

# 1 Introduction

This report provides an overview of the total demand for Supported Accommodation Assistance Program (SAAP) accommodation during the financial year 2005–06. It is accompanied by a summary bulletin, *Demand for SAAP accommodation by homeless people 2005–06: summary* (AIHW 2007b).

The total demand for SAAP accommodation refers to both the requirements of people who are already receiving accommodation from SAAP (clients and accompanying children – see Appendix 2) and the requests of people who wish to receive accommodation but who are turned away. Both groups are essential when considering the demand for SAAP accommodation because, although SAAP agencies accommodate many individuals on a daily basis, there are still instances when an agency cannot provide the accommodation requested by people in crisis.

## 1.1 The Supported Accommodation Assistance Program

SAAP is a major part of Australia’s overall response to homelessness. It was established in 1985 to consolidate a number of Australian Government and state and territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence. The current program (SAAP V) is governed by the *Supported Accommodation Assistance Act 1994*.

The overall aim of SAAP is to provide transitional supported accommodation and related support services to help people who are homeless or at imminent risk of homelessness achieve the maximum possible degree of self-reliance and independence. SAAP is an important part of Australia’s overall response to homelessness and represents a broader social safety net designed to assist people in crisis in the community. While various national programs and state and territory initiatives exist, SAAP is the major government response to homelessness in Australia and is often the last resort for people who find themselves without, or at risk of being without, safe, secure or adequate housing.

In 2005–06, 1,300 non-government, community and local government organisations were funded nationally under SAAP (AIHW 2007a:Table 2.3). These organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. Each agency primarily targets a particular client group, such as young people, single men, single women, women escaping domestic violence, families, or a combination of client groups.

## 1.2 The SAAP National Data Collection

This report contains 2005–06 data from the SAAP National Data Collection. The SAAP National Data Collection is the main source of data about how SAAP is meeting its objectives. It consists of a number of distinct components, and each can be regarded as a separate collection. There were three components in 2005–06: the Client Collection, the Demand for Accommodation Collection, and the Administrative Data Collection (Box 1).

This report is based on the analysis of the first two of these collections. Further details about each collection are provided below and at Appendix 2 and the forms used for collecting the data can be found at Appendix 3.

### **Box 1: The SAAP National Data Collection**

#### ***The Client Collection***

*The Client Collection consists of information about clients receiving SAAP accommodation or support that is of an ongoing nature or that generally lasts for more than 1 hour on a given day. The information is collected throughout the year and includes data on services required by and provided to each client, information concerning clients' situations before and after receiving SAAP support, and some basic socio demographic data. Details about accompanying children are also obtained through the Client Collection.*

*The main findings from the Client Collection are published in the national and state and territory SAAP NDC annual reports (see, for example, AIHW 2007a). Chapter 3 of this report contains summary information on the accommodation needs of clients and accompanying children.*

#### ***The Demand for Accommodation Collection***

*The Demand for Accommodation Collection covers 2 weeks each year. In 2005–06 it was conducted on 7–13 December 2005 and on 17–23 May 2006.*

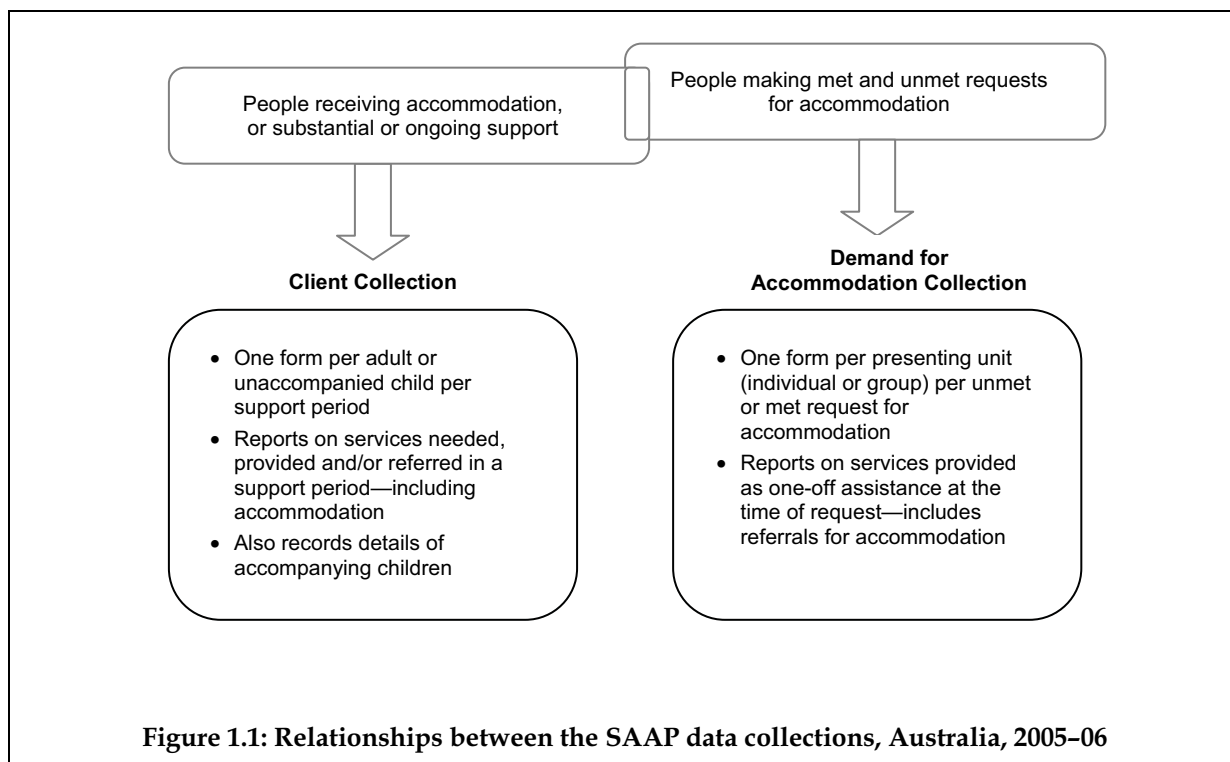
*The Demand for Accommodation Collection measures the levels of met and unmet demand for SAAP accommodation by collecting information about requests for accommodation by individuals or groups. SAAP agencies were required to fill out a form every time a person or group sought accommodation. This included when a request for accommodation was met and also when the person or group was turned away. These data are used in conjunction with Client Collection data to calculate the proportion of people turned away from SAAP accommodation.*

*Often when a request for accommodation is not met, agencies are still able to provide one-off assistance to the person or group, for example, when an agency is unable to provide accommodation but able to provide a referral for accommodation. This information is also collected on the Demand for Accommodation form.*

*As there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures cannot be used as a basis for deriving annual figures. It should also be noted that the numbers of unmet requests, people who made those requests, and people turned away presented in this report are underestimates. This is because only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection were used to calculate the turn-away measures and provide an indication of the overall ability of SAAP to cope with the demand for accommodation (see chapters 6, 7, 8 and 9).*

## **1.3 Relationships between the SAAP collections**

As described above, SAAP data are collected via a number of different components. Figure 1.1 displays the relationships between assistance provided by SAAP agencies and the data collected related to this assistance. It is important to note that there are overlaps between the Client and Demand for Accommodation Collections but the extent to which this happens is unknown. For example, a person can be both a client and have an unmet request for accommodation if they are receiving support from a SAAP agency but have a request for accommodation unmet at either that or another agency.



