

# **Children accompanying homeless clients 2002–03**

**A report from the SAAP  
National Data Collection**

Australian Institute of Health and Welfare  
Canberra

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# Preface

This is the second thematic report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The report provides information on children that accompanied their parents or guardians to a SAAP agency, or received assistance as a result of their parent or guardian being a client of the same agency.

A productive and cooperative partnership has continued between the SAAP National Data Collection (managed by the Australian Institute of Health and Welfare), SAAP agencies and the SAAP Information Sub-committee. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

This partnership has been built on shared goals and mutual trust. The key has been agencies' willingness to collect and provide data to the National Data Collection Agency, knowing that any personal information provided by clients is protected by the extremely strict confidentiality provisions of the *Australian Institute of Health and Welfare Act 1987*.

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

Richard Madden  
Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

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

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Finally, the authors acknowledge the vital role played by data providers. This report draws together a large amount of statistical material and could not have been produced without the efforts and cooperation of SAAP service providers and clients, who provided service and client information, and of the Australian Government Department of Family and Community Services and state and territory funding departments, which provided administrative data.



# Abbreviations and symbols

## Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
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)



# Summary

An accompanying child is a person aged under 18 years who accompanies a client to a SAAP agency during a support period or who requires and/or receives assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. An accompanying child may or may not require or receive assistance. These children constitute a large proportion of the people who are in SAAP because they are homeless or at imminent risk of homelessness.

This report provides an overview and analysis of accompanying children in SAAP in 2002–03, including their demographic characteristics, patterns of SAAP use and the reasons why their parents or guardians sought SAAP support. There is also information about the services children receive from SAAP agencies, and their living arrangements before and after support. Domestic violence is a major theme of this report, as the majority of children accompany their mother or other female guardian who has reported domestic violence as a reason for seeking SAAP assistance.

Readers are advised to consult the Glossary for an explanation of the terms used in this report, and to take into account variations in child support period numbers across the states and territories as reported in Appendix 1. More information about the way accompanying child data has been collected and analysed is contained in Appendix 2. The following is the summary of the major findings of the report.

## **SAAP use by accompanying children**

- There were 53,800 accompanying children in SAAP in 2002–03. These children had 71,250 support periods.
- 86% of child support periods were for children accompanying a female client. These children had an average of 1.3 support periods each, a median length of support of 18 days and a median length of accommodation of 9 days.
- Children accompanying couples or male clients had a slightly lower average number of support periods (1.2), but median lengths of support and accommodation that were at least double those of children accompanying female clients.
- Agencies that target women escaping domestic violence provided the highest proportion of support periods with accompanying children (49%), followed by cross-target, multiple or general agencies (24%) and family agencies (16%).

## **Daily support and unmet requests for accommodation (2001–02)**

- On a daily average basis, there were 14,650 accompanying child support periods. Accompanying children contributed 42% of the total number of occasions of support each day (34,750).
- An average of 800 instances of one-off assistance per day were provided to accompanying children during the Casual Client Collection period (21 February to 6 March 2002).
- A daily average of 200 accompanying children had valid unmet requests for immediate accommodation during the Unmet Demand Collection period (22–28 August 2001 and 8–14 May 2002).

## **Characteristics of accompanying children and their parents or guardians**

- 88% of accompanying children were aged 12 years and under.
- 95% of accompanying children were born in Australia.
- 68% of clients with accompanying children were 25–44 years old, 22% were 18–24 years old and 7% were aged 45 years and over. Only 2% were under 18 years of age.
- The majority of clients with accompanying children were Australian born non-Indigenous (62%). Indigenous Australians represented 22% of all clients with accompanying children.
- People born overseas in predominantly English-speaking countries were more likely to be accompanied by 2 or 3 children than other cultural groups, while Indigenous clients were more likely to be accompanied by 4 or more children than other cultural groups.

## **Service provision and unmet needs**

- The majority of needs for all service types were for accompanying children aged 0–4 years and 5–12 years. This reflects the greater proportion of accompanying children in these age groups compared to those aged 12–17 years.
- Children aged 0–4 years had the highest number of support periods with identified needs for SAAP or CAP accommodation, assistance with access arrangements, health or medical services and child care.
- Children aged 5–12 years had the highest number of support periods with identified needs for sexual or physical abuse counselling, skills education, school liaison and help with behavioural problems.
- Where SAAP or CAP accommodation was needed, agencies were able to provide this service in at least 95% of cases for all age groups.
- Help with behavioural problems, sexual or physical abuse counselling, health or medical services and assistance with access arrangements had the highest levels of unmet needs and referrals for all age groups.

## **Domestic violence**

- Children accompanying clients who presented due to domestic violence had the majority of accompanying child support periods (39,700, or 67%).
- SAAP agencies were able to meet the identified needs of children who accompanied clients presenting due to domestic violence in proportionately more support periods than children who accompanied clients with other reasons for seeking assistance.

## **Circumstances of accompanying children before and after support**

- The proportion of support periods for clients with accompanying children who rented public or community housing increased from 18% before support to 25% after support. Renting in the private market remained at 25% from before support to after support.
- The proportion of support periods where clients were living alone with their children increased from 32% before support to 50% after support. This change was influenced by the high proportion of female clients with children who presented due to domestic violence.

# 1 SAAP use by accompanying children

In 2002–03 approximately 53,800 children accompanied their parent or guardian to a SAAP agency or received assistance because their parent or guardian was a client of an agency (Table 1.1). These children had approximately 71,250 support periods. These figures relate to children recorded on general client forms, which contain detailed information about accompanying children (see Appendix 3).

Some agencies that have a very high client turnover use high-volume forms. The number of children recorded on high-volume forms cannot be given because the weighting system used to estimate the number of children is based on records where a valid alpha code was obtained for the child, and child alpha codes are not collected on the high volume form. The total number of accompanying child support periods including high volume records was 75,750 in 2002–03.

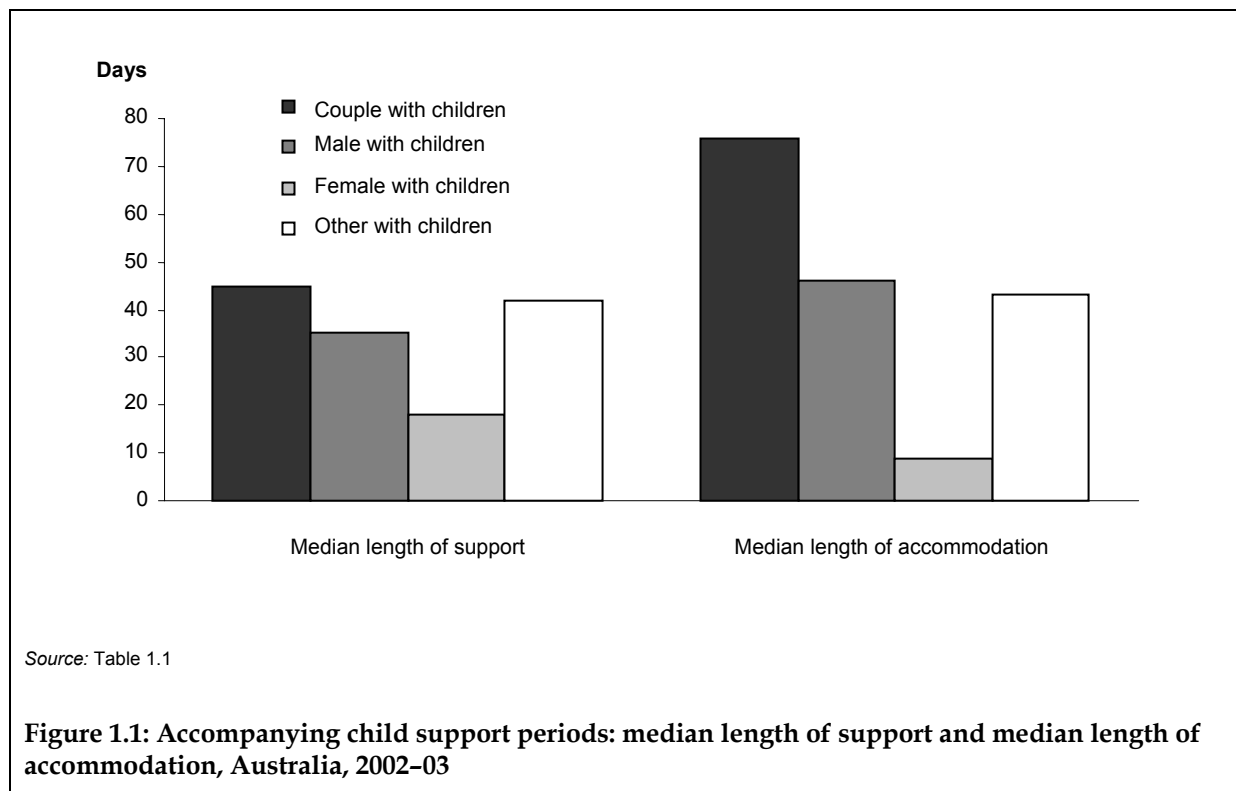
Fifty-five per cent of accompanying child support periods recorded on general client forms involved SAAP accommodation for at least part of the support period (derived from Table 1.1). It should be noted that the number of accompanying child support periods is larger than the number of children, as a child may accompany a parent or guardian in more than one period of support. It should also be noted that data about the start and end dates of support (and supported accommodation, when this occurs) are not collected for accompanying children. It is therefore assumed in this report that children were supported for the same lengths of time as their parent or guardian.

## Family group

Based on general form records only, the majority of children (46,600) accompanied their mother or female guardian to a SAAP agency (Table 1.1). These children accounted for 85% (60,750) of accompanying child support periods. A further 9% (6,350) of accompanying child support periods were for children accompanying a couple while 4% (2,500) were for children accompanying their father or male guardian. In addition to general form records, there were 4,500 accompanying child support periods recorded on high-volume forms.

There was some variation in the pattern of usage among children accompanying different client groups. Children accompanying a female client were more likely to be accommodated (in 57% of their support periods) than children accompanying a couple (43%) or a male client (36%). Repeat use of SAAP services was marginally higher among children accompanying a female client. These children averaged 1.3 support periods each while children accompanying a male client or a couple had an average of 1.2 support periods each.

Although, on average, children accompanying female clients were slightly more likely to return to SAAP than other children, their duration of support was likely to be much shorter. Children accompanying female clients had a median length of support of 18 days, while children accompanying a male client or a couple had median lengths of support of 35 and 45 days, respectively. Where accommodation was provided, children accompanying couples (76 days) stayed much longer than those accompanying other client groups (46 days for children accompanying a male client and 9 days for children accompanying a female client).



## Daily support

Table 1.2 indicates the total daily average demand for SAAP services in 2001-02. Including high volume records, the average daily number of accompanying child support periods was 14,650. When this figure is added to the daily average number of support periods for clients (that is, adults or unaccompanied children, 20,100), accompanying child support periods make up 42% of the total number of occasions of support provided by SAAP each day (Table 1.2; AIHW 2002:9).

In addition to ongoing support, SAAP agencies also provide one-off assistance. This includes assistance such as meals, showers, transport and financial aid that generally takes less than one hour of an agency worker's time. This type of activity is measured in SAAP by the Casual Client Collection. During the 2001-02 Casual Client Collection period, there was a daily average of 400 contacts by groups with accompanying children. One-off assistance was provided to an accompanying child in these contacts on around 800 occasions. Contacts by couples with children involved an average of 2.2 children, while contacts by an individual with children involved an average of 1.8 children. The small proportion of 'other' groups with children had an average of 3 children per contact (derived from Table 1.2).

