98	18,015,000	17,633,000	1,410	2,150
1998–99	22,037,000	21,395,000	1,730	2,720
1999–2000	23,729,000	23,414,000	1,790	2,750
Constant 1999–2000 \$				
1996–97	18,762,000	18,069,000	1,500	2,360
1997–98	18,826,000	18,427,000	1,470	2,250
1998–99	22,500,000	21,845,000	1,770	2,770
1999–2000	23,729,000	23,414,000	1,790	2,750

Notes

1. Funding per support period and client are based on recurrent allocations to agencies.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.
4. Total recurrent funds for 1999–2000 include \$244,000 provided through the Partnerships Against Domestic Violence Program. Of this, \$100,000 was allocated to agencies.

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

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

	1996–97	1997–98	1998–99	1999–2000
Support periods	12,050	12,500	12,350	13,050
Clients	7,650	8,200	7,850	8,500
Support periods per client	1.75	1.74	1.77	1.73
Clients per 10,000 population 10+	50	53	50	53

Notes

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

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

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

Age of client	1996–97	1997–98	1998–99	1999–2000
Under 15 years	1.7	0.6	0.8	0.6
15–17 years	8.2	8.1	7.7	7.4
18–19 years	7.4	6.9	7.4	7.3
20–24 years	16.8	16.2	17.5	16.4
25–29 years	16.9	17.8	17.3	18.0
30–34 years	16.1	15.8	15.4	15.4
35–39 years	12.3	12.9	12.4	12.0
40–44 years	8.0	8.4	8.7	8.9
45–49 years	4.9	4.6	4.7	5.7
50–54 years	2.9	3.1	3.4	3.5
55–59 years	1.8	2.1	2.0	1.6
60–64 years	1.3	1.1	1.2	1.3
65 years and over	1.7	2.4	1.5	1.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	7,650	8,200	7,800	8,500
Mean age (years)	31.0	31.7	31.8	31.6

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 101.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Existence of support plan	1996–97	1997–98	1998–99	1999–2000
Support plan	43.1	54.6	48.2	57.7
No support plan	26.9	19.2	23.8	15.4
Not appropriate	30.1	26.3	28.0	26.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	9,500	10,300	9,900	9,950

Notes

1. Number excluded due to errors (weighted): 99.
2. Number excluded due to omissions (weighted): 4901.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

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

Length of support	1996–97	1997–98	1998–99	1999–2000
Less than 1 day	8.0	8.8	9.6	10.1
1 day	22.3	22.4	23.7	20.3
2 days	11.6	10.8	12.5	11.3
3 days	6.9	6.5	6.9	7.0
4 days	4.3	4.4	4.5	4.6
5 days	3.3	3.3	3.0	3.2
6 days	2.8	2.8	2.3	2.6
7 days	3.1	2.7	2.5	2.8
>1–2 weeks	10.4	9.8	8.7	9.4
>2–4 weeks	8.8	7.7	7.4	8.1
>4–13 weeks	11.6	12.3	10.8	11.8
>13–26 weeks	4.1	4.6	4.0	3.7
>26–52 weeks	1.7	2.4	2.7	2.6
>52 weeks	1.1	1.7	1.3	2.5
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	10,000	11,150	10,800	11,450
Mean length (days)	29	33	31	41
Median length (days)	4	4	3	4

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 1,368.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

Appendix 1: The data

A1.1 The National Data Collection

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

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

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

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

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

A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In 1999–2000 in Western Australia, 93% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is down slightly from the 95% participation rate obtained for 1998–99 (AIHW 2000a:9).

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

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

Across Western Australia, consent and valid alpha codes with consent (termed ‘valid consent’) were obtained from clients in 80% and 77% of support periods, respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997, 1999, 2000a:Table 1.1). In all zones valid consent was obtained in the majority of cases, ranging from 58% among statewide agencies to 93% across agencies in the South-West Metropolitan zone, while valid consent rates were higher than 65% for all primary target groups. Valid consent rates varied considerably with service delivery model, ranging from 34% among day support and multiple model agencies to 84% in medium- to long-term accommodation agencies.

It should also be noted that some participating SAAP agencies are classified as ‘high-volume’ agencies. These agencies complete high-volume data collection forms which collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items—other tables are restricted to information from general agencies. There were 36 high-volume forms returned (0.3% of the total) during the reporting period (Table A1.1). Appendix 2 contains copies of the general client form and high-volume client form.

Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by zone, primary target group and service delivery model, Western Australia, 1999–2000

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
Zone	No.	%	No.	%	%
Goldfields	5	80.0	661	82.1	80.6
Kimberley	8	87.5	854	81.4	74.5
Metropolitan–NE	8	100.0	637	78.8	76.0
Metropolitan–NW	20	95.0	4,330	85.2	83.5
Metropolitan–SE	12	91.7	772	64.2	62.7
Metropolitan–SW	12	91.7	1,300	94.3	93.2
Murchison	5	100.0	553	83.9	83.2
Pilbara	7	71.4	585	65.3	62.9
Southern	16	100.0	1,460	76.3	71.0
Statewide	11	100.0	1,026	62.1	57.6
Total	104	93.3	12,178	80.1	77.3
Primary target group					
Young people	28	100.0	2,062	71.0	67.8
Single men only or Single women only	9	88.9	1,923	97.5	96.3
Families	11	100.0	776	68.0	65.2
Women escaping domestic violence	39	89.7	5,102	77.2	73.4
Cross-target/multiple/general	17	88.2	2,315	83.8	82.9
Total	104	93.3	12,178	80.1	77.3
Service delivery model					
Crisis/short-term accommodation	64	95.3	9,350	80.4	77.9
Medium/long-term accommodation	27	100.0	1,813	85.5	83.5
Outreach support	9	77.8	739	78.6	71.9
Multiple/Day support	4	50.0	276	35.5	33.7
Total	104	93.3	12,178	80.1	77.3

Notes

1. Based on forms returned from agencies 'in scope' for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies which only provide support to other agencies or which only provide casual assistance lasting less than 1 hour are not required to participate in the Collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
2. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in glossary).
4. Of the 12,178 forms returned, 36 were high-volume forms.

Sources: SAAP Administrative Data and Client Collections

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

As noted, the 1999–2000 Client Collection achieved an agency participation rate of 93% and a valid consent rate of 77% in Western Australia. This means that no forms were obtained from clients presenting at the 7% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 23% of support periods at

participating SAAP agencies, so that either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and client non-consent.

The simplest way of adjusting for non-participation and non-consent is to scale up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same, regardless of whether or not data about them were reported to the NDCA. There may, however, be some differences between the profiles of support periods with and without consent. Consequently, distributions based only on support periods with consent may differ from those that would have been obtained had consent been provided in all cases. The varying valid consent rates by zone, primary target group and service delivery model (see Table A1.1) suggest that there are differences between support periods with and without consent. The Australian Institute of Health and Welfare has therefore developed an adjustment scheme that allows for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation (if this occurs), for clients who give valid consent for some support periods but not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. The scheme is outlined below.

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

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

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

- For clients, only one weight is derived since valid consent is required to derive these estimates.

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

In this report all estimates obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just outlined. No other adjustments have been made for errors or omissions or for data not obtained as a result of question exclusions on the high-volume form.

A1.3 Interpretation of tables

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

- The main unit used in the table (for example, percentages, numbers or dollars) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table. Numbers of support periods and clients are generally rounded to the nearest 50.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent (see A1.2.1).
- Numbers of clients include all clients that ever visited SAAP agencies in Western Australia. Some of the support periods for these clients may have been at agencies in another State or Territory. These are included in figures relating to support periods per client.
- Records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third as big as the number of records included in the table—see the ‘Total (number)’ row).
- Tables that exclude high-volume returns may not reflect patterns of SAAP use among all support periods because high-volume agencies may provide different services and have a different clientele when compared with general agencies.
- Components may not add to totals due to rounding.
- In a number of tables clients may have more than one response, so percentages will not total 100%. A note to the table will indicate whether this is the case.
- Where percentages sum to 100%, the rows above the ‘Total’ row sum to 100%. In the ‘Total (%)’ row, the figures to the left of ‘100.0’ sum to 100%.
- A number of tables have Western Australia population data included. This is to allow comparisons between SAAP clients and the general population.

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

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

- any additional information needed to interpret the table.

A1.3.1 Examples

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

Example 1

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

- There were 8,150 **(e)** clients in 1999–2000. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (8,500) is obtained by adding in the 346 clients excluded due to errors and omissions (see notes 1 and 2) or by looking at tables with zero errors and omissions—for example, Table 3.1.)
- Thirty-seven per cent of all clients were male **(d)**.
- Thirteen per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 1.7 **(h)** support periods each.
- Male clients averaged 1.9 **(g)** support periods each.
- Male clients who were Indigenous Australians averaged 1.7 **(f)** support periods each.
- Male clients accounted for 36% **(i)** of all support periods.
- Indigenous Australians made up just over 3% **(c)** of the Western Australian population in 1996. This is considerably lower than the 31% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds in Western Australia to use SAAP services.