## 1.4 New Core Data Set

In 2005-06, the SAAP Core Data Set was introduced. Changes to the collection included refined definitions and a new statistical linkage key (refer to AIHW 2007a for more detail). The changes constitute a break in the series and therefore comparisons between this and previous years are not strictly possible.

## 1.5 Chapter contents

The structure of this report is outlined below:

- Chapter 1 provides an introduction to the SAAP National Data Collection and gives a brief outline of the Client and Demand for Accommodation Collections and the relationships between them.
- Chapter 2 provides the context as to where SAAP fits into the larger picture of homelessness.
- Chapter 3 focuses on the requirement for and provision of accommodation to clients and accompanying children as recorded in the Client Collection.
- Chapter 4 discusses the number of unmet request for SAAP accommodation as recorded in the Demand for Accommodation Collection, examines valid and invalid requests, and when the requested accommodation was needed (required).
- As individuals and groups can make more than one request for accommodation in a day, Chapter 5 presents the number of people making a valid unmet request for accommodation.

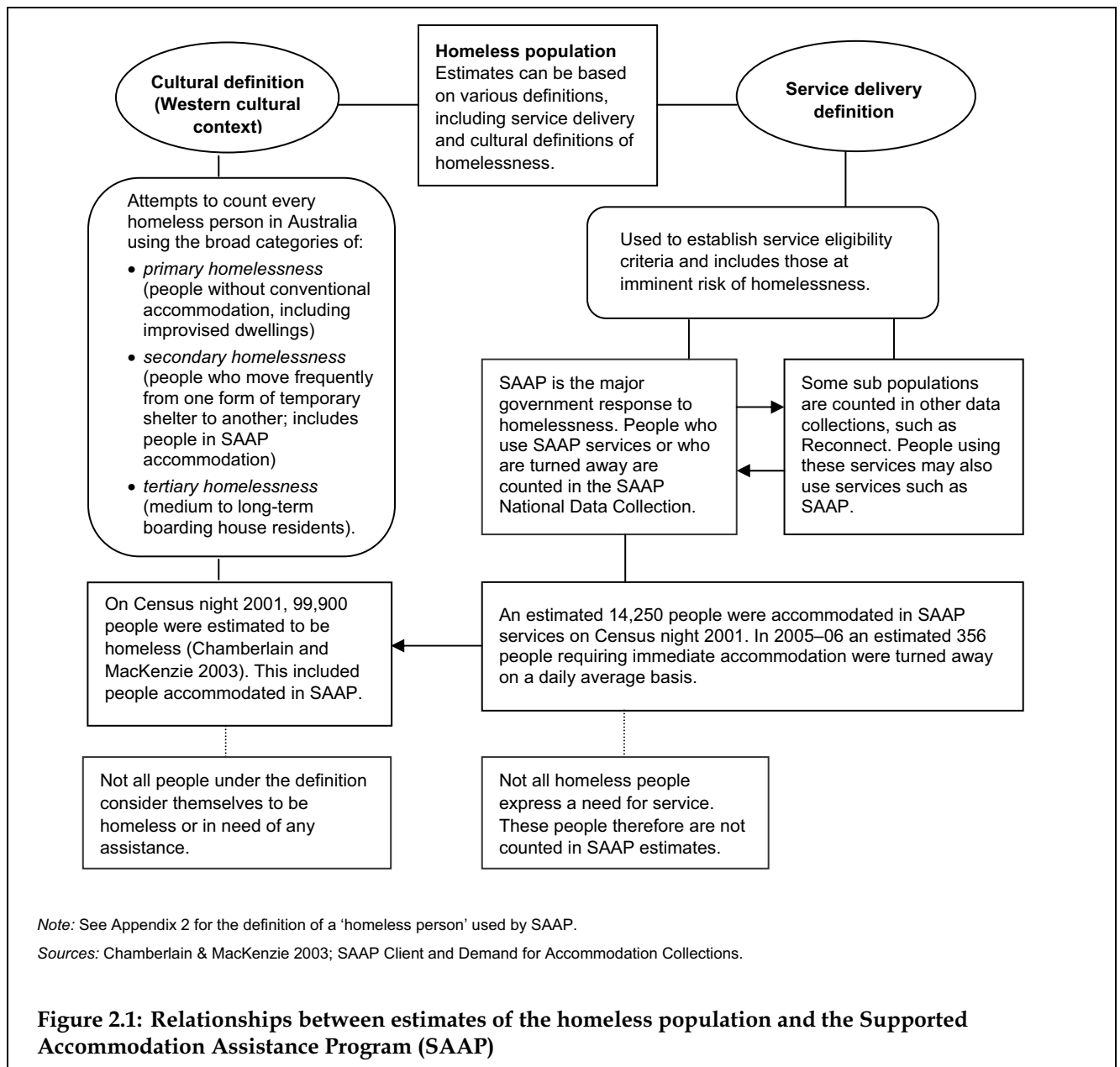
- As some of the people presented in Chapter 5 are subsequently accommodated in SAAP after making an earlier unmet request, Chapter 6 discusses how the estimates of people turned away are formed and highlights some data issues.
- Chapters 7, 8 and 9 presents the number of people who were not accommodated on an average day (turned-away) and provides two measures of the ability of SAAP to meet the demand for SAAP accommodation.
- Chapter 10 discusses how to meet the demand for SAAP accommodation.
- Appendix 1 presents a summary diagram showing how the demand for SAAP accommodation estimates are calculated.
- Appendix 2 contains an explanation of the data used in this report and includes the counting rules.
- Appendix 3 provides the collection forms used to collect the data used in this report. Note that agencies could also submit data via an electronic collection tool, SAAP Management and Reporting Tool (SMART).

## **2 An overview of homelessness and SAAP**

It is important to point out that the estimates provided on people accessing and turned away from SAAP do not represent the total homeless population and that other methods of defining homelessness exist. This chapter provides a context for how SAAP fits into the bigger picture of homelessness, and outlines the difference between the 'service delivery' definition of homelessness, as used by SAAP, and the 'cultural' definition of homelessness.