## Unmet demand for accommodation

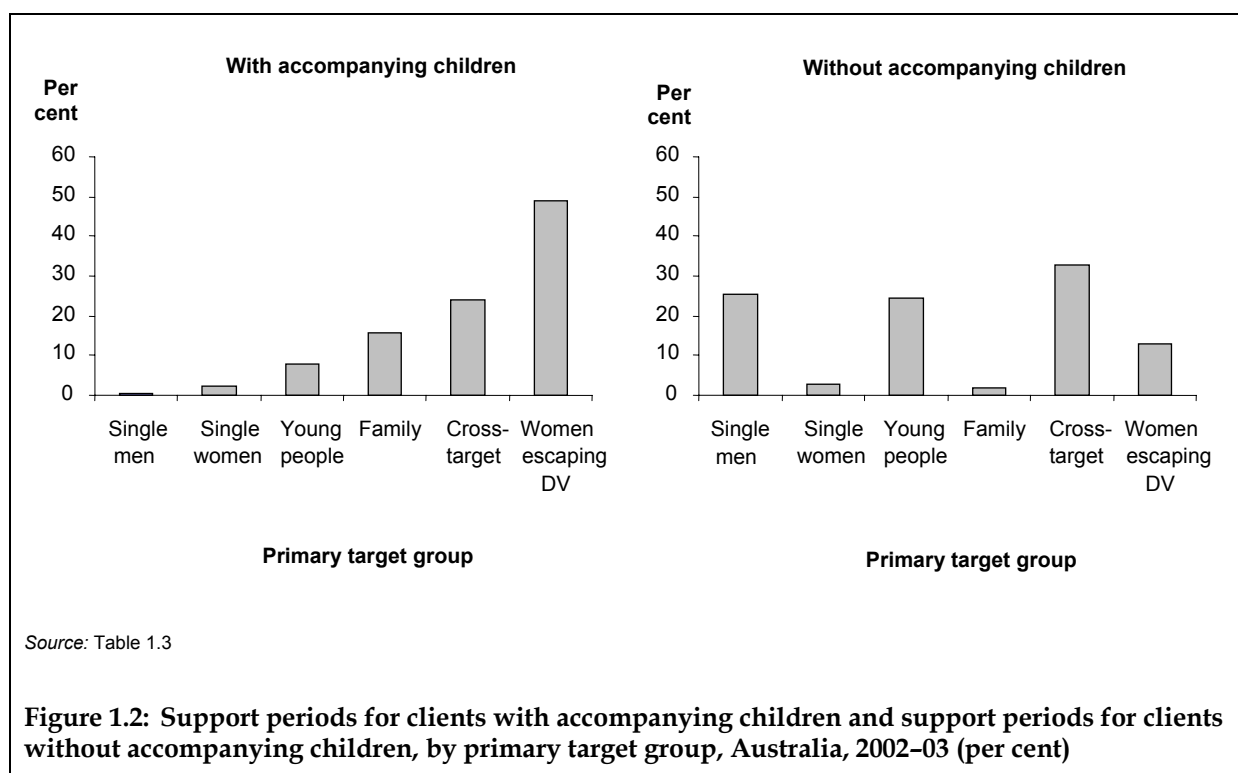
People may be turned away from a SAAP agency for a variety of reasons. These reasons are classified to determine whether a request is valid or invalid. Valid unmet requests for accommodation include people requesting assistance from an agency with an appropriate target group; a request made at an agency providing accommodation; or where the offer of accommodation by the agency is not refused by the person requesting assistance. During the 2001-02 Unmet Demand Collection period, a daily average of at least 100 valid unmet

requests for immediate accommodation were made by groups with accompanying children. These requests related to a daily average of at least 200 accompanying children.<sup>1</sup>

The turn-away rates for different requesting groups suggest that SAAP had more difficulty in meeting the immediate requests for accommodation from people with children. Although they represented only a small proportion of the total number of people requesting immediate accommodation, couples with children had considerable difficulty in obtaining SAAP accommodation: at the end of each day, 83% of couples with children making a request for immediate accommodation were turned away (AIHW 2003a: 47). For individuals presenting with children, the turn-away rate was 65%, while people who presented on their own had the lowest daily turn-away rate (49%).

### Types of agency used by clients with accompanying children

In 2002-03, SAAP agencies provided 176,300 support periods to clients. Of these, 44,000 (25%) were for clients with accompanying children compared to 132,300 (75%) for clients without accompanying children. Table 1.3 shows that the majority of support periods with accompanying children were provided by agencies targeting women escaping domestic violence (49%). Agencies targeting families provided 16% of support periods with accompanying children.



<sup>1</sup> The term 'at least' is used because these figures underestimate the level of activity in SAAP agencies. In order to calculate turn-away rates, only data from agencies that participated in all three Collections (the Client Collection, Met Demand Collection and the Unmet Demand Collection) can be used to produce unmet demand for accommodation figures.

## 1.1 Tables

**Table 1.1: Accompanying children in SAAP: Client Collection summary table, Australia, 2002–03 (number)**

	<b>Couple with children</b>	<b>Male with children</b>	<b>Female with children</b>	<b>Other with children</b>	<b>Unknown</b>	<b>Total number</b>
<b>Client Collection (ongoing)</b>						
<i>General form records only</i>						
<b>Accompanying children</b>	<b>5,400</b>	<b>2,050</b>	<b>46,600</b>	<b>150</b>	<b>650</b>	<b>53,800</b>
Accompanying child support periods <i>without</i> accommodation	3,600	1,600	26,050	150	850	32,250
Accompanying child support periods with accommodation	2,750	900	34,700	150	500	39,000
<b>Total accompanying child support periods (general form)</b>	<b>6,350</b>	<b>2,500</b>	<b>60,750</b>	<b>300</b>	<b>1,350</b>	<b>71,250</b>
Mean number support periods per child	1.17	1.17	1.32	1.06	1.09	1.32
Median length of support (days)	45	35	18	42	19	21
Median length of accommodation (days)	76	46	9	43	8	10
<b>Accompanying child support periods (including high-volume records)</b>	<b>6,500</b>	<b>2,700</b>	<b>64,900</b>	<b>300</b>	<b>1,400</b>	<b>75,750</b>

*Notes*

1. Cases excluded due to missing data (weighted): 0 accompanying children.
2. Cases excluded due to missing data (weighted): 0 accompanying child support periods.
3. Children may accompany a different client group in each of their support periods, therefore the total number of accompanying children is not the sum of the number of accompanying children in each client group.
4. 'Other with children' includes siblings presenting together with accompanying children and multi-generational families eg. a family group that consists of more than two generations, for example a mother, daughter and a grandchild.
5. Accompanying child support periods have been weighted to adjust for agency non-participation.
6. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 1.2: Accompanying children in SAAP: daily average summary table, Australia, 2001-02 (number)**

	Couple with children	Person with children	Other with children	Total
<b>Client Collection</b>				
Accompanying child support periods (general form records only)	1,500	10,400	100	12,000
Accompanying child support periods (including high volume records)	1,600	12,900	150	14,650
<b>Casual Client Collection (21 February–6 March 2002)</b>				
Casual client contacts by groups with accompanying children	60	340	10	400
Number of accompanying children involved in casual client contacts	130	640	30	800
<b>Demand for Accommodation (22–28 August 2001 and 8–14 May 2002)</b>				
Valid unmet requests for immediate accommodation by groups with accompanying children	10	90	—	100
Accompanying children with valid unmet requests for immediate accommodation	30	170	—	200

*Notes*

1. Cases excluded due to missing data (weighted): 173 accompanying child support periods.
2. Cases excluded due to missing data: 234 casual client contacts by groups with children.
3. Cases excluded due to missing data: 0 unmet requests.
4. 'Other with children' includes siblings presenting together with accompanying children and multi-generational families eg. a family group that consists of more than two generations, for example a mother, daughter and a grandchild.
5. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 1 in AIHW 2003a).
6. Accompanying child support periods have been weighted to adjust for agency non-participation.
7. Figures from the Demand for Accommodation Collection and Casual Client Collections are unweighted.
8. Demand for Accommodation Collection data includes only data from agencies that participated in all three collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection). The figures thus understate the level of activity in SAAP agencies.

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

**Table 1.3: SAAP support periods with accompanying children and without accompanying children, by primary target group, Australia, 2002-03 (per cent)**

Primary target group of agency attended	With accompanying children	Without accompanying children	Total	
			%	Number
Young people	8.0	24.5	20.4	36,000
Single men only	0.6	25.4	19.2	33,900
Single women only	2.5	2.6	2.6	4,600
Families	15.8	1.7	5.2	9,200
Women escaping DV	49.1	12.8	21.9	38,500
Cross-target/multiple/general	24.0	32.9	30.7	54,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>44,000</b>	<b>132,300</b>	<b>..</b>	<b>176,300</b>

*Notes*

1. Support periods excluded due to missing data: 0.
2. Support periods have been weighted to adjust for agency non-participation.
3. Table includes high volume records.

*Source:* SAAP Client Collection.



## 2 Characteristics of accompanying children and their parents/guardians

This chapter focuses on the age, gender and country of birth of accompanying children and their parents or guardians. It should be noted that data in this chapter relate to general form records only as these characteristics are not all included on the high-volume form.

### **Age, gender and country of birth of accompanying children**

In 2002–03, at least 53,800 accompanying children received around 71,250 support periods (AIHW 2003a:58). The majority of accompanying children (88%) were 12 years of age or under, with children aged 4 years or under accounting for slightly more accompanying children than 5–12 year-olds (44% compared with 43%). Nine per cent of accompanying children were aged 13–15 years while the remaining 3% of children were aged 16–17 years. Accompanying child support periods showed a similar distribution for age. Accompanying children and accompanying child support periods were divided evenly between girls and boys. Just under 95% of accompanying children were born in Australia (AIHW 2003b:59). Slightly less than 2% per cent of children were born in Oceania. All other birthplaces accounted for the remaining 4% of accompanying children.

### **Clients with accompanying children by client group and age of client**

Table 2.1 shows the number of clients with accompanying children by the age group of the client. In each age group, females with children were considerably more likely to use SAAP services than other client groups with children. Overall, clients aged 25–44 years made up nearly 68% of all clients with accompanying children. In comparison, clients aged 17 and under made up around 2%, 18–24 year-olds made up 22% and clients aged over 65 years made up less than 0.2%. However, males with children were more likely to be 45–64 years of age than other client groups, with 17% being in this age group, compared to 6% of females and 7% of couples with children.

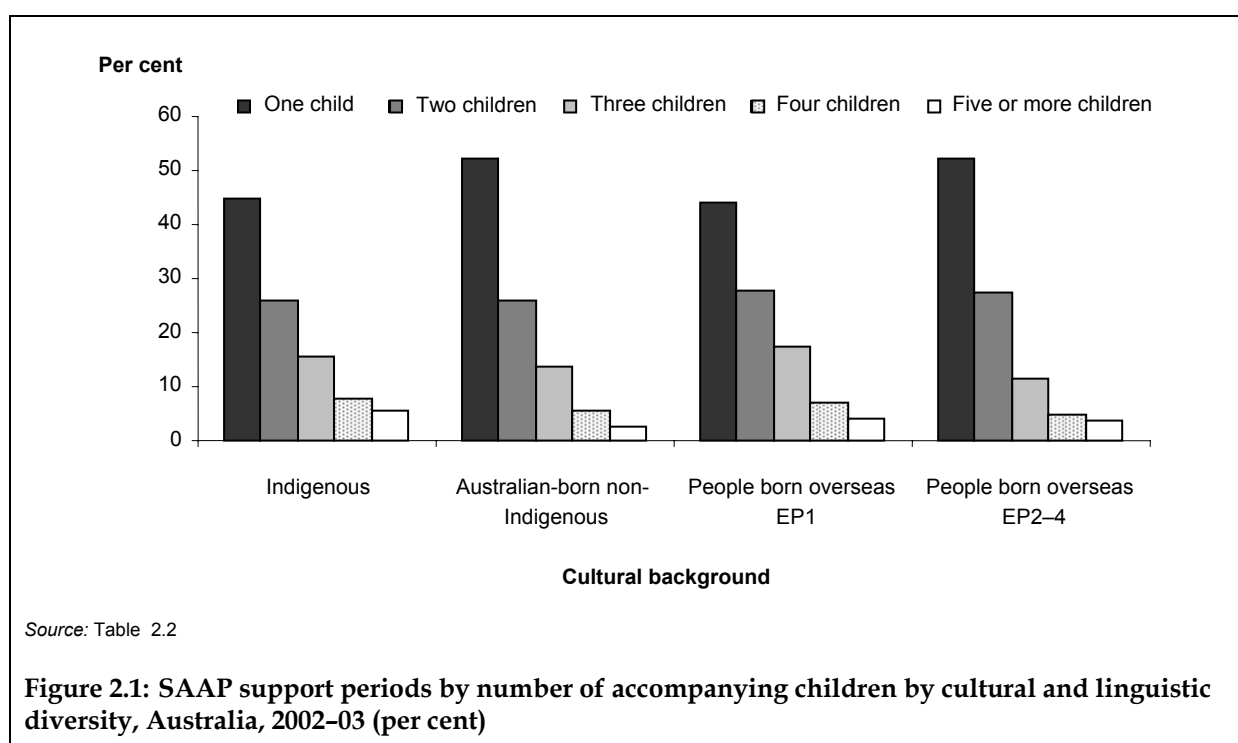
### **Cultural background of SAAP clients and number of children**

Sixty-two percent of clients with accompanying children were Australian born non-Indigenous and 22% were Indigenous Australians (Table 2.2). A higher proportion of Indigenous Australians were represented in the population of clients with accompanying children than they were in the total SAAP population (18%), and Indigenous Australians have a higher representation in SAAP than they do in the Australian population aged over 10 years (2%) (AIHW 2003b:19).

Twelve per cent of clients with accompanying children were born in predominantly non-English speaking countries (English proficiency group 2–4 countries) and clients from this background also made up a higher proportion of clients with accompanying children than they did in the total SAAP population (10%), although this is less than in Australian population overall (16%). Four per cent of clients with accompanying children were born overseas in predominantly English-speaking countries (English proficiency group 1 countries).