Table A1.2: Example 1 illustrating table interpretation

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

Ethnicity	Male	Female	Total		Western Australian population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	(a) 13.4	41.5	(b) 31.1	2,550	(c) 3.2	56,200
Non-English-speaking background	9.0	13.5	11.8	950	12.5	220,600
Other	77.6	45.0	57.0	4,650	84.3	1,488,450
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	(d) 36.9	63.1	100.0	..	100.0	..
Total (number)	3,000	5,150	..	(e) 8,150	..	1,765,250

Support periods per client						
Indigenous Australian	(f) 1.67	1.78	1.76	4,250
Non-English-speaking background	1.58	1.36	1.42	1,300
Other	1.93	1.63	1.78	7,050
<i>Total</i>	(g) <i>1.86</i>	<i>1.65</i>	(h) <i>1.73</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	(i) 36.3	63.7	100.0
Total support periods (number)	4,550	8,050	..	12,600

Notes

1. Number excluded due to errors (weighted): 2 (clients).
2. Number excluded due to omissions (weighted): 344 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background
4. 'Western Australian population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in Western Australia. Some of the support periods for these clients may have been at agencies in another State or Territory.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

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

Example 2

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

- The table presents data on closed support periods for the period 1999–2000 in Western Australia. The first section of the table **(a)** singles out those closed support periods in which clients said they needed assistance to obtain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support, thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.
- The second section of the table **(b)** deals with **all** closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A large number of support periods had missing data for main source of income either before—950 **(m)**—and/or immediately after support—2,200 **(n)**.
- Among all closed support periods, 10,450 **(k)** had complete income data before support while 9,250 **(l)** had complete income data after support.

- In addition, support periods with data reported using the high-volume form did not have all the required information recorded and thus were excluded from the table (q) (see note 4 to Table A1.1). Consequently, the percentages in the table may not reflect the income status of all clients before and after support and may be considered indicative only. In particular, the number of support periods given in the table in the 'Total number' row is lower than the actual total number of closed support periods (see Table 6.1).
- There was a total of 11,450 (p) closed support periods (excluding support periods at high volume agencies); clients requested assistance to obtain a pension or benefit in 1,300 (o) of these.
- For all closed support periods, 7% (i) were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 5% (j) of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 18% (g) had no income and were not awaiting a pension or benefit before support. This can be compared with 7% (i) for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 6% (h) had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 18% (g) before support and with 5% (j) of all closed support periods after support.

Table A1.3: Example 2 illustrating table interpretation

SAAP closed support periods: source of income immediately before and after a support period, Western Australia, 1999–2000

Source of income	(a) Closed support periods in which clients needed assistance to obtain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 17.9	(h) 5.7	(i) 7.0	(j) 4.6
No income, awaiting pension/benefit	2.7	2.3	1.0	0.9
Government pension/benefit	65.7	82.0	82.8	85.7
Other	13.7	10.0	9.2	8.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	1,250	1,150	(k) 10,450	(l) 9,250
Number with missing data	50	150	(m) 950	(n) 2,200
Total (number)	(o) 1,300	1,300	(p) 11,450	11,450

Notes

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

Source: SAAP Client Collection

A1.4 Counting rules used in the analysis

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

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

Client

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

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

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

Ethnicity

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

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

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

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

Income source

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

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

and any other income source not specified above.

Living situation	<p>The SAAP Client Collection specifies 14 distinct categories for the living situation of clients. In this report, the categories are combined into eight groups:</p> <ul style="list-style-type: none">• with parents (for those living with both parents), with one parent and a parent's spouse or partner, or with one parent;• with foster family;• with relatives/friends short-term;• with relatives/friends long-term;• with spouse/partner, with or without children;• alone with children;• with other unrelated persons; and• other, being any other living situation not already specified.
Mean	<p>For non-funding support period or client level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.</p> <p>For funding items, the mean is the total funding as reported, divided by the relevant number of units. For funding per support period or per client, weighted estimates of support periods or clients are used in this division.</p>
Median	<p>The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value, and half are above it.</p>
Missing values	<p>Records or forms that are not available for analysis are indicated in table notes. The number of such records for each table is calculated in the following order of precedence:</p> <ul style="list-style-type: none">• records not available because client data were collected on high-volume forms (specific numbers not presented);• records not available because of errors; and• records not available because of omissions. <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>
Non-English-speaking background	<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">• Canada;• the Republic of Ireland;• New Zealand;• South Africa;• the United Kingdom, comprising England, Scotland, Wales and Northern Ireland; or• the United States of America.

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

Ongoing support period

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

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

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

Percentages

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

SAAP accommodation

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

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

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.

No distinction is made in Western Australia between agencies that provide support at an agency setting and those that provide support at a setting other than the agency or an outlet of the agency. All such agencies are classified as outreach support agencies. Also, in 1999–2000, there were no agencies in Western Australia with the service delivery model classification of agency support.

Support

The Client Collection specifies 31 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

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

Support periods on the 15th of the month

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

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

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

were ongoing at the end of the financial year, are included in the count.

Support to accompanying children

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

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

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

Target group

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

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

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

Zone

Ten administrative regional classifications developed by the Department of Family and Children's Services are used in the report. The names of these zones are as follows:

- Goldfields;
- Kimberley;

- Metropolitan, North-East;
- Metropolitan, North-West;
- Metropolitan, South-East;
- Metropolitan, South-West;
- Murchison;
- Pilbara;
- Southern; and
- Statewide.

Appendix 2: SAAP NDCA Client Collection forms

General and high-volume forms

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