### **2.1 Estimating the number of homeless people**

A key issue for estimating the extent of homelessness lies in defining it. Different definitions of homelessness have been proposed to accommodate the extensive range of circumstances that could be considered to be a homeless experience – from a person having no shelter at all, to a person occupying a shelter that compromises their health or safety (AIHW 2005b: Chapter 7). Figure 1.1 illustrates where SAAP fits into the bigger picture of homelessness, and how different definitions of homelessness produce different estimates of the homeless population.



The definition of a 'homeless person' underpinning the SAAP National Data Collection (see Appendix 2) is a 'service delivery' definition that establishes criteria for the provision of assistance. It includes people who have no shelter at all, as well as people who are at risk of homelessness because their living situation and/or housing places them in circumstances that adversely affect the adequacy, safety, security or affordability of that housing. The estimates of the number of homeless people or people at imminent risk of homelessness accessing SAAP services are an important indicator of the performance of SAAP as the major program assisting those people.

In contrast, the Australian Bureau of Statistics (ABS) applied the 'cultural definition' of homelessness devised by Chamberlain and MacKenzie in the 2001 Census of Population and Housing homeless enumeration strategy (Chamberlain and MacKenzie 2003). Cultural definitions of homelessness suggest that homelessness should be defined by reference to the community standards for housing of the place and time where the definition is to be used.

The Census used a household-based collection methodology, which would under-count highly mobile people with no permanent residence, but include in its count people who were inadequately housed but had not sought assistance from a homelessness program. The ABS count of homeless people includes a total of 14,250 people (adults or unaccompanied children) in SAAP accommodation on Census night 2001. Using this method, the 2001 Census results showed that there were 99,900 homeless people in Australia on Census night 2001.

There are difficulties with directly comparing the number of people in SAAP accommodation with the 2001 Census because of the different definitions. The major service delivery count (that is, SAAP clients) will be smaller than the cultural definition because there are people who need services but do not seek them. Also, there are people who are defined as homeless under the cultural definition, but do not consider themselves as homeless (for example, some people living in boarding houses). Further, the cultural definition proposed by Chamberlain and MacKenzie does not include the 22,868 people marginally housed in caravan parks who are acknowledged to be at least as badly off as the tertiary homeless in boarding houses, and worse off than the secondary homeless. It is clear that marginal residents of caravan parks do not meet the stated culturally acceptable minimum community standards of housing. For this reason the Australian Institute of Health and Welfare (AIHW) proposed another estimate of the number of people experiencing homelessness, 122,770, which included marginal residents of caravan parks (AIHW 2005b:325). The use of the cultural definition to estimate the total homeless population is examined in more detail in *Australia's welfare 2005* (AIHW 2005b:Chapter 7).

Given the above difficulties in determining which of these people experiencing homelessness need the type of support that SAAP offers, the daily counts of people turned-away from immediate SAAP accommodation are important in providing policy makers, program developers and advocates evidence of the minimum response required to support people needing accommodation from SAAP or similar homelessness programs.

## **3 Meeting the accommodation needs of clients and accompanying children**

This chapter provides a summary of the accommodation required by clients and accompanying children during their support period and whether this accommodation was provided, referred, or neither provided nor referred (unmet).

It must be noted that SAAP provides services other than accommodation and that not all clients or accompanying children require SAAP accommodation. The diverse nature of the needs of clients and accompanying children is reflected in the considerable range of services SAAP agencies provide to people who are homeless or at imminent risk of becoming homeless. A detailed discussion of the support, including accommodation, given to SAAP clients and accompanying children is contained in the 2005–06 national annual report (AIHW 2007a). This chapter focuses on the requirement for SAAP or Crisis Accommodation Program (CAP) accommodation.

While SAAP agencies endeavour to meet all the needs of clients and accompanying children, people who are clients of a SAAP agency and their accompanying children may express a need for a particular service that is unable to be provided or referred on by the agency. These are termed unmet needs. It must be noted that the number of occasions on which an unmet need for accommodation occurs for existing clients and their accompanying children is not reported in the Client Collection. For example, a client may have required accommodation three times within a support period but the Client Collection only records that an unmet need occurred at some time during that period of support. As a result, the unmet need for accommodation reported in the Client Collection is discussed here and unmet demand for accommodation as reported in the Demand for Accommodation Collection is discussed in subsequent chapters.

### **3.1 Clients**

In 2005–06, clients had 180,000 periods of support (support periods) (AIHW 2007a:Table 3.1). Forty-three per cent of these involved one or more periods of accommodation, while the remaining 57% involved support services only.

The ability of SAAP agencies to meet the needs of their clients can be measured only after a client has finished receiving support. For this reason, it is necessary to look at closed support periods when examining the provision of the accommodation required by clients. In 2005–06, clients had 158,600 support periods that finished on or before 30 June 2006 (closed support periods) (AIHW 2007a:Chapter 7). In 154,200 of these, agencies recorded that clients required support or accommodation services. In particular, SAAP or CAP accommodation was required in 76,900 closed support periods (or 50%).

Overall, SAAP or CAP accommodation was able to be provided directly to clients in the majority of cases (in 89% of closed support periods where it was required) (Table 3.1). When it could not be provided directly, it was referred on to other organisations in 7% of cases and remained unmet in 4%.