Table 2.2 also shows the number of children associated with support periods for clients in each cultural and linguistic group. It should be noted that, as clients may present with a different number of children in different support periods, the number of children per cultural group is presented at the support period level. For all cultural groups with children, there was only 1 child associated with a support period in 50% of cases. As the number of children increased, the number of support periods decreased, so that there were 2 accompanying children in 26% of support periods and 5 or more children in 4% of support periods.

The proportion of support periods with 1 child ranged from 44% for clients born in English Proficiency group 1 countries to 52% for Australian-born non-Indigenous clients and clients born in English proficiency group 2-4 countries. People born in English proficiency group 1 countries were more likely to be accompanied by 2 or 3 children than other cultural groups, while Indigenous clients were more likely to be accompanied by 4 or more children. The proportion of support periods for Indigenous clients accompanied by five or more children was more than twice that of Australian-born non-Indigenous clients.



## 2.1 Tables

**Table 2.1: SAAP clients with accompanying children, age of client by client group, Australia, 2002–03 (number)**

	Couple with children	Male with children	Female with children	Other with children	Total (%)	Total (number)
<b>Age of client</b>						
Under 17 years	100	50	450	—	2.0	600
18–24 years	1,150	150	5,350	50	22.4	6,550
25–44 years	2,600	1,000	16,450	50	68.0	20,000
45–64 years	300	250	1,500	—	6.8	2,000
65 years and over	—	—	50	—	0.2	50
<b>Total %</b>	<b>14.0</b>	<b>4.6</b>	<b>81.0</b>	<b>0.4</b>	<b>100.0</b>	<b>..</b>
<b>Total</b>	<b>4,150</b>	<b>1,450</b>	<b>23,800</b>	<b>100</b>	<b>..</b>	<b>29,250</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 162 clients.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Clients may present in different client groups in each of their support periods, therefore the total number of clients in each client group is not the sum of the number in each client group.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 2.2: SAAP support periods for clients with accompanying children by number of accompanying children and cultural and linguistic diversity, and SAAP clients with accompanying children, by cultural and linguistic diversity, Australia, 2002–03 (per cent)**

	Indigenous	Australian- born non- Indigenous	People born overseas EP1	People born overseas EP2–4	Total	
<b>Support periods for clients with accompanying children</b>						
					%	Number
<b>Number of children</b>						
One child	44.9	52.1	43.9	52.4	50.1	20,200
Two children	26.0	25.9	27.6	27.4	26.2	10,550
Three children	15.5	13.6	17.3	11.4	13.9	5,600
Four children	7.9	5.7	7.0	5.0	6.2	2,500
Five or more children	5.7	2.7	4.1	3.7	3.6	1,450
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>24.0</b>	<b>60.5</b>	<b>3.8</b>	<b>11.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>9,650</b>	<b>24,400</b>	<b>1,550</b>	<b>4,750</b>	<b>..</b>	<b>40,300</b>
<b>Clients with accompanying children</b>						
<b>Total (%)</b>	<b>21.8</b>	<b>62.0</b>	<b>3.9</b>	<b>12.3</b>	<b>100.0</b>	<b>28,550</b>

*Notes*

1. Number of support periods excluded due to errors and omissions (weighted): 1,238.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Number of clients excluded due to errors and omissions (weighted): 875.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



### 3 Service provision and unmet needs

SAAP agencies provide a wide range of services to accompanying children. In 2002-03, SAAP or CAP accommodation was the most commonly provided type of service, being provided in 73% of accompanying child support periods (AIHW 2003b:54). Meals (in 48% of cases) was the next most commonly provided type of service, followed by transport (47%). The types of services provided least often were sexual or physical abuse counselling, skills education, assistance with access arrangements, and brokerage services – all provided in 4% or less of accompanying child support periods.

Sometimes it is not possible for an agency to provide the requested support directly to an accompanying child, although a referral may be arranged. Overall, agencies did not provide any services directly to children in 4% (or 1,800) of accompanying child support periods in which information was provided on service requirements or provision. In the remaining 40,500, children received direct support.

The overall number of services provided, however, should be analysed in conjunction with unmet needs for each service type in order to assess SAAP's performance in relation to accompanying children. This chapter therefore discusses the level of met and unmet needs for children of different age groups for the 17 distinct services listed on the general client form. Tables 3.1, 3.2 and 3.3 at the end of this chapter form the basis of this discussion. Further discussion of the met and unmet needs of accompanying children is contained in Chapter 4, where service provision is analysed in the context of the reasons why clients with accompanying children sought SAAP support.

It should be noted that the requested services can be reported only once for an accompanying child in a particular support period: the total number of times a particular service is requested, provided or referred is not recorded. For example, a child may receive child care 3 times during their support period, but the Client Collection shows only that child care was provided, not that it was provided 3 times.

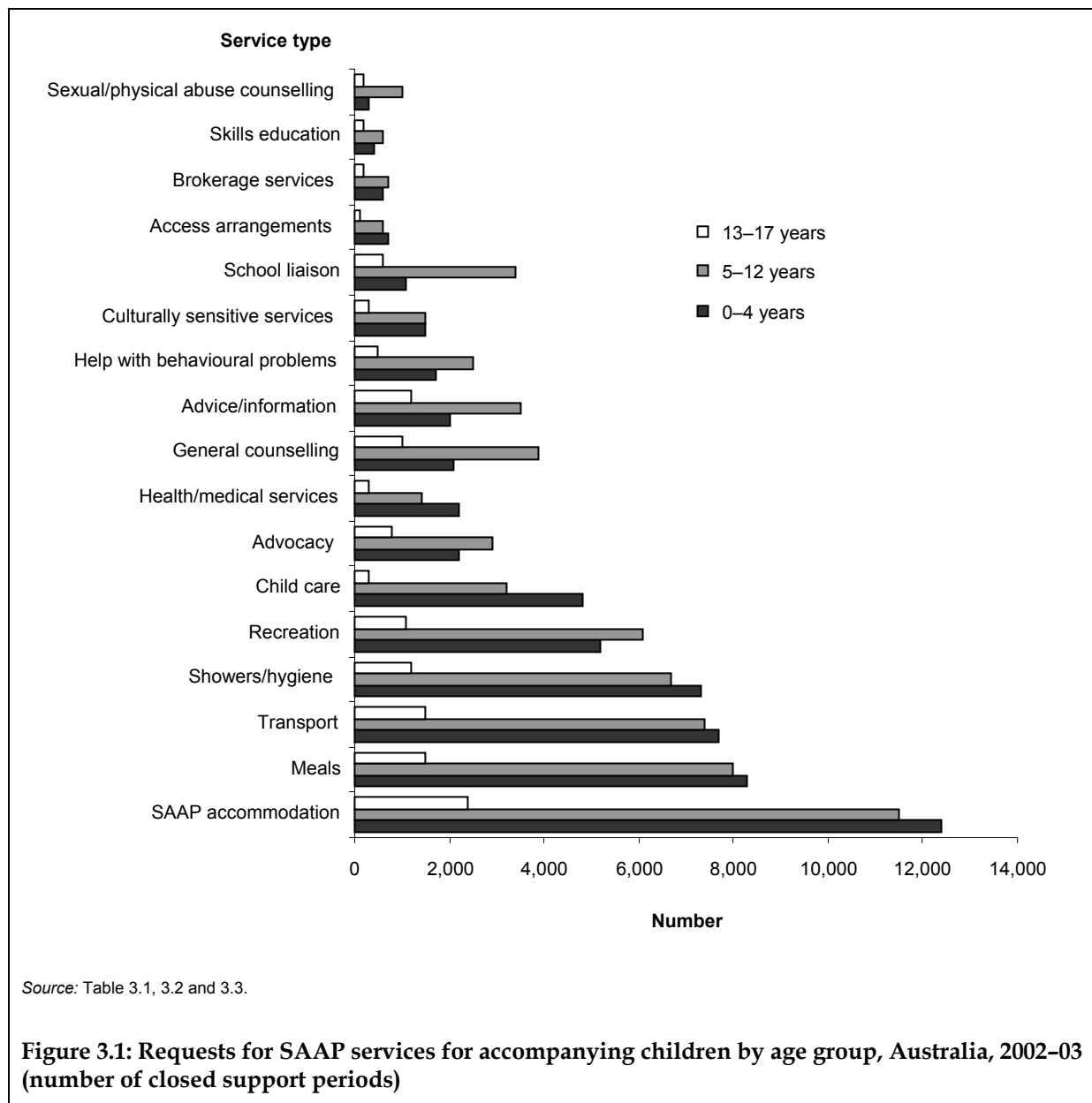
It is only after clients stop receiving support from an agency that we can examine which of their needs were met and which were not. For this reason, only closed support periods are considered when examining the services requested for accompanying children.

#### Services needed by accompanying children

Figure 3.1 shows the number of closed support periods in which a need was identified for each service type by age group. The majority of needs for all service types were for children aged 0-4 years or 5-12 years, reflecting the much greater proportion of support periods for accompanying children in these age groups (90%) (derived from Tables 3.1, 3.2 and 3.3). Children aged 13-17 years had only 10% of all accompanying child support periods, therefore it is not surprising that they had lower numbers of reported needs for every service type than the younger children.

Although children aged 0-4 years and 5-12 years had similar proportions of support periods (46% and 44%, respectively), they had different patterns of service type use. Accompanying children aged 0-4 years had the highest number of support periods with identified needs for assistance with access arrangements, health or medical services, child care, showers or

hygiene, transport, meals and SAAP or CAP accommodation. Accompanying children aged 5–12 years had higher number of support periods with identified needs for sexual or physical abuse counselling, skills education, brokerage services, school liaison, help with behavioural problems, advice or information, general counselling or support, and recreation.



### Meeting children’s needs

Based on the proportion of support periods where needs were identified, the majority of service types were provided directly by the agency for all age groups.

Where SAAP or CAP accommodation was needed, agencies were able to provide this service in 96% of cases for 0–4 year-olds and 5–12 year-olds, and in 95% of cases for 13–17 year-olds. Basic support and services such as meals, showers and hygiene, recreation and transport also had high levels of direct provision, and were provided in at least 96% of cases. Similarly, for



all age groups, general support or advocacy services (except for assistance with access arrangements) were provided in at least 94% of cases where they were needed.

Culturally sensitive services were provided in at least 92% of cases where they were needed for all age groups. School liaison was requested in more support periods for children aged 0–4 years (1,100) and 5–12 years (3,400) than children aged 13–17 years (600). Service provision occurred in 86% of cases for 0–4 year-olds 88% of cases for the older children.

There was some variation in the provision of services across age groups for some service types. Child care was provided least often for children aged 0–4 years, with just under 85% of the 4,800 requests for this service being met directly by the agency. This service was unable to be provided directly for these children in 7% of cases, with a further 9% referred on. For older children, child care was provided in 91% and 93% of cases for 5–12 year-olds and 13–17 year-olds in 3,200 and 300 support periods, respectively. Correspondingly, there were fewer unmet needs and referrals for children in these age groups.

The provision of skills education and general counselling also differed across age groups. Skills education was provided in 93% of support periods in which it was needed for 0–4 year-olds, 88% for 5–12 year-olds and 80% for 13–17 year-olds. General counselling or support was provided most frequently for children aged 0–4 years (94%), and in 89% of cases for 5–12 year-olds and 88% for 13–17 year-olds.

## **Unmet needs**

The provision of help with behavioural problems, sexual or physical abuse counselling or support, health or medical services and assistance with access arrangements varied across age groups, but in general were the services which were least likely to be provided and therefore had the highest levels of unmet needs. In general, however, the services that were provided least often were more likely to be referred on. Whether the requested service was provided once it was referred is unknown, but it should be noted that referrals reported in the National Data Collection are formal arrangements between the referring agency and the referred agency.

Help with behavioural problems was provided in 87% of support periods where the service was requested for children aged 0–4 years, with 6% of needs going unmet at the end of support and 7% referred. For children aged 5–12 years, this service was provided in 81% of support periods, with 8% of needs remaining unmet and 12% referred. For older children, this need was met in 79% of cases, with 8% remaining unmet and 13% referred.

Sexual or physical abuse counselling or support was provided in 70% of cases where it was needed for 0–4 year-olds, with 12% of cases remaining unmet and 18% referred. For 5–12 year-olds, 66% of needs were met directly by the agency, with 11% of needs remaining unmet and 23% referred. For 13–17 year-olds, 68% of identified needs were met, with 8% going unmet and 24% referred.

Requests for health or medical services were met directly by the agency in 67% of support periods for 0–4 year-olds. Seven per cent of needs for this service were unmet at the end of support and 26% were referred. For 5–12 year-olds, 68% of needs were met, 8% unmet and 25% referred. For 13–17 year-olds, health or medical services were met in 66% of cases, 11% were unmet and 23% referred.

Assistance with access arrangements was provided proportionately more often to children aged 13–17 years (80%), followed by 5–12 year-olds (74%) and 0–4 year-olds (68%). For children aged 0–4 years, referrals were arranged for assistance with access arrangements in

23% of cases, with 9% of needs going unmet. For 5–12 year-olds, 19% of cases were referred and 8% of needs were unmet. The corresponding figures for 13–17 year-olds were 14% and 6%.

## 3.1 Tables

**Table 3.1: SAAP services requested for accompanying children aged 0–4 years in closed support periods, by provision, Australia, 2002–03 (per cent closed accompanying child support periods)**

Type of service	Not provided			Provided			Total	Child support periods in which services were requested (number)
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Accommodation</b>								
SAAP/CAP accommodation	1.6	2.6	4.2	92.9	2.9	95.8	100.0	12,400
<b>School liaison/child care</b>								
School liaison	7.0	6.9	13.9	74.5	11.5	86.0	100.0	1,100
Child care	6.6	8.9	15.5	76.4	8.1	84.5	100.0	4,800
<b>Counselling</b>								
Help with behavioural problems	6.1	6.9	13.0	75.5	11.5	87.0	100.0	1,700
Sexual/physical abuse counselling/support	11.9	17.7	29.6	51.7	18.7	70.4	100.0	300
Skills education	5.4	1.4	6.8	78.1	15.0	93.1	100.0	400
General counselling/support	3.5	3.0	6.5	86.5	7.0	93.5	100.0	2,100
<b>General support/advocacy</b>								
Access arrangements	8.6	23.0	31.6	53.1	15.2	68.3	100.0	700
Advice/information	3.1	1.0	4.1	87.5	8.4	95.9	100.0	2,000
Brokerage services	2.2	4.0	6.2	83.9	9.9	93.8	100.0	600
Advocacy	2.4	1.3	3.7	85.9	10.3	96.2	100.0	2,200
<b>Specialist services</b>								
Culturally sensitive services	2.0	3.7	5.7	89.1	5.2	94.3	100.0	1,500
Health/medical services	7.0	26.1	33.1	42.2	24.7	66.9	100.0	2,200
<b>Basic support and other services n.e.s.</b>								
Meals	1.1	0.6	1.7	97.2	1.2	98.4	100.0	8,300
Showers/hygiene	1.1	0.1	1.2	98.5	0.3	98.8	100.0	7,300
Recreation	1.5	0.3	1.8	97.2	1.1	98.3	100.0	5,200
Transport	1.3	0.3	1.6	97.1	1.3	98.4	100.0	7,700
Other	1.3	4.1	5.4	84.3	10.3	94.6	100.0	2,550
<b>Total services requested</b>	<b>1,600</b>	<b>2,100</b>	<b>3,700</b>	<b>56,400</b>	<b>3,100</b>	<b>59,500</b>	<b>..</b>	<b>63,200</b>
<b>Associated closed accompanying child support periods</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>15,700</b>

**Table 3.2: SAAP services requested for accompanying children aged 5–12 years in closed support periods, by provision, Australia, 2002–03 (per cent closed accompanying child support periods)**

Type of service	Not provided			Provided			Total	Child support periods in which services were requested (number)
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Accommodation</b>								
SAAP/CAP accommodation	1.6	2.5	4.1	92.2	3.6	95.8	100.0	11,500
<b>School liaison/child care</b>								
School liaison	6.6	5.1	11.7	77.2	11.0	88.2	100.0	3,400
Child care	5.2	3.6	8.8	86.1	5.1	91.2	100.0	3,200
<b>Counselling</b>								
Help with behavioural problems	7.6	11.9	19.5	67.3	13.2	80.5	100.0	2,500
Sexual/physical abuse counselling/support	10.7	23.2	33.9	45.9	20.3	66.2	100.0	1,000
Skills education	8.6	3.9	12.5	78.6	8.9	87.5	100.0	600
General counselling/support	5.1	5.8	10.9	81.4	7.8	89.2	100.0	3,900
<b>General support/advocacy</b>								
Access arrangements	7.7	18.5	26.2	57.4	16.3	73.7	100.0	600
Advice/information	2.9	0.8	3.7	89.3	7.0	96.3	100.0	3,500
Brokerage services	2.0	3.1	5.1	82.0	12.9	94.9	100.0	700
Advocacy	2.7	1.1	3.8	85.4	10.8	96.2	100.0	2,900
<b>Specialist services</b>								
Culturally sensitive services	4.5	3.7	8.2	85.8	6.0	91.8	100.0	1,500
Health/medical services	7.5	25.0	32.5	44.6	23.0	67.6	100.0	1,400
<b>Basic support and other services n.e.s.</b>								
Meals	0.9	0.7	1.6	97.1	1.3	98.4	100.0	8,000
Showers/hygiene	1.0	0.2	1.2	98.6	0.3	98.9	100.0	6,700
Recreation	2.0	0.8	2.8	95.1	2.2	97.3	100.0	6,100
Transport	1.2	0.3	1.5	96.7	1.8	98.5	100.0	7,400
Other	2.7	4.3	7.0	83.0	10.0	93.0	100.0	2,250
<b>Associated closed accompanying child support periods</b>	..	..	..	..	..	..	..	<b>14,950</b>

**Table 3.3: SAAP services requested for accompanying children aged 13–17 years in closed support periods, by provision, Australia, 2002–03 (per cent closed accompanying child support periods)**

Type of service	Not provided			Provided			Total	Closed child support periods in which services were requested (number)
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Accommodation</b>								
SAAP/CAP accommodation	2.5	3.0	5.5	90.8	3.8	94.6	100.0	2,400
<b>School liaison/child care</b>								
School liaison	6.1	6.2	12.3	72.0	15.7	87.7	100.0	600
Child care	3.8	3.2	7.0	87.6	5.4	93.0	100.0	300
<b>Counselling</b>								
Help with behavioural problems	8.0	12.7	20.7	62.4	17.0	79.4	100.0	500
Sexual/physical abuse counselling/support	7.6	24.2	31.8	46.7	21.5	68.2	100.0	200
Skills education	9.1	11.3	20.4	62.6	17.0	79.6	100.0	200
General counselling/support	5.5	6.6	12.1	79.8	8.1	87.9	100.0	1,000
<b>General support/advocacy</b>								
Access arrangements	6.3	13.7	20.0	59.6	20.4	80.0	100.0	100
Advice/information	2.1	1.1	3.2	88.0	8.8	96.8	100.0	1,200
Brokerage services	2.7	3.2	5.9	80.5	13.5	94.0	100.0	200
Advocacy	2.7	1.2	3.9	80.9	15.2	96.1	100.0	800
<b>Specialist services</b>								
Culturally sensitive services	3.8	3.4	7.2	82.6	10.1	92.7	100.0	300
Health/medical services	11.1	22.6	33.7	44.8	21.5	66.3	100.0	300
<b>Basic support and other services n.e.s.</b>								
Meals	0.8	0.4	1.2	96.7	2.1	98.8	100.0	1,500
Showers/hygiene	1.2	0.2	1.4	98.1	0.5	98.6	100.0	1,200
Recreation	2.3	1.5	3.8	93.3	2.9	96.2	100.0	1,100
Transport	2.0	0.3	2.3	95.9	1.7	97.6	100.0	1,500
Other	4.1	7.6	11.7	81.1	7.2	88.3	100.0	450
<b>Associated closed accompanying child support periods</b>	..	..	..	..	..	..	..	<b>3,350</b>

Notes to tables 3.1 to 3.3:

1. Number excluded due to errors and omissions (weighted): 24,224 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. Tables excludes high-volume records because not all items were included on the high-volume form.
3. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

## 4 Domestic violence

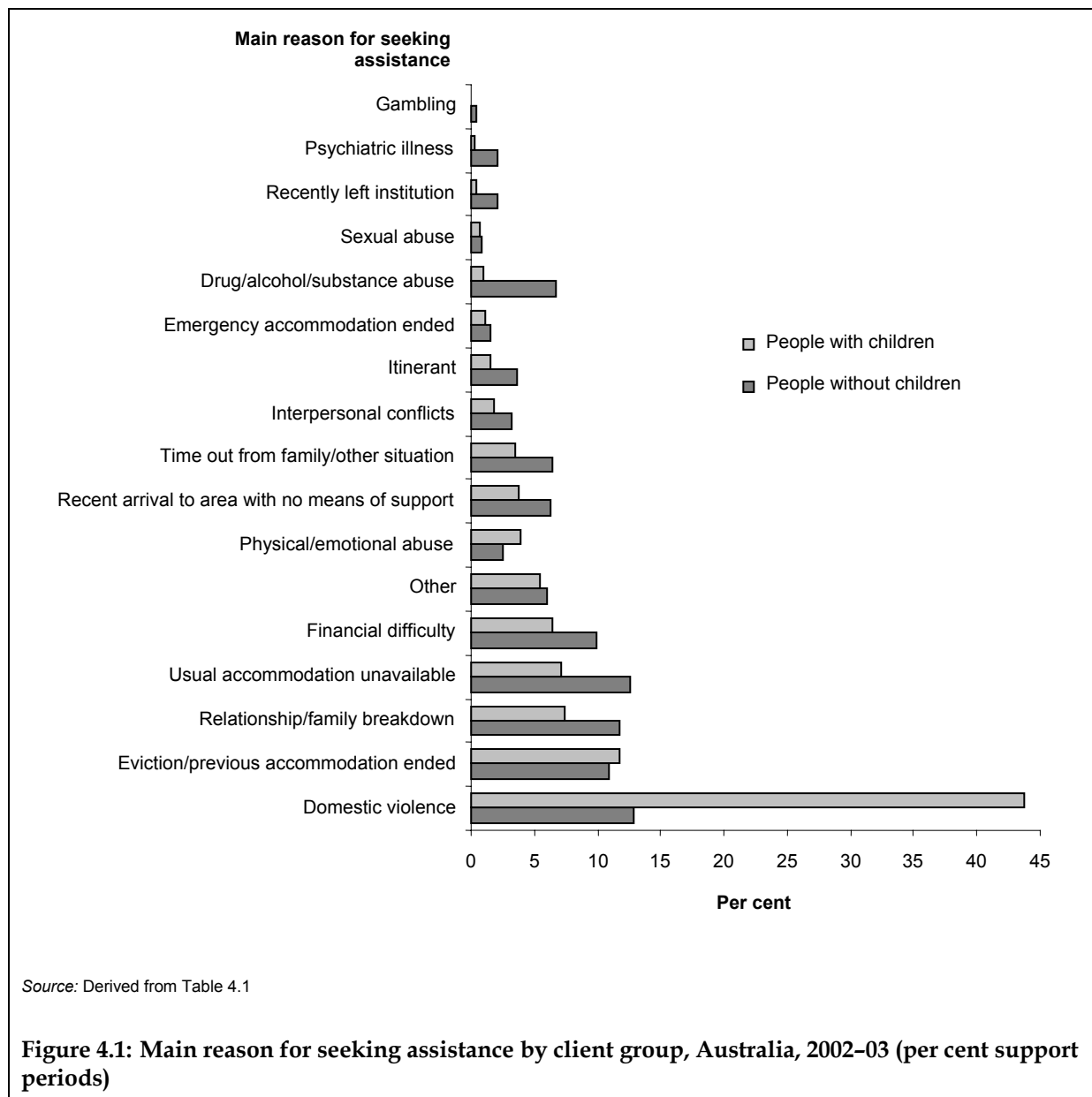
For client groups with children, domestic violence was the most common reason for seeking assistance, and around two-thirds (39,700) of accompanying child support periods were provided where the parent or guardian needed assistance due to domestic violence. Domestic violence therefore affects a large proportion of children in SAAP. Children who witness or experience domestic violence may suffer severe psychological trauma and have very specific needs. They display high levels of distress, low self-esteem and, in many cases, behavioural problems such as depression (Rogers 2003; Stone 2003). The ability of SAAP agencies to meet the needs of children who are in SAAP due to domestic violence is therefore of particular importance. The second section of this chapter focuses on service provision to children who accompanied a client who sought SAAP assistance due to domestic violence, and compares this with service provision to children who accompanied clients with other reasons for seeking assistance.

### Main reason by client group

Table 4.1 compares the main reasons for seeking assistance of groups with children and groups without children. Overall, domestic violence was cited as the main reason for seeking assistance in 22% of all support periods (Table 4.1). This figure is influenced by the large number of support periods for women with children (32,650). These clients reported domestic violence as their main reason for seeking assistance in 52%, or 16,900 of their support periods (Table 4.1). The next most common main reason for women with children was eviction or the ending of previous accommodation, reported in only 9% of support periods, followed by relationship or family breakdown (7%). Domestic violence was also the most common main reason for women without children, but was cited relatively less often (in 28%, or 11,100 support periods) than for women with children.