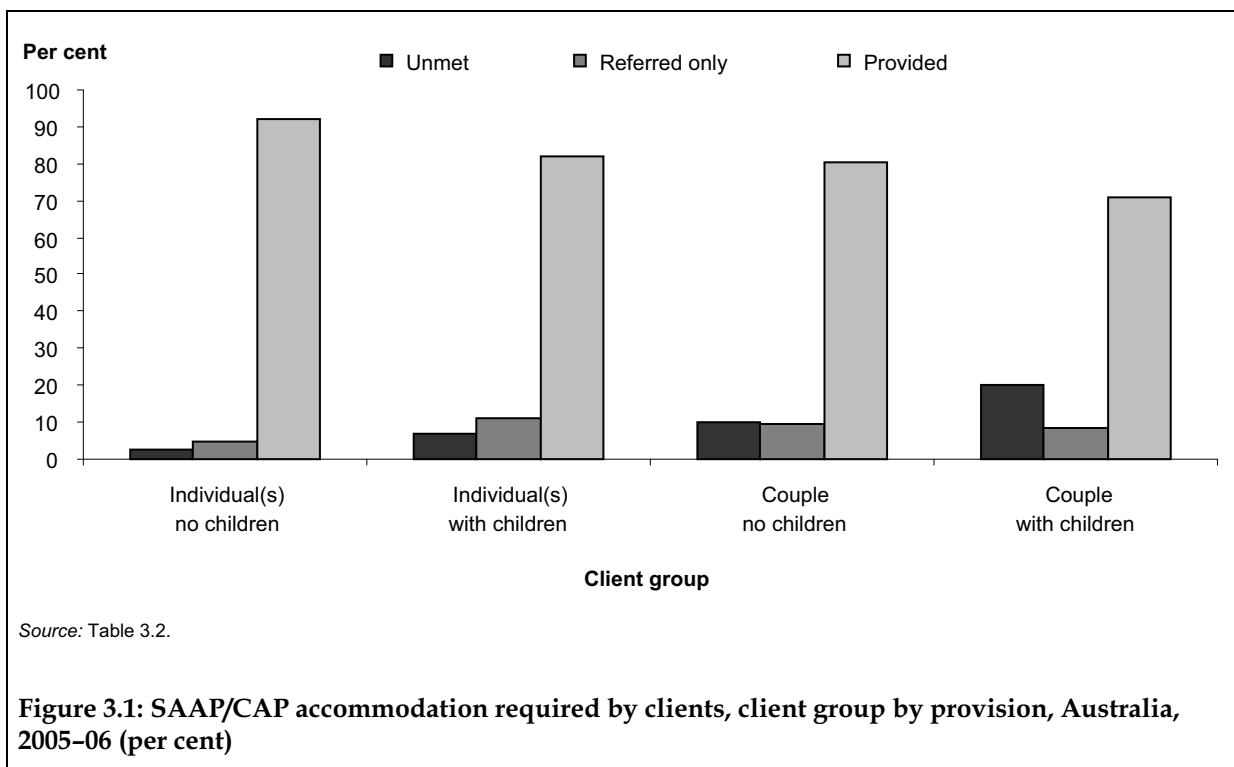
## State and territory

All states and territories were able to directly provide SAAP or CAP accommodation in the majority of cases in which it was required (Table 3.1). The Northern Territory had the highest level of direct provision of SAAP or CAP accommodation (provided directly in 97% of closed support periods in which it was required). New South Wales also provided SAAP or CAP accommodation in 97% of cases.

South Australia and Victoria reported the lowest direct provision of SAAP or CAP accommodation (71% and 75%, respectively, compared with 90% or over in the other jurisdictions). South Australia also reported the highest level of unmet need (13%) and the second highest level of referral to other organisations (16%).

## Client group

All client groups had SAAP or CAP accommodation provided directly in the majority of cases in which it was required (Figure 3.1). Individual(s) who presented without children had the highest level of direct provision (92%), followed by individual(s) with children (82%) and couples without children (81%). Couples with children had the lowest level of direct provision of SAAP or CAP accommodation (71%). This client group also had the highest level of unmet need (20%) and the second lowest level of referral (9%).



This data suggests that family groups – individual(s) with children, couples without children and couples with children – find it harder to obtain SAAP or CAP accommodation. One reason that family groups may find it harder to get into accommodation is that once they are accommodated, these groups, particularly couples with children, tend to stay longer (see Chapter 10).

## **Primary target group of agency**

All types of agencies were able to directly provide SAAP or CAP accommodation to clients in the majority of cases in which it was required (Table 3.3). Reflecting the client groups most likely to attend these agencies, those targeted primarily at supporting single men and single women had the highest level of direct provision of SAAP or CAP accommodation (99% and 94%, respectively). Family agencies had the lowest proportion of direct provision (65%), the highest proportion remaining unmet (25%), and the second highest proportion of referrals (11%).

## **3.2 Accompanying children**

In 2005–06, children accompanying SAAP clients had 81,700 periods of support (accompanying child support periods) (AIHW 2007a:Table 3.2). Based on whether or not their parent or guardian was accommodated, 46% of accompanying child support periods involved one or more periods of accommodation while in the remaining 54% their parent or guardian was supported only. While the provision of SAAP or CAP accommodation to accompanying children is collected in the Client Collection, details of that accommodation, such as dates, are not collected. It can, however, be reasonably assumed that children are accommodated at the same time as their parent or guardian.

The ability of SAAP agencies to meet the needs of their accompanying children can be measured only after support has finished. For this reason, it is necessary to look at closed accompanying child support periods when examining the provision of the accommodation required by accompanying children. In 2005–06, accompanying children had 69,500 support periods that finished on or before 30 June 2006 (closed accompanying child support periods) (AIHW 2007a:Chapter 7). In 38,700 of these, agencies recorded that the accompanying child required support or accommodation services. In particular, SAAP or CAP accommodation was required in 27,900 (or 71%) closed support periods.

Overall, SAAP or CAP accommodation was able to be provided directly to accompanying children in the majority of cases (in 90% of closed accompanying child support periods where it was required) (Table 3.4). When it could not be provided directly, it was referred on to other organisations in 7% of cases. It remained unmet in 3%.

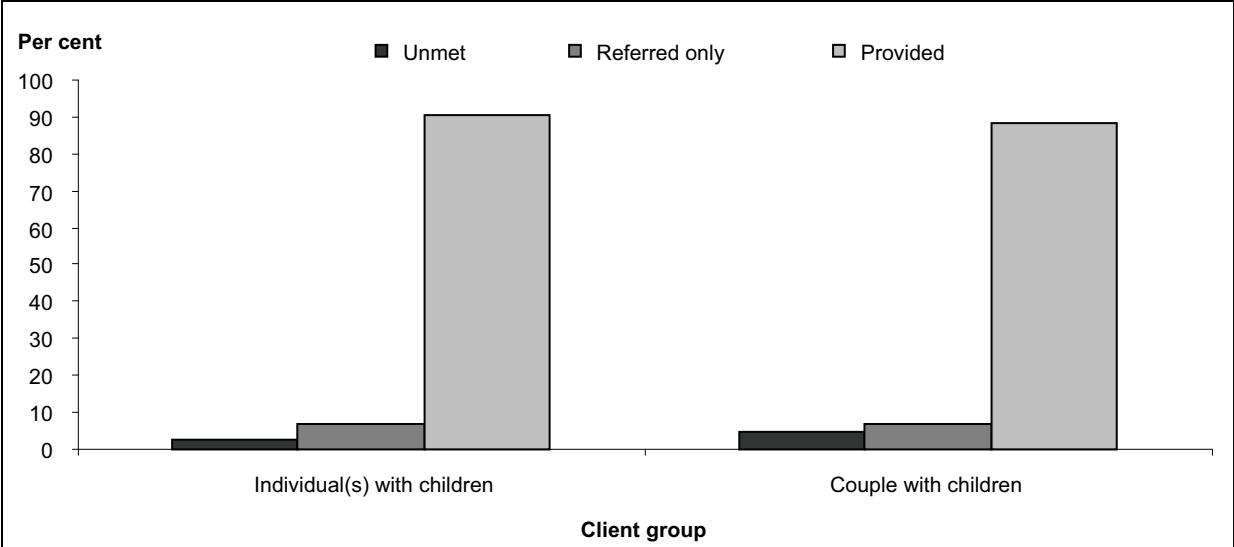
## **State and territory**

In all states and territories, accompanying children had SAAP or CAP accommodation provided directly in the majority of cases in which it was required. Western Australia reported the highest level of direct provision (99%) and South Australia the lowest (55%) (Table 3.4). South Australia also reported the highest proportion of unmet need for SAAP or CAP accommodation (12%) and the highest proportion of referral on to other organisations (33%).

## **Requesting group**

Children accompanying individual(s) who were not a couple were slightly more likely to be accommodated in SAAP than children accompanying a couple. Children accompanying individual(s) had SAAP or CAP accommodation provided directly in 90% of closed

accompanying child support periods in which it was required and children accompanying couples in 88% (Figure 3.2). Individual(s) with children had a requirement for SAAP or CAP accommodation unmet in 3% of closed accompanying child support periods and children accompanying a couple in 5%.



Source: Table 3.5.

**Figure 3.2: SAAP/CAP accommodation required by accompanying children, client group by provision, Australia, 2005-06 (per cent)**

**Primary target group of agency**

Reflecting the situation for their parent or guardian, children who attended agencies primarily targeted at families were the least likely to have SAAP or CAP accommodation provided directly when it was requested (82% compared with between 87% and 99%). This type of agency also had the highest proportion of unmet need (9%).

## 3.3 Tables

**Table 3.1: SAAP/CAP accommodation required by clients in closed support periods: state and territory by provision, Australia, 2005–06 (per cent)**

State/territory	Unmet	Referred only	Provided	Total	Closed support periods
					Number
NSW	1.3	1.8	96.9	100.0	21,900
Vic	6.9	18.0	75.0	100.0	15,800
Qld	3.3	1.8	94.8	100.0	15,300
WA	4.8	1.0	94.2	100.0	9,000
SA	12.5	16.4	71.0	100.0	7,600
Tas	0.7	3.5	95.8	100.0	2,600
ACT	2.8	7.0	90.2	100.0	1,700
NT	1.6	1.1	97.3	100.0	3,000
<b>Total</b>	<b>4.4</b>	<b>6.6</b>	<b>88.9</b>	<b>100.0</b>	<b>76,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,631 (closed support periods with no information on service requirements or provision).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 3.2: SAAP/CAP accommodation required by clients in closed support periods: client group by provision, Australia, 2005–06 (per cent)**

Requesting group	Unmet	Referred only	Provided	Total	Closed support periods
					Number
Individual(s) no children	2.7	4.9	92.3	100.0	54,800
Individual(s) with children	6.7	11.2	82.1	100.0	18,100
Couple no children	9.8	9.6	80.5	100.0	1,400
Couple with children	20.3	8.6	71.1	100.0	2,600
<b>Total</b>	<b>4.4</b>	<b>6.6</b>	<b>88.9</b>	<b>100.0</b>	<b>76,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,631 (closed support periods with no information on service requirements or provision).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 3.3: SAAP/CAP accommodation required by clients in closed support periods: primary target group of agency by provision, Australia, 2005–06 (per cent)**

Primary target group	Unmet	Referred only	Provided	Total	Closed support periods
					Number
Young people	4.2	5.8	90.0	100.0	15,000
Single men only	0.7	0.5	98.8	100.0	18,100
Single women only	2.1	4.2	93.8	100.0	2,700
Families	24.6	10.9	64.5	100.0	4,500
Women escaping domestic violence	2.4	11.0	86.7	100.0	19,000
Cross-target/multiple/general	5.8	8.2	86.0	100.0	17,600
<b>Total</b>	<b>4.4</b>	<b>6.6</b>	<b>88.9</b>	<b>100.0</b>	<b>76,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,631 (closed support periods with no information on service requirements or provision).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 3.4: SAAP/CAP accommodation required for accompanying children in closed accompanying child support periods: state and territory by provision, Australia, 2005–06 (per cent)**

State/territory	Unmet	Referred only	Provided	Total	Closed accompanying child support periods
					Number
NSW	1.5	0.8	97.6	100.0	5,900
Vic	2.0	11.6	86.4	100.0	5,600
Qld	0.9	1.7	97.4	100.0	4,800
WA	0.7	0.3	99.1	100.0	5,500
SA	12.2	32.9	54.8	100.0	3,200
Tas	1.1	2.5	96.5	100.0	900
ACT	1.7	11.8	86.4	100.0	600
NT	4.2	1.2	94.6	100.0	1,400
<b>Total</b>	<b>2.7</b>	<b>7.0</b>	<b>90.2</b>	<b>100.0</b>	<b>27,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 29,955 (closed accompanying child support periods with no information on service requirements or provision or where 'no assistance' indicated).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 3.5: SAAP/CAP accommodation required for accompanying children in closed accompanying child support periods: client group by provision, Australia, 2005–06 (per cent)**

Requesting group	Unmet	Referred only	Provided	Total	Closed accompanying child support periods
					Number
Individual(s) with children	2.6	7.0	90.4	100.0	26,000
Couple with children	4.6	7.1	88.3	100.0	2,000
<b>Total</b>	<b>2.7</b>	<b>7.0</b>	<b>90.2</b>	<b>100.0</b>	<b>27,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 29,955 (closed accompanying child support periods with no information on service requirements or provision or where 'no assistance' indicated).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 3.6: SAAP/CAP accommodation required for accompanying children in closed accompanying child support periods: primary target group of agency by provision, Australia, 2005–06 (per cent)**

Primary target group	Unmet	Referred only	Provided	Total	Closed accompanying child support periods
					Number
Young people	2.9	10.5	86.6	100.0	900
Single men only	0.7	—	99.3	100.0	200
Single women only	1.5	9.3	89.3	100.0	300
Families	8.9	8.6	82.4	100.0	3,900
Women escaping domestic violence	1.6	7.2	91.2	100.0	18,300
Cross-target/multiple/general	2.2	4.2	93.6	100.0	4,400
<b>Total</b>	<b>2.7</b>	<b>7.0</b>	<b>90.2</b>	<b>100.0</b>	<b>27,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 29,955 (closed accompanying child support periods with no information on service requirements or provision or where 'no assistance' indicated).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

## 4 Unmet requests for SAAP accommodation

This chapter focuses on the number of unmet requests for SAAP accommodation made by individuals and groups during the Demand for Accommodation Collection. Note that a person or group may make more than one request for accommodation in a day and that the number of people making requests is discussed in Chapter 5.

People may be turned away from a SAAP agency for a variety of reasons and these reasons are classified to determine whether a request for accommodation is valid or invalid (see Appendix 2). The separation between valid and invalid unmet requests is made because some of the requests for accommodation were made at inappropriate agencies or the offered accommodation was refused by the person or group who requested it. Consequently, the number of valid unmet requests is a more useful measure of unmet demand than using all unmet requests.

Valid requests are then further divided into requests for immediate accommodation – that is, accommodation required within 24 hours – and accommodation required after 24 hours. This is because, in the context of homelessness, requests for immediate accommodation are of particular importance.