People who presented as a couple with children had similar reasons for seeking assistance to couples without children. Couples with children cited eviction or the ending of previous accommodation as their main reason in 27% of support periods, followed by usual accommodation unavailable (14%), financial difficulty (14%) and recent arrival to area with no means of support (12%). Couples without children also cited eviction (22%) as their most common main reason, followed by usual accommodation unavailable (17%) and financial difficulty (16%).

For males with children, the most common main reason was also eviction (21%), followed by relationship or family breakdown (18%) and usual accommodation unavailable (14%). For males without children, the most common main reason was that their usual accommodation was unavailable (16%), followed by financial difficulty (13%), eviction (12%) and relationship or family breakdown (11%).



### Domestic violence and services provided to accompanying children

For the purpose of the analysis in the remainder of this chapter, the term domestic violence refers to clients with any of the following circumstances:

- clients who gave domestic violence as a reason for seeking assistance
- clients who attended domestic violence agencies
- clients who were provided with domestic violence counselling.

Children accompanying clients who presented due to domestic violence had the majority of accompanying child support periods (39,700, or 67%). This figure is derived from Table 4.2: 27,100 support periods with information on service requirements and provision plus 12,600 support periods where no assistance was needed for the accompanying child or where information on service requirements and provision was missing.

Table 4.2 summarises the met and unmet needs of children accompanying a client who presented at a SAAP agency due to domestic violence and those who accompanied clients

with other reasons. Of the accompanying child support periods where there was information about service requirements and provision, 78% (27,100) were provided to children who were in SAAP due to domestic violence. This compares to 7,300 support periods provided to children accompanying clients with other reasons.

Accompanying children who were in SAAP due to domestic violence had higher levels of provision, and therefore fewer unmet needs, than other children for every service type except for brokerage services. In particular, needs for child care (90% compared to 68%), help with behavioural problems (86% compared to 61%), skills education (90% compared to 71%) and culturally sensitive services (95% compared to 78%), were provided in proportionately more cases for children who were in SAAP due to domestic violence compared with other children. SAAP or CAP accommodation was also provided in proportionately more cases for children who were in SAAP due to domestic violence (97%) compared to children who were in SAAP due to other reasons (91%). As domestic violence agencies provide the majority of accompanying child support periods (see Table A1.2), this indicates that this agency type is better able to provide for the needs of children than other agency types.

The highest proportions of unmet needs for both groups of children were sexual or physical abuse counselling or support (30% for children in SAAP due to domestic violence and 50% for other children), access arrangements (28% and 37%), and health or medical services (30% and 49%). However, it should be noted that large proportions of these unmet needs are instances where the agency was not able to provide the service directly but referred the child to another type of service (see AIHW 2003b:61).

## 4.1 Tables

**Table 4.1: SAAP support periods: main reason for seeking assistance by client group, Australia, 2002–03 (per cent)**

Main reason for seeking assistance	Without accompanying children				With accompanying children				Total
	Male without children	Female without children	Couple without children	Other without children	Male with children	Female with children	Couple with children	Other with children	
Usual accommodation unavailable	15.7	8.3	16.8	16.5	13.8	5.8	14.1	10.0	10.9
Time out from family/other situation	6.4	6.8	4.6	7.5	3.8	3.4	4.2	3.6	5.6
Relationship/family breakdown	10.7	13.5	8.3	12.7	17.8	7.1	5.6	15.3	10.5
Interpersonal conflict	3.2	3.4	2.2	3.2	2.7	1.7	2.9	—	2.8
Physical/emotional abuse	1.0	4.5	1.5	3.6	1.4	4.5	1.1	5.7	3.0
Domestic violence	0.9	28.4	2.0	10.6	5.2	51.8	3.1	14.8	22.1
Sexual abuse	0.2	1.7	0.2	0.8	0.2	0.8	0.5	2.0	0.8
Financial difficulty	13.2	5.6	16.3	8.8	11.0	5.1	13.8	3.4	8.9
Gambling	0.6	0.1	0.3	0.1	0.2	0.1	0.1	—	0.3
Eviction/previous accommodation ended	12.0	8.5	22.2	12.0	20.9	9.1	26.7	21.4	11.2
Drug/alcohol/substance abuse	9.6	3.7	3.0	2.7	2.8	0.8	1.3	1.8	5.0
Emergency accommodation ended	1.7	1.4	1.4	1.4	1.1	1.0	2.5	—	1.4
Recently left institution	3.2	1.2	0.9	0.2	0.9	0.3	0.7	0.9	1.6
Psychiatric illness	2.8	1.6	0.4	2.2	0.6	0.3	0.2	0.9	1.6
Recent arrival to area with no means of support	8.7	3.3	7.4	6.5	6.1	2.4	11.7	9.5	5.5
Itinerant	4.4	2.7	4.8	3.5	3.4	1.2	2.9	3.7	3.0
Other	6.2	5.5	7.9	8.0	8.4	4.8	8.6	6.9	5.8
<i>Total</i>	36.2	29.9	2.7	1.2	1.3	25.0	3.7	0.1	100.0
<b>Total (%)</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>47,400</b>	<b>39,100</b>	<b>3,600</b>	<b>1,500</b>	<b>1,700</b>	<b>32,650</b>	<b>4,800</b>	<b>100</b>	<b>130,900</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 9,214.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 4.2: SAAP services requested for accompanying children, by provision, Australia, 2002-03  
(per cent closed accompanying child support periods)**

Type of service	Domestic violence			Reasons other than domestic violence		
	Not provided	Provided	Closed child support periods in which services were requested (number)	Not provided	Provided	Closed child support periods in which services were requested (number)
<b>Accommodation</b>						
SAAP/CAP accommodation	3.2	96.8	21,900	9.5	90.5	4,750
<b>School liaison/child care</b>						
School liaison	10.6	89.3	4,100	19.5	80.5	950
Child care	10.2	89.8	7,450	32.4	67.5	900
<b>Counselling</b>						
Help with behavioural problems	14.1	86.0	4,200	39.0	61.0	650
Sexual/physical abuse counselling/support	30.2	69.8	1,350	49.6	50.4	200
Skills education	9.6	90.4	1,050	29.1	70.9	150
General counselling/support	8.3	91.7	6,150	19.0	81.0	950
<b>General support/advocacy</b>						
Access arrangements	27.6	72.4	1,250	36.9	63.1	150
Advice/information	3.5	96.5	5,600	4.9	95.2	1,200
Brokerage services	6.2	93.8	850	4.6	95.4	600
Advocacy	3.2	96.7	4,700	6.0	94.0	1,250
<b>Specialist services</b>						
Culturally sensitive services	5.4	94.5	3,050	22.4	77.6	300
Health/medical services	29.4	70.7	3,250	48.6	51.4	700
<b>Basic support and other services n.e.s.</b>						
Meals	1.3	98.7	16,250	4.8	95.2	1,650
Showers/hygiene	1.1	98.9	14,400	2.7	97.3	1,000
Recreation	1.9	98.1	11,450	7.8	92.3	1,050
Transport	1.5	98.5	14,850	2.9	97.0	1,800
Other	5.1	94.9	4,200	12.5	87.6	1,100
<b>Associated closed accompanying child support periods</b>	<b>..</b>	<b>..</b>	<b>27,100</b>	<b>..</b>	<b>..</b>	<b>7,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 12,600 closed accompanying child support periods for domestic violence and 12,350 support periods for other reasons (including cases where no assistance was needed or where there was no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.



# 5 Circumstances of accompanying children before and after support

This chapter examines some of the pathways people with children take into SAAP, and the outcomes for these people and their children following SAAP support. Clients with accompanying children are likely to have different social and economic circumstances than those without children, so the discussion in this chapter compares the accommodation and living situations of clients with children to those of clients without children.

Data on the type of accommodation and living arrangements immediately before and after a support period are collected in the Client Collection. There are, however, limitations in this data because high-volume agencies, which accounted for 21% of support periods in 2002–03 (AIHW 2003b: 80), do not collect information about client circumstances after support. In addition, there is a large amount of missing information for client status after support. For this reason, data in this chapter contain only those support periods where information was provided both before and after support. Data in this chapter relate to closed support periods only.

## **Type of accommodation before and after support**

In order to assess if people with accompanying children have more or less difficulty in obtaining independent housing after SAAP support, support period information for these clients is compared to clients without accompanying children.

Before support, clients with accompanying children were living in SAAP accommodation in 17% of support periods. After support, this figure increased to 19%. For clients without accompanying children, the corresponding figures were 20% and 21%.

Clients with accompanying children were more likely than clients without accompanying children to be in more independent forms of housing both before and after support. Before and after support, clients with accompanying children were in private rental housing in 25% of support periods. The proportion of support periods for these clients renting public or community housing increased from 18% before support to 25% after support. For clients without children, the proportion in private rental increased from 12% before support to 15% after support, and for public or community housing the proportion increased from 9% before support to 12% after support.

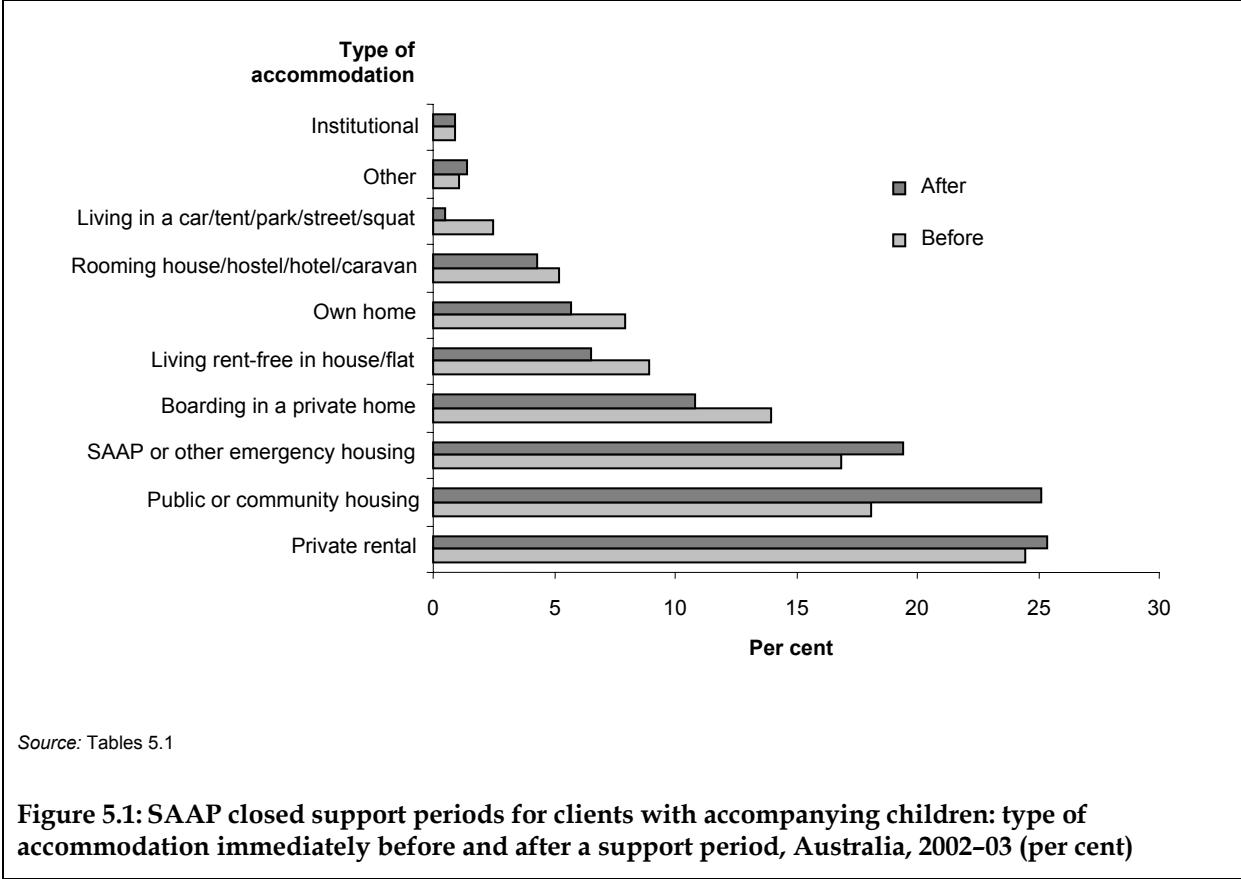
Clients with accompanying children were less likely to be living in a car, tent, park, street or squat before or after support than clients without children. The proportions decreased after support for both client groups, however, from 3% to less than 1% for clients with children, and from 10% to 4% for clients without children.