### 4.1 Invalid unmet requests

Invalid unmet requests for accommodation include people requesting assistance from an agency with the wrong target group (for example, a married couple approaching a single men’s agency); when a person or group was inappropriate for the agency (for example, an intoxicated or violent person); when there was no fee-free accommodation available; or when the offer of accommodation was refused by the requesting person or group. All other requests for accommodation are said to be valid.

Out of the 9,510 unmet requests for accommodation made during the collection period, 27% (2,550) were invalid requests (Table 4.1).

#### **Main reason request not met**

The most common reasons why an invalid request could not be met were because the person or group was in the wrong target group for the agency they approached (in 42% of invalid requests for SAAP accommodation) and because the person or group refused an offer of accommodation (in 31%).

### 4.2 Valid unmet requests

Valid unmet requests for accommodation accounted for 73% (6,960) of the 9,510 unmet requests for SAAP accommodation made during the collection period (Table 4.1). When this is converted to a daily average number, an estimated 497 valid unmet requests for accommodation were made on an average day during the Demand for Accommodation Collection period (Table 4.4).

### **Main reason request not met**

The majority of valid unmet requests occurred because there was a lack of accommodation (80%), either because insufficient accommodation was available at the agency itself (59%) or because a referral agency was unable to refer the group on because they had no vacancies on their books (21%) (Table 4.1).

In 8% of valid unmet requests the agency did not offer accommodation because the type of accommodation the group required, such as longer term or independent accommodation, was not able to be provided by the agency.

### **Immediacy of need of accommodation**

Sixty-one per cent of all valid unmet requests for accommodation were for immediate accommodation (Table 4.4). The remaining 39% were for accommodation required after 24 hours.

### **State and territory**

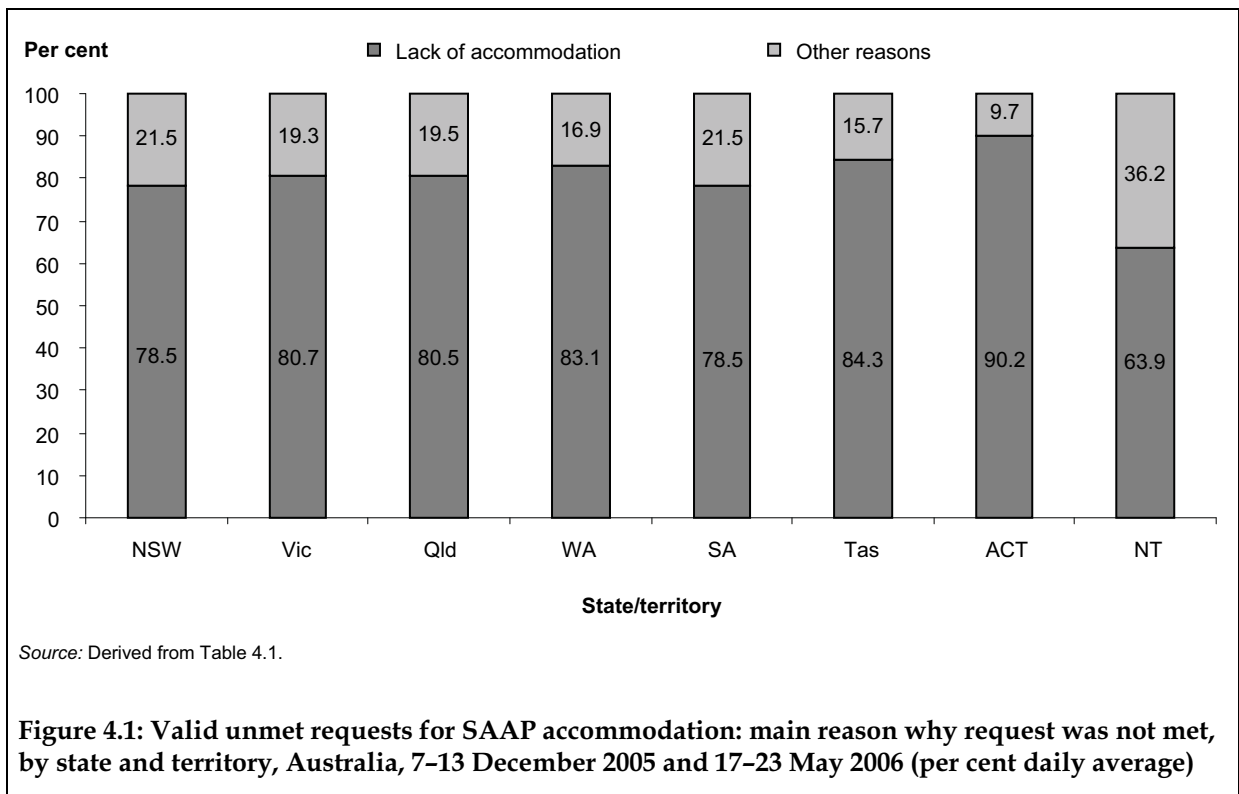
On a state and territory basis, Victoria accounted for the largest proportion of valid unmet requests for accommodation (26%), followed by Queensland (25%) and New South Wales (23%) (Table 4.1). The Northern Territory reported the smallest (2%).

### **Main reason request not met**

Across the states and territories, the predominant reason why valid requests for SAAP accommodation could not be met was because of a lack of accommodation, either because insufficient accommodation was available at the agency itself or because a referral agency was unable to refer the group on because they had no vacancies on their books. This ranged from a low of 64% in the Northern Territory to a high of 90% in the Australian Capital Territory (Figure 4.1).

All other reasons for not offering accommodation generally accounted for a small proportion of valid unmet requests, with the exception of the Northern Territory where a relatively high proportion of requests were not met because the type of accommodation requested by the individual or group could not be provided (23% compared with between 2% and 10% in the other jurisdictions) (Table 4.1).





**Immediacy of need of accommodation**

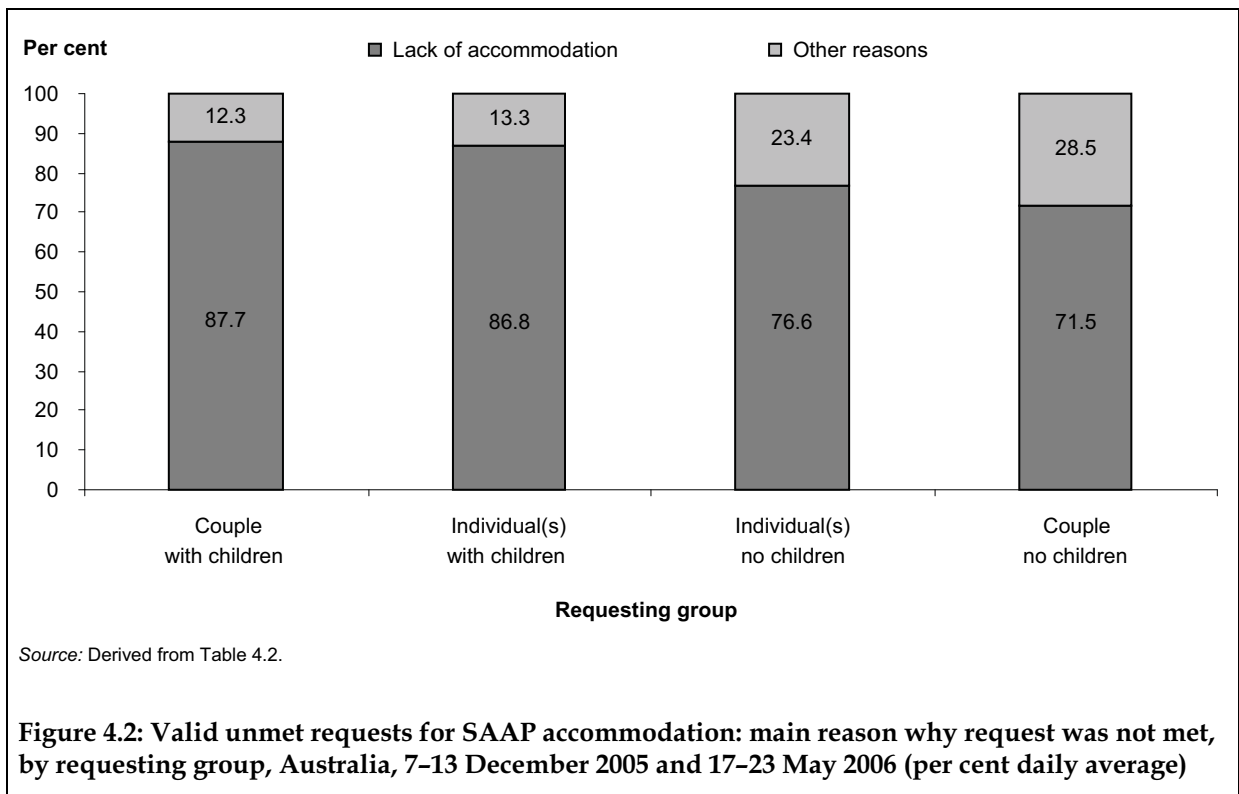
In the nearly all of the states and territories, the majority of valid requests for accommodation were for immediate accommodation (Table 4.4). The exception to this was South Australia, where slightly more requests were for accommodation after 24 hours (51%). Tasmania and Western Australia had the highest proportion of requests for immediate accommodation (78% and 77% respectively).

**Requesting group**

According to the group requesting accommodation, individual(s) who presented without children accounted for the largest proportion of valid unmet requests for accommodation (60%), followed by individual(s) who presented with children (33%) (Table 4.2). Couples with and without children accounted for only a small proportion of valid unmet requests for accommodation (5% and 2%, respectively).

**Main reason request not met**

Across all requesting groups, the predominant reason why valid requests for SAAP accommodation could not be met was because of a lack of accommodation, either because insufficient accommodation was available at the agency itself or because a referral agency was unable to refer the group on because they had no vacancies on their books. This was higher for people who presented with children and ranged from a low of 72% for couples without children to a high of 88% for couples with children (Figure 4.2).



All other reasons for not offering accommodation generally accounted for a small proportion of valid unmet request. Couples without children were the exception to this. For this client group, the type of accommodation requested not being able to be provided accounted for 21% of their valid unmet request, compared with between 5% and 8% for the other groups (Table 4.2).

**Immediacy of need of accommodation**

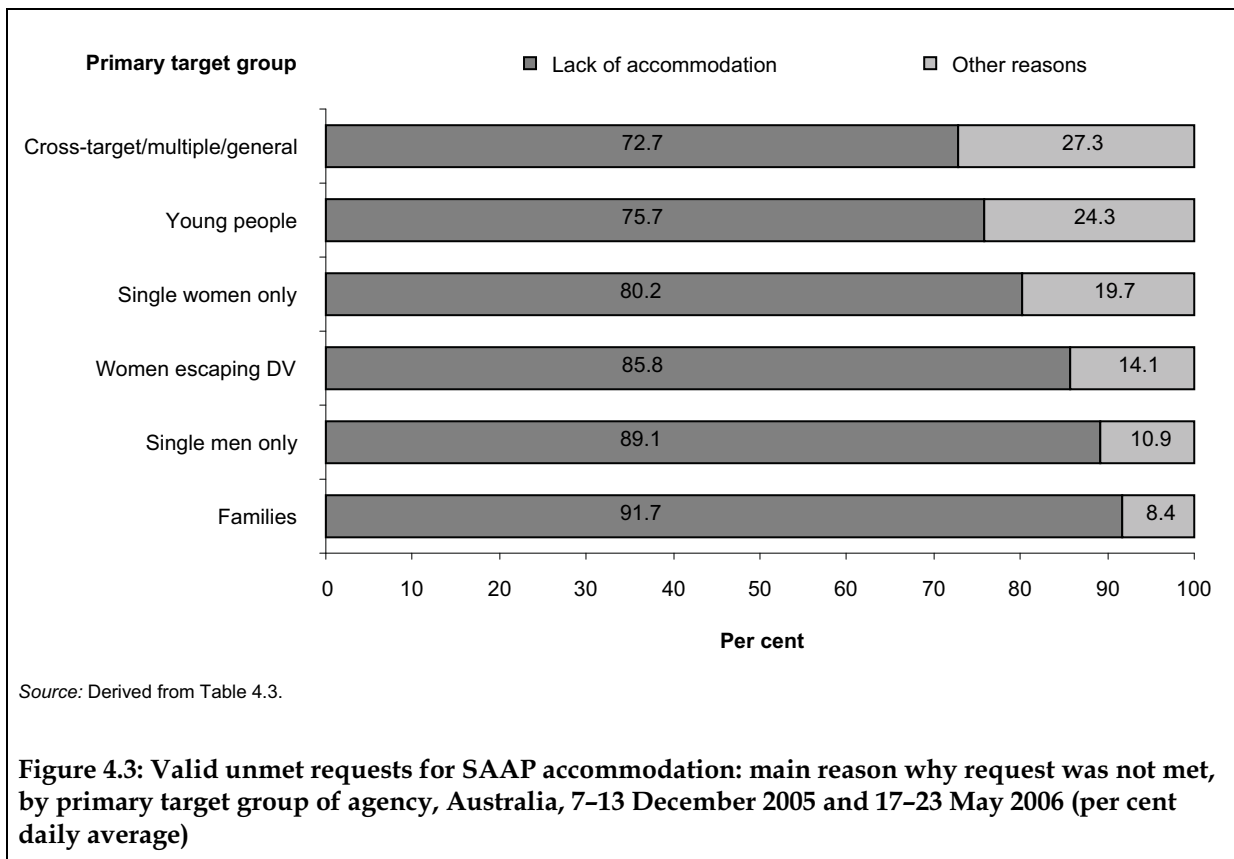
People without children were more likely than people with children to request immediate accommodation. Individual(s) without children and couples without children requested immediate accommodation in 67% and 58% of their valid unmet requests, compared with 53% for individual(s) with children and 48% for couples with children (Table 4.5). Couples with children were the only group who more often requested accommodation after 24 hours (in 52% of their valid unmet request for accommodation).