## **Living situation before and after support**

There was a considerable change in the living situations of clients with accompanying children before and after SAAP support. Of the 40% of support periods for clients with accompanying children who lived with a spouse or partner before support, only 23% returned to that situation after support. On the other hand, the proportion of support periods where clients were living alone with their children increased from 32% before support to 50%

after support. The high proportion of female clients with children escaping domestic violence contributed to this change from before support to after support.

For people without accompanying children, there was a decrease in the proportion of support periods where the client was living with a spouse or partner before support (17%) to after support (12%) and an increase in those who were living alone from before support (28%) to after support (33%). These changes were influenced by the relatively high proportion of people who were seeking assistance due to relationship or family breakdown.



## 5.1 Tables

**Table 5.1: SAAP closed support periods: type of accommodation immediately before and after a support period, Australia, 2002–03 (per cent)**

Type of accommodation	Support periods with accompanying children		Support periods without accompanying children	
	Before	After	Before	After
SAAP or other emergency housing	16.9	19.4	19.5	20.5
Living rent-free in house/flat	8.9	6.5	16.3	13.9
Private rental	24.5	25.4	12.4	15.4
Public or community housing	18.1	25.1	8.9	12.2
Rooming house/hostel/hotel/caravan	5.2	4.3	8.7	10.4
Boarding in a private home	14.0	10.8	13.8	12.8
Own home	7.9	5.7	3.5	2.8
Living in a car/tent/park/street/squat	2.5	0.5	9.8	4.4
Institutional	0.9	0.9	5.8	5.6
Other	1.1	1.4	1.2	2.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>26,000</b>	<b>26,000</b>	<b>49,600</b>	<b>49,600</b>

*Notes*

1. Number of support periods excluded due to missing before and/or after information (weighted): 9,348 (support periods with children).
2. Number of support periods excluded due to missing before and/or after information (weighted): 37,460 (support periods without children).
3. Table 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 closed support periods: living situation immediately before and after a support period, Australia, 2002–03 (per cent)**

Living situation	Support periods with accompanying children		Support periods without accompanying children	
	Before	After	Before	After
With parent(s)	5.0	3.3	12.7	10.3
With foster family	—	0.1	0.7	0.5
With relatives/friends short-term	15.4	12.7	16.8	14.2
With relatives/friends long-term	2.3	2.8	4.7	6.7
With spouse/partner with/without children	39.6	23.1	16.6	11.8
Alone with children	31.6	49.6	2.6	3.2
Alone	1.8	2.3	28.4	33.0
With other unrelated persons	3.2	3.7	16.7	19.3
Other	1.1	2.3	0.8	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>26,100</b>	<b>26,100</b>	<b>51,300</b>	<b>51,300</b>

*Notes*

1. Number of support periods excluded due to missing before and/or after information (weighted): 9,163 (support periods with children).
2. Number of support periods excluded due to missing before and/or after information (weighted): 35,838 (support periods without children).
3. Table 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.

# Appendix 1: State and territory variation

There is significant variation in the number of support periods reported for accompanying children across the states and territories beyond what would be expected given differences in population size and the number of support periods for clients. There are five possible reasons for this:

## 1. Different proportions of agency target groups that cater for children

In general, agencies that cater for people with children are family, women escaping domestic violence, and cross target/multiple or general agencies. Each state and territory has a different proportion of these agencies, which ultimately affects how many accompanying children can receive assistance. ABS census figures indicate that there are many more homeless people than those that are counted in SAAP, and SAAP NDCA *Demand for SAAP assistance* reports indicate that there is hidden need for homeless services in each state and territory (ABS 2003; AIHW 2003a). Where there are fewer agencies for people with accompanying children, the fewer support periods they will have.

## 2. Non-reporting of children's data

The extent to which accompanying child details are not reported to the NDCA is a relatively unknown quantity. While the NDCA uses a variety of quality assurance measures, including a weighting system to adjust for non-participation by agencies that should have returned records, it cannot always adjust for agencies that return some records but not others (see Appendix 2 for more information about the weighting system).

## 3. Accompanying children may have been reported as *clients*

It is likely that some accompanying children are reported as *clients*, either through misinterpretation of the distinction between a client and an accompanying child, or perhaps the view that 'accompanying children are clients in their own right and must receive a service as such', and the full component of data should be collected to reflect this (DoCS, 2001:8). However, there are far more accompanying children in each jurisdiction than there are clients under the age of 18 years, suggesting that, overall, agencies are recording accompanying children on their parent or guardian's client form.

## 4. Differences in client profiles, in particular, Indigenous status

Different cultural groups have different patterns of use of SAAP services. In particular, Indigenous women with children use SAAP services more often than other client groups, and contribute higher rates of child support periods.

## 5. Differences in the use of the high volume form

There are some agencies which use the shorter high-volume form because they have a high client turn-over. In general, high volume clients have shorter support periods and return more frequently to SAAP.

## Reasons for variation across the states and territories

Using general population size as a guide for estimating the expected number of accompanying child support periods and comparing this to the actual numbers reported, three groups of states and territories can be determined:

- New South Wales, Victoria, and Queensland
- Western Australia and South Australia
- Tasmania, the Australian Capital Territory and the Northern Territory.

### New South Wales, Victoria and Queensland

Although Victoria (24%) and Queensland (20%) have smaller general populations of children under 18 years than New South Wales (34%), agencies in those states reported more accompanying child support periods (ABS 2003a). Table A1.1 shows that Victoria had almost double the number reported in New South Wales (25,650 compared with 12,950).

Queensland (13,200) also had slightly more accompanying child support periods than New South Wales.

For Queensland, differences in cultural background composition and the use of high volume forms may explain the higher than expected number of accompanying child support periods, based on general population size. Queensland has a higher Indigenous population in SAAP than New South Wales and Victoria, and Indigenous females in Queensland return to SAAP more frequently than those in NSW (2.6 support periods each compared to 1.6, AIHW 2003d: 13; AIHW 2003f: 13). In addition, around 850 accompanying child support periods were recorded on high volume forms in Queensland compared to around 300 in New South Wales.

In relation to whether accompanying children are being reported as clients, an examination of the number of support periods for clients aged under 18 years shows New South Wales had the highest number of support periods for clients aged under 18 (5,400) as would be expected by its higher general population of people of this age. This jurisdiction also has a large proportion of youth agencies (45%), compared to 36% in both Victoria and Queensland (AIHW 2003d:49; AIHW 2003f:49, AIHW 2003i:49). This suggests that in New South Wales, accompanying children are not being reported incorrectly as clients to any significant extent. The slightly greater number of support periods for children under 18 reporting on their own in Queensland (4,300) compared to Victoria (4,100) may be explained by these jurisdictions having the same proportion of agencies targeting youth (36%), and clients in Queensland being more likely to return more frequently to SAAP than clients in Victoria.

The large difference between the number of accompanying child support periods in New South Wales and Victoria suggests that different proportions of agency target groups that cater for accompanying children and the non-reporting of accompanying child data could be factors.

In relation to differences in agency target group proportions, of those agencies that generally cater for accompanying children (family, women escaping domestic violence and cross-target agencies), New South Wales has fewer agencies (41%) than Victoria (56%) (AIHW 2003d:49; AIHW 2003i:49). However, New South Wales has 30 more agencies for women escaping domestic violence than Victoria but returns proportionately less accompanying child support periods from these agencies than Victoria (20% compared to 27%, Table A1.2).

Assuming that Domestic violence agencies in these states are, on average, of a similar size and have the capacity to support a similar volume of clients, it is possible that there is a significant level of non-reporting of children's data from domestic violence agencies in New



South Wales. When accompanying child data items were introduced to the Client Collection in July 2000, many domestic violence agencies in New South Wales expressed concerns about completing this data due to confidentiality and privacy concerns, and therefore may not return information on children as frequently or if at all compared to other jurisdictions.

### **Western Australia and South Australia**

South Australian agencies reported more accompanying child support periods than those in Western Australia (9,800 compared to 8,000) despite its smaller population size. However, if the number of accompanying child support periods recorded on high volume forms is subtracted, Western Australia (which does not use high-volume forms) has more accompanying child support periods than South Australia (6,350). Because the alpha code is not collected for accompanying children on the high-volume form, the actual number of children recorded on these forms cannot be estimated, but it is likely that a high proportion of these records would be for a relatively small number of children who returned to SAAP more often (AIHW 2003g:36; IHW 2003j:36).

### **Tasmania, Australian Capital Territory and Northern Territory**

As with support periods provided to clients, the Northern Territory had more accompanying child support periods (3%) than the Australian Capital Territory (1%) despite its smaller population size. This is due to the higher proportion of support periods for women with children who used SAAP services because of domestic violence, which is highly prevalent amongst Indigenous communities in the Northern Territory. Considering its population size and client profile, the number of accompanying child support periods reported in Tasmania is to be expected in relation to the other states.

## A1.1 Tables

**Table A1.1: Support periods for clients under 18 years and accompanying child support periods by state and territory, Australia, 2002-03 (includes high volume records)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT		Total
<b>Support periods for clients under 18 years</b>										
									%	Number
0-4 years	0.7	2.1	0.3	1.0	0.3	0.5	0.7	0.7	0.9	200
5-12 years	3.1	4.0	4.1	2.5	2.0	1.0	1.0	5.3	3.3	600
13-15 years	27.9	17.5	31.0	19.6	21.9	29.3	30.1	18.3	25.2	4,600
15-17 years	68.0	75.6	64.3	76.4	75.3	68.7	67.6	75.4	70.2	12,800
Age missing	0.3	0.8	0.2	0.5	0.4	0.5	0.6	0.4	0.4	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total</b>	<b>29.6</b>	<b>22.4</b>	<b>23.6</b>	<b>5.5</b>	<b>10.1</b>	<b>4.2</b>	<b>2.8</b>	<b>1.9</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>5,400</b>	<b>4,100</b>	<b>4,300</b>	<b>1,000</b>	<b>1,800</b>	<b>800</b>	<b>500</b>	<b>300</b>	..	<b>18,300</b>
<b>Accompanying child support periods</b>										
0-4 years	45.7	40.6	44.1	45.0	43.4	42.4	52.1	53.3	43.5	33,000
5-12 years	41.4	43.4	43.2	42.1	42.0	44.2	37.1	39.6	42.5	32,200
13-15 years	7.7	9.7	8.9	6.0	9.5	8.9	6.9	4.6	8.6	6,500
15-17 years	3.0	4.3	2.3	2.0	3.0	2.3	2.7	1.6	3.1	2,400
Age missing	2.2	2.0	1.6	4.8	2.0	2.2	1.2	0.8	2.2	1,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total</b>	<b>17.1</b>	<b>33.9</b>	<b>17.4</b>	<b>10.6</b>	<b>12.9</b>	<b>3.9</b>	<b>1.3</b>	<b>2.9</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>12,950</b>	<b>25,650</b>	<b>13,200</b>	<b>8,050</b>	<b>9,750</b>	<b>2,950</b>	<b>1,000</b>	<b>2,200</b>	..	<b>75,750</b>
<b>Total (number) excluding high volume records</b>	<b>12,650</b>	<b>25,650</b>	<b>12,350</b>	<b>8,050</b>	<b>6,350</b>	<b>2,950</b>	<b>1,000</b>	<b>2,200</b>	..	<b>71,250</b>

### Notes

1. Accompanying child support periods are weighted to adjust for agency non-participation.
2. Support periods for clients under 18 years are weighted to adjust for agency non-participation. They are also adjusted for client non-consent because age of client is a consent item.
3. 'Age missing' for support periods for clients under 18 years is a pro-rated estimate based on the total number of missing records for age for all clients.

Sources: SAAP Client and Administrative Data Collections.

**Table A1.2: SAAP Client Collection: forms returned with child details by primary target group and state and territory (per cent)**

<b>State/territory</b>	<b>Young people</b>	<b>Single men only</b>	<b>Single women only</b>	<b>Families</b>	<b>Women escaping DV</b>	<b>Cross-target/multiple/general</b>	<b>Total %</b>	<b>Total (number)</b>
New South Wales	23.4	82.1	32.2	12.1	20.3	10.1	17.2	11,582
Victoria	31.2	18.0	65.2	36.1	27.4	52.5	35.7	24,065
Queensland	17.4	0.0	3.2	27.5	17.6	10.8	17.4	11,718
Western Australia	6.6	0.0	0.0	7.8	18.2	3.2	11.8	7,950
South Australia	16.9	0.0	0.8	12.0	10.0	3.6	9.0	6,098
Tasmania	0.0	0.0	0.0	0.0	0.4	17.4	4.2	2,847
Australian Capital Territory	1.9	0.4	0.0	3.1	1.4	0.0	1.4	938
Northern Territory	2.3	0.0	0.0	1.3	4.6	2.5	3.3	2,212
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total %</b>	<b>5.5</b>	<b>0.4</b>	<b>2.2</b>	<b>17.8</b>	<b>51.2</b>	<b>22.9</b>	<b>100.0</b>	<b>..</b>
<b>Total</b>	<b>3,707</b>	<b>268</b>	<b>1,476</b>	<b>12,014</b>	<b>34,492</b>	<b>15,453</b>	<b>..</b>	<b>67,410</b>

Sources: SAAP Client and Administrative Data Collections.



# Appendix 2: Data issues

The majority of the data in this report was obtained from the SAAP Client Collection. The Client Collection form collects data about Clients (adults or unaccompanied children) that received ongoing or substantial support from a SAAP agency. Data include basic demographic information and the services required by and provided to each client. Information is also collected about client circumstances before and after receiving SAAP support. In addition, basic demographic information about the children accompanying SAAP clients is also collected, along with the support services needed and provided to each accompanying child (see Appendix 3 for a copy of the client form). In effect, accompanying child data is a subset of the Client Collection, as information cannot be collected about accompanying children independently of their parent or guardian due to the design of the Client form. It is more efficient to collect children's information this way as the same data items (such as living situation, type of accommodation and reasons for seeking assistance) don't have to be collected twice, and the link between the parent/guardian and child is established.

This report contains analyses of information collected from the data items relating to accompanying children on the Client Collection form. In addition, some of the tables in chapters 1, 2, 4 and 5 use data about clients who have presented at SAAP with an accompanying child(ren). Some of the main data issues associated with the analyses in this report are those concerning the use of accompanying child data in conjunction with that of their parents or guardians, analysing the duration of support for accompanying children, informed consent and alpha codes, high volume forms, and weighting the data to adjust for non-consent and agency non-participation.

## **Combining accompanying child data with client data**

Apart from the number of accompanying children in SAAP presented in Chapter 1, and the demographic information about children presented in Chapter 2, accompanying child data is presented at the accompanying child support period level. This is because children may accompany a different parent or guardian in each of their support periods, and may have different circumstances in different support periods. This is also the case for clients. Where analyses are based on items which are only found on the client section of the Client Collection form (for example, accommodation type before and after support and main reason for seeking assistance), the data has been presented at the client support period level.

## **Duration of support for accompanying children**

Data about the start and end dates of support periods and accommodation periods are not collected for accompanying children. Client (parent or guardian) support period and accommodation period start and end dates are used as a proxy for accompanying children, but it should be noted that children may only be supported or accommodated for part of a parent's support period. There is therefore a degree of uncertainty about the actual length of support for accompanying children, although it is more than likely that a large majority of children are supported along with their parents or guardians for the entirety of their support periods. The Accompanying Children Special Collection, conducted in 1998, showed that 88% of accompanying children stayed for the entire duration of their parent or guardian's

support period. This rate, however, differed according to the age of the child, with children aged 12–17 years spending the entire support period with their parent in 81% of cases, whereas children aged under 2 years spent the entire support period in 91% of cases (AIHW 1999: 34).

### **Informed consent and alpha codes**

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 returned data collection forms are complete. All data collections and surveys invariably have some missing data, but this does not necessarily undermine the validity or reliability of 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 and accompanying children provide information in a climate of informed consent. However, consent in the case of accompanying children is more complicated than that for the client. Young children are not able to understand the purpose of the collection and cannot, therefore, give informed consent. In addition, the question concerning the age at which young people are able to give consent has no simple, universally accepted answer. Consent can be obtained from either the parent or guardian or the child depending on family circumstances and whether or not the child is judged able to comprehend what is being asked of her/him. In cases where there is an objection from the parent or guardian about the data collection, the wishes of the parent or guardian take precedence.

If 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 or accompanying child to be combined without identifying the client or accompanying child. Thus alpha codes allow enumeration of actual clients and accompanying children in addition to occasions of support. However, where there is no consent obtained from the client, it is assumed that consent is not given for any accompanying children recorded on the client form, even if child alpha codes have been given.

Across Australia, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 88% and 86% of support periods respectively (AIHW 2003b: 81). These rates were the highest since the inception of the National Data Collection in July 1996. In all states and territories, valid consent was obtained in the majority of cases, ranging from 80% in Tasmania to 89% in the Northern Territory. Across primary target groups, valid consent ranged from 82% for single women's agencies to 93% for single men's agencies.

Nationally, the percentage of forms returned with child details that had valid consent increased from 76.7% since the inception of child alpha codes in 2001–02 to 78.4% in 2002–03. However, the rate of consent for accompanying children varied across the states and territories (Table A2.1). Overall, valid consent for children ranged from 73% in New South Wales to 86% in the Australian Capital Territory. Nationally, valid consent rates varied according to agency target group, ranging from 73% for agencies targeting families to 84% for single men's agencies.

Agency target group valid consent rates for children also differed across the states and territories. For instance, valid consent for domestic violence agencies ranged from a low of

70% in Tasmania and New South Wales to 89% in the Northern Territory. For agencies that targeted young people, accompanying child valid consent records ranged from 64% in Queensland to 87% in the Australian Capital Territory. For family agencies, valid consent records were returned in 57% of cases in Queensland, to 91% in the Australian Capital Territory.

These variations in valid consent rates indicate that clients in different agencies and in different states and territories respond differently to providing their consent for personal information about themselves and any children that accompany them. On the other hand, the variations may indicate that particular types of agencies have different practices when informing clients of their rights in the National Data Collection.

### **High Volume forms**

Except for Chapter 1 and Appendix 1, this report has not included accompanying child records from high-volume forms. This is because high-volume forms only collect the number and age of children that accompany a parent or guardian. Where data about clients with children have been discussed in this report, high-volume records have been excluded because they do not contain information such as main reason for seeking assistance and after support information. In addition, the number of children on high-volume forms cannot be calculated because there is no alpha code and year of birth information that can be used to attribute numerous support periods to the same child.

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

To ensure that the data collected in the Client Collection accurately reflect the work done under the auspices of SAAP, it is important that there is a high level of participation among SAAP-funded agencies. The 2002–03 Client Collection achieved an agency participation rate of 94%. This means that no forms were obtained from client presenting at the 6% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 14% of support periods for clients and 22% of support periods for accompanying children at participating SAAP agencies, so that either personal information 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 and accompanying children presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and 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 state and territory and primary target group (see Table A1.1) suggest that there are differences between support periods with and without consent. The Australian Institute of Health and Welfare has therefore developed an adjustment scheme that allows for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation (if this occurs), for clients who give valid consent for some support

periods but not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. The scheme is outlined below.

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

- The collection is divided into specified groups, or strata. Within the strata it is assumed that support periods with valid consent (that is, with consent and a valid alpha code) represent support periods without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether valid consent was obtained. The strata are defined in terms of characteristics available for all support periods in participating agencies.
- If there are any non-participating agencies within a state or territory it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.
- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments made for clients with mixed consent within subgroups are derived using simulation techniques and by-product data from the Client Collection.
- For support periods, two weights for adjusting estimates are derived:
  - a *non-participation weight* – a range of information is available for all support periods in participating agencies and estimates using these data are adjusted only for agency non-participation
  - 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 accompanying child support periods, only a *non-participation weight* is used (see above). The same base stratification is used for the accompanying child and client support period weights.
- For clients and accompanying children, only one weight is derived since valid consent is required to derive these estimates. The number of accompanying children can only be estimated for 'general' (not high-volume) support periods as an alpha code for children is not collected on the high-volume form (see 'high volume forms' above).
- A *non-participation weight* is derived for each support period in participating agencies, and a *full non-participation non-consent weight* is derived for each support period with valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.



In estimates of numbers of clients, inaccuracies caused by identical linkage keys for a small number of clients and changing linkage key information for the same client are not considered in the adjustment scheme.

In this report nearly all estimates of clients and accompanying children and their support periods 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.

## A2.1 Tables

**Table A2.1: SAAP Client Collection: general forms with accompanying children returned with valid consent by state and territory and primary target group, Australia, 2002-03 (per cent)**

State/territory	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total %	Total number with valid consent	Total forms
NSW	84.0	84.7	73.5	72.2	70.0	81.4	73.3	8,488	11,582
Vic	77.9	82.2	76.9	82.9	71.3	83.5	78.0	18,781	24,065
Qld	64.3	60.0	97.1	56.8	88.8	83.8	77.7	9,108	11,718
WA	66.3	100.0	—	62.9	86.6	84.1	83.0	6,600	7,950
SA	79.9	—	81.8	84.5	80.5	81.9	81.5	4,969	6,098
Tas	—	—	—	—	69.5	80.2	79.6	2,266	2,847
ACT	87.1	—	—	90.5	82.4	—	85.9	806	938
NT	83.3	—	—	67.8	89.1	66.0	83.4	1,844	2,212
<b>Total %</b>	<b>76.8</b>	<b>83.6</b>	<b>76.3</b>	<b>73.1</b>	<b>78.8</b>	<b>82.3</b>	<b>78.4</b>	..	..
<b>Total number with valid consent</b>	<b>2,850</b>	<b>200</b>	<b>1,150</b>	<b>8,800</b>	<b>27,150</b>	<b>12,700</b>	..	<b>52,862</b>	..
<b>Total forms</b>	<b>3,707</b>	<b>268</b>	<b>1,476</b>	<b>12,014</b>	<b>34,492</b>	<b>15,453</b>	..	..	<b>67,410</b>

### Notes

1. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP are not included in this table (see AIHW 2003b, Chapter 2).
2. 'Valid consent' refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).

Sources: SAAP Client and Administrative Data Collections.



# **Appendix 3: SAAP NDCA Client Collection forms**





# CLIENT FORM

JULY 2002 – JUNE 2003



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	OFFICE USE ONLY	
SUPPORT PERIOD	D	D	M	M	Y	Y	Y	Y	1	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2	
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	3	
SUPPORT PERIOD NOT ENDED BY									4	
30 June 2003	Yes	<input type="checkbox"/>	1							5
CONSENT OBTAINED	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2				6
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	7	
	2ND & 3RD LETTERS OF FIRST NAME		1ST & 2ND LETTERS OF SURNAME		LAST LETTER OF SURNAME		M/F FOR MALE OR FEMALE			8
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>						9
									10	
									11	
									12	

## THE 2002–2003 CLIENT FORM

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

Important points to remember:

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

**Prior to 1 July please read the *Collector's Manual July 2001* and quick reference information card carefully and ensure that your agency members are aware of the changes to the form and procedures to complete it. It is important that all workers at your agency are aware of these changes.**

## REMINDER

As a worker in a SAAP agency, you should complete the form based on information provided by the client. It is not appropriate for clients to complete the form on their own. You should use the Collection Manual to help complete the form accurately.

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If you have any problems completing this form please telephone the SAAP NDCA hotline on 1-800 627 191 or email [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)

**1. Source of referral/information**

*please tick one box only*

- self  13
- family  14
- friends  15
- school/other educational institution  2
- community services department  3
- police/legal unit  4
- prison/correction institution  5
- hospital/health/medical services  6
- psychiatric unit  7
- telephone/crisis referral agency  8
- SAAP agency/worker  9
- other government department  10
- other non-government organisation  11
- other (please specify) \_\_\_\_\_  999
- don't know/no information  0

**2. Person(s) receiving assistance**

*please tick one box only*

**WITH** child(ren)

- person with child(ren)  3
- couple with child(ren)  4

**WITHOUT** child(ren)

- person alone or with unrelated person(s)  1
- couple without child(ren)  2
- other (please specify) \_\_\_\_\_  999

**3. Gender of client**

- female  1
- male  2

**IF CONSENT NOT OBTAINED PLEASE GO TO QUESTION 19**

**4. Country of birth of client**

- Australia  1
- other (please specify) \_\_\_\_\_  2

**5. Does the client identify as being of Aboriginal or Torres Strait Islander origin?**

- no  1
- yes, Aboriginal person  2
- yes, Torres Strait Islander person  3
- yes, both  4

**6. What language does the client mainly speak?**

- English  1 go to **8.**
- other (please specify) \_\_\_\_\_  2

**7. How well does the client speak English?**

- very well  1
- well  2
- not well  3
- not at all  4

**8. Cultural identity of the client?**

(please specify) \_\_\_\_\_

**9. Labour force status before and after support period**

*please tick one box only in each column*      **Before**    **After**

- employed full time  1
- employed part time  2
- employed casual  3
- unemployed (looking for work)  4
- not in labour force (see manual)  5
- don't know /no information  0

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**10. Main income source before and after support period**

*please tick one box only in each column*      **Before**    **After**

**No Income**

- no income  1
- registered/awaiting benefit  2

**Government Payments**

- newstart allowance  4
- youth allowance  33
- Austudy Payment - for students aged 25 years of age and over  28
- community development employment program (CDEP)  8
- ABSTUDY  31
- disability support pension  12
- age pension  13
- parenting payment (single) - formerly sole parent pension  14
- parenting payment (partnered)  32
- special benefit  15
- sickness allowance  16
- partner allowance  17
- DVA support pension  29
- DVA disability pension  30
- other type of allowance or benefit  18

**Other Income**

- workcover/compensation  19
- maintenance/child support  20
- wages/salary/own business  21
- spouse/partner's income  22
- other (please specify) \_\_\_\_\_  999
- don't know/no information  0

**11. Student status before and after support period**

*please tick one box only in each column*      **Before**    **After**

- not a student  1
- primary/secondary school student  2
- post-secondary student/employment training  3
- don't know/no information  0

**12. Presenting reasons for seeking assistance**

*please tick as many circles as apply*

- usual accommodation unavailable  19
- eviction/previous accommodation ended/asked to leave  9
- time out from family/other situation  2
- relationship/family breakdown  3
- interpersonal conflict  4
- physical/emotional abuse  5
- domestic violence  6
- sexual abuse  7
- financial difficulty  8
- drug/alcohol/substance abuse  10
- gambling  20
- emergency accommodation ended  11
- recently left institution  12
- psychiatric illness  13
- recent arrival to area with no means of support  14
- itinerant (moving from place to place)  15
- other (please specify) \_\_\_\_\_  999
- other (please specify) \_\_\_\_\_  998
- don't know/no information  0

**13. Main presenting reason for seeking assistance**

*Please write the appropriate code number from Question 12*

--	--	--

**14. Current period of unsafe, insecure or inadequate housing (i.e. homelessness)**

- at imminent risk  888
- less than one week  1
- 1 week - 1 month  2
- 1-3 months  3
- 3-6 months  4
- 6-12 months  5
- 1-2 years  6
- 2-5 years  7
- more than 5 years  8
- don't know/no information  0

**15. Location before the period of unsafe, insecure or inadequate housing in question 14 (i.e. homelessness or at imminent risk)**

state

suburb/town

postcode

overseas  9998

don't know/no information  0

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**PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN**

(Complete a separate client form for each child aged 18 years and over)

**23. Does this client have children reported on this form or another form for this period of support?**

(children should be recorded on only one of the parent/guardian's form)

please tick one box only

Yes, child(ren) recorded on this form  1 No, child(ren) recorded on 'other adults' form  2 not applicable  3

**24.**

CHILD 1				CHILD 2				CHILD 3			
ALPHA CODE				ALPHA CODE				ALPHA CODE			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH <input type="text"/>				YEAR OF BIRTH <input type="text"/>				YEAR OF BIRTH <input type="text"/>			

**25. Country of birth of the child(ren)**

Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1
other (please specify) <input type="text"/>	other (please specify) <input type="text"/>	other (please specify) <input type="text"/>
<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2

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

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

**27. Age of child(ren)**

0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1
5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2
13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3
16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4

**28. Gender of child(ren)**

female <input type="checkbox"/> 1	female <input type="checkbox"/> 1	female <input type="checkbox"/> 1
male <input type="checkbox"/> 2	male <input type="checkbox"/> 2	male <input type="checkbox"/> 2

**29. Support to child(ren)**

	no assistance <input type="checkbox"/>				21	no assistance <input type="checkbox"/>				21	no assistance <input type="checkbox"/>				21
	Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
culturally sensitive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
showers/hygiene support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
general counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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**CHILD 4**  
**ALPHA CODE**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH <input type="text"/>			

**CHILD 5**  
**ALPHA CODE**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH <input type="text"/>			

**CHILD 6**  
**ALPHA CODE**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH <input type="text"/>			

**CHILD 7**  
**ALPHA CODE**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH <input type="text"/>			

Australia  1  
other (please specify) .....  2

homes

0-4 years  1  
5-12 years  2  
13-15 years  3  
16-17 years  4

female  1  
male  2

Australia  1  
other (please specify) .....  2

homes

0-4 years  1  
5-12 years  2  
13-15 years  3  
16-17 years  4

female  1  
male  2

Australia  1  
other (please specify) .....  2

homes

0-4 years  1  
5-12 years  2  
13-15 years  3  
16-17 years  4

female  1  
male  2

Australia  1  
other (please specify) .....  2

homes

0-4 years  1  
5-12 years  2  
13-15 years  3  
16-17 years  4

female  1  
male  2

Needed	Provided	Referral Arranged	Not provided or referred
--------	----------	----------------------	--------------------------------

Needed	Provided	Referral Arranged	Not provided or referred
--------	----------	----------------------	--------------------------------

Needed	Provided	Referral Arranged	Not provided or referred
--------	----------	----------------------	--------------------------------

Needed	Provided	Referral Arranged	Not provided or referred
--------	----------	----------------------	--------------------------------

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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## RETURNING FORMS TO THE NDCA

- In the first week of each month, send the forms of *clients who have left your agency in the last month* to the NDCA in the prepaid envelope provided.
- **Forms should reach the NDCA by the 15th of each month.**
- Include a completed Form Return Sheet with your forms. If no clients left your agency in the last month record **zero** forms to return on the Form Return Sheet. This ensures that your agency is counted as participating in the National Data Collection. The NDCA is required to notify State/Territory funding departments of agencies that do not return forms (or Form Return Sheets) each month.

## 30 JUNE 2002 AND 31 DECEMBER 2002

- Twice a year (in the first week of July 2002 and in the first week of January 2003), you should notify the NDCA of clients who are still being supported as at 30 June 2002 and 31 December 2002.
- For clients who are ongoing at 30 June 2002, transfer the information from the old 2001–2002 form to the new 2002–2003 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2002. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

If you do not need materials sent to you, please return them to the NDCA addressed:

REPLY PAID  
SAAP National Data Collection Agency  
Australian Institute of Health and Welfare  
Locked Bag 8900  
Canberra ACT 2601

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# CLIENT FORM

## HIGH VOLUME AGENCIES

JULY 2002 – JUNE 2003



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	OFFICE USE ONLY
SUPPORT PERIOD	D	D	M	M	Y	Y	Y	Y		1
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	3
SUPPORT PERIOD NOT ENDED BY										4
30 June 2003	Yes	<input type="checkbox"/>	1							5
CONSENT OBTAINED	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2				6
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	7
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE						8
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	9
										10
										11
										12

### 1. Person(s) receiving assistance

please tick one box only

#### WITH child(ren)

- person with child(ren)  3  
 couple with child(ren)  4

#### WITHOUT child(ren)

- person alone or with unrelated person(s)  1  
 couple without child(ren)  2  
 other (please specify) \_\_\_\_\_  999

### 2. Does this client have children reported on this form or another form for this period of support?

(children should be recorded on only one of the parent/ guardian's form)

please tick one box only

- Yes, child(ren) recorded on this form  1  
 No, child(ren) recorded on 'other adults' form  2  
 not applicable  3

### 3. Number of accompanying children assisted in each age group

- 0 – 4 years  1  
 5 – 12 years  2  
 13 – 15 years  3  
 16 – 17 years  4

(complete a separate client form for each child aged 18 years and over)

### 4. Gender of client

- female  1  
 male  2

### 5. Main income source at commencement

please tick one box only in each column

#### No Income

- no income  1  
 registered/awaiting benefit  2

#### Government Payments

- newstart allowance  4  
 youth allowance  33  
 Austudy Payment - for students aged 25 years of age and over  28  
 community development employment program (CDEP)  8  
 ABSTUDY  31  
 disability support pension  12  
 age pension  13  
 parenting payment (single) - formerly sole parent pension  14  
 parenting payment (partnered)  32  
 special benefit  15  
 sickness allowance  16  
 partner allowance  17  
 DVA support pension  29  
 DVA disability pension  30  
 other type of allowance or benefit  18

#### Other Income

- workcover/compensation  19  
 maintenance/child support  20  
 wages/salary/own business  21  
 spouse/partner's income  22  
 other (please specify) \_\_\_\_\_  999  
 don't know/no information  0

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**6. Country of birth of client**

- Australia  1  
 other (please specify) \_\_\_\_\_  2

**7. Does the client identify as being of Aboriginal or Torres Strait Islander origin?**

- no  1  
 yes, Aboriginal person  2  
 yes, Torres Strait Islander person  3  
 yes, both  4

**8. Cultural identity of the client**

other (please specify) \_\_\_\_\_

**9. Type of housing/accommodation immediately before this support period**

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

- crisis/short-term accommodation  1  
 medium/long term accommodation  2  
 hostel  3  
 motel/hotel  4  
 community placement  5  
 other SAAP/CAP funded accommodation  6

**NON-SAAP HOUSING ACCOMMODATION**

- non-SAAP emergency accommodation  7  
 living rent-free in house or flat  8  
 renting independently in the private rental market  9  
 renting a public housing dwelling  10  
 renting community housing  11  
 renting a caravan  12  
 rooming house/hostel/hotel  13  
 boarding in a private home  14  
 purchasing or living in own home  15  
 living in a car/tent/park/street/squat  16  
 other non-SAAP housing/accommodation  17

**INSTITUTIONAL SETTING**

- hospital/psychiatric institution  18  
 prison/youth training centre  19  
 other government residential arrangement  20  
 detoxification unit/rehabilitation centre  21  
 other institutional setting  22  
 don't know/no information  0

**10. Support to client**

*please tick as many circles as apply*

	Needed	Provided	Referral Arranged	Not provided or referred
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 43
assistance to obtain/maintain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 39
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 42
assistance to obtain/maintain benefit/pension/ other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
incest/sexual assault counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8
domestic violence counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10
emotional support/ other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 24
assistance with legal issues/ court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 27
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 28
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 30
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 36
assistance with immigration issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 38
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 999

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# Glossary

<b>Accompanying child</b>	A person aged under 18 years who accompanies a <i>client</i> to a SAAP agency during a <i>support period</i> or who requires and/or receives assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. An accompanying child may or may not require or receive assistance.
<b>Accompanying child support period</b>	<p>Refers to each <i>support period</i> in which a child either accompanies their parent or guardian to a SAAP agency or receives assistance as a result of their parent or guardian's <i>support period</i>.</p> <p>Within an <i>accompanying child support period</i> the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of the parent's or guardian's <i>support period</i>, it is not possible to assess the length of support for an <i>accompanying child</i>.</p>
<b>Alpha code</b>	A predetermined combination of letters from a <i>client's</i> or an <i>accompanying child's</i> name, together with a letter designating their gender. A 'valid alpha code' is a legitimate alpha code (that is, one containing only letters from the alphabet and ending in either M or F) joined to the <i>client's</i> reported year of birth and encrypted to create a unique <i>client</i> indicator.
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
<b>Casual client</b>	<p>A person who:</p> <ul style="list-style-type: none"><li>• receives assistance from a SAAP agency for less than 1 hour on a given day; and</li><li>• does not establish an <i>ongoing support relationship</i> with the SAAP agency.</li></ul> <p>A <i>casual client</i> may receive <i>one-off assistance</i> from a SAAP agency on one or more occasions.</p>
<b>Client</b>	<p>A person aged 18 years or more, or a person of any age not accompanied by their parent or guardian, who:</p> <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP agency which entails generally 1 hour or more of a worker's time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or</li><li>• is accommodated by a SAAP agency; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP agency.</li></ul>
<b>Closed accompanying child support period</b>	An <i>accompanying child support period</i> associated with a <i>closed support period</i> .
<b>Closed support period</b>	A <i>support period</i> that had finished before the end of the reporting period – 30 June.
<b>English proficiency group 1 countries</b>	Canada, Ireland, New Zealand, South Africa, the United Kingdom and the United States of America.

**English proficiency group 2–4 countries**

**Homeless person**

Countries, excluding Australia, that are not included in *English proficiency group 1*.

A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:

- damages, or is likely to damage, their health; or
- threatens their safety; or
- marginalises them through failing to provide access to:
  - adequate personal amenities; or
  - the economic and social supports that a home normally affords; or
- places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or
- has no security of tenure – that is, they have no legal right to continued occupation of their home.

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* and *accompanying child support period*.

**One-off assistance**

Assistance provided to a person who is not a *client*. It might include the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a *referral*. Instances of unmet need for one-off assistance are not recorded in the SAAP National Data Collection.

**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 establish whether a person is considered a *client* for the purposes of the National Data Collection.

**Support period**

A *support period* commences when a *client* begins to receive *support* and/or *supported accommodation* from a SAAP *agency*. The *support period* is considered to finish when:

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

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



**Supported  
accommodation**

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



# References

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- Australian Institute of Health and Welfare (AIHW) 2003c. SAAP National Data Collection annual report 2002–03 Australian Capital Territory. AIHW cat. no. HOU 98. Canberra: AIHW (SAAP NDCA report. Series8).
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- Rogers, R 2003. Homelessness and Early Childhood Research, Parity, July 2003.
- Stone, V 2003. Home Sweet Home, Parity, July 2003.