**Primary target group of agency**

Agencies set up to support a range of client groups (cross-target, multiple or general agencies) accounted for the highest proportion of valid unmet requests (29%), closely followed by youth agencies (27%) (Table 4.3). Agencies set up to primarily support family groups made up 15% of valid unmet requests, women and children escaping domestic violence 13% and single men 12%. Agencies that mainly support single women had the lowest proportion (just under 5%).

## Main reason request not met

Across all types of agencies, the predominant reason why valid requests for SAAP accommodation could not be met was because of a lack of accommodation, either because insufficient accommodation was available at the agency itself or because a referral agency was unable to refer the group on because they had no vacancies on their books. This ranged from a low of 73% for agencies that support a wide range of client groups to a high of 92% for agencies set up to primarily support families (Figure 4.3).



## Immediacy of need of accommodation

Agencies that were primarily set up to support single women were the only type of agency where groups more often requested accommodation after 24 hours (67%) (Table 4.6). In all other types of agencies, accommodation was more likely to be requested within 24 hours, particularly in agencies that mainly support single men (84%).

## 4.3 Referrals for accommodation

In order to inform the discussion in Chapter 10 regarding the capacity of SAAP to deal with the demand for SAAP accommodation, it is necessary to examine whether attempts were made to secure accommodation at another source when people were turned away. As it is not possible to determine whether a referral for accommodation was made for all or part of a requesting group, and accommodation that was required within 24 hours is of particular concern in the context of homelessness, referrals are examined based on valid unmet requests for immediate SAAP accommodation.

While not all people requesting immediate SAAP accommodation were able to be accommodated, SAAP agencies were able to make a referral for accommodation at an alternative source in 52% of valid unmet requests (Table 4.7). This means that individuals or groups whose request for accommodation was not able to be met directly by that SAAP agency were helped to find accommodation at another source in just over half of cases (for example, in another SAAP agency, a hostel, a caravan park, etc.). It must be noted that outcomes from referrals are not recorded so it is not known how many of the people who were referred on for accommodation actually secured that accommodation or whether the quality of the referred accommodation is comparable to that offered by SAAP.

## **State territory**

When accommodation could not be offered, a referral for accommodation at another source was made in close to half to three quarters of the valid unmet requests for accommodation across the states and territories (Table 4.7). The lowest proportion of referrals were recorded in Tasmania and Western Australia (both 48%) and the most in the Northern Territory (74%).

## **Requesting group**

Referrals for accommodation were made slightly more often for family groups (Table 4.8). Couples without children had a referral for accommodation arranged in 57% of their valid unmet requests for immediate accommodation, followed by individual(s) with children (in 53%) and couples with children (in 53%). Individual(s) without children had a referral for accommodation arranged in 51% of their valid unmet requests for immediate accommodation.

## **Primary target group of agency**

Referrals for accommodation were most often made in agencies primarily set up to support single men (in 65% of their valid unmet requests for immediate accommodation) (Table 4.9). The lowest level of referrals were made in family agencies (38%) and agencies that primarily support young people (44%).

## 4.4 Tables

**Table 4.1: Unmet requests for SAAP accommodation: main reason why request was not met, by state and territory, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent)**

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Valid requests</b>										
Insufficient accommodation available	54.9	61.1	66.1	49.8	38.1	71.6	80.4	57.9	59.2	4,120
Referral agency with no vacancies on books	23.6	19.6	14.4	33.3	40.4	12.7	9.8	6.0	21.2	1,480
Type of accommodation requested is not provided	8.3	9.9	4.8	4.3	8.9	5.4	2.0	22.6	7.5	520
Insufficient staff to provide support	2.8	0.6	1.2	0.9	—	1.2	—	1.5	1.2	90
Facilities for special needs not available	1.3	0.6	1.0	3.1	0.8	0.6	1.2	6.8	1.2	80
Other <sup>(a)</sup>	9.1	8.2	12.5	8.6	11.8	8.5	6.5	5.3	9.7	680
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>22.7</b>	<b>25.6</b>	<b>24.8</b>	<b>8.0</b>	<b>8.7</b>	<b>4.8</b>	<b>3.5</b>	<b>1.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,580</b>	<b>1,790</b>	<b>1,730</b>	<b>560</b>	<b>600</b>	<b>330</b>	<b>250</b>	<b>130</b>	<b>..</b>	<b>6,960</b>
<b>Invalid requests</b>										
Agency inappropriate—wrong target group	40.2	39.7	54.9	41.2	31.0	33.3	33.8	38.8	42.3	1,080
Person/group inappropriate for agency	24.8	17.7	14.8	32.5	29.9	19.4	35.0	16.4	22.3	570
No fee-free accommodation available	1.3	9.0	5.4	1.8	6.0	15.1	—	5.2	4.6	120
Person/group refused offer of accommodation	33.6	33.7	24.9	24.5	33.2	32.3	31.3	39.7	30.8	790
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>30.3</b>	<b>18.4</b>	<b>21.9</b>	<b>10.8</b>	<b>7.2</b>	<b>3.6</b>	<b>3.1</b>	<b>4.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>770</b>	<b>470</b>	<b>560</b>	<b>270</b>	<b>180</b>	<b>90</b>	<b>80</b>	<b>120</b>	<b>..</b>	<b>2,550</b>
<b>Total requests for accommodation (number)</b>	<b>2,360</b>	<b>2,250</b>	<b>2,280</b>	<b>830</b>	<b>790</b>	<b>420</b>	<b>330</b>	<b>250</b>	<b>..</b>	<b>9,510</b>

(a) In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.

### Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

**Table 4.2: Unmet requests for SAAP accommodation: main reason why request was not met, by requesting group, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent)**

Main reason	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
<b>Valid requests</b>						
Insufficient accommodation available	56.5	63.0	56.9	68.1	59.2	4,120
Referral agency with no vacancies on books	20.1	23.8	14.6	19.6	21.2	1,480
Type of accommodation requested is not provided	8.3	5.3	20.8	7.1	7.5	520
Insufficient staff to provide support	1.7	0.5	0.7	—	1.2	90
Facilities for special needs not available	1.7	0.5	0.7	—	1.2	80
Other <sup>(a)</sup>	11.7	7.0	6.3	5.2	9.7	680
<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 (row %)</b>	<b>60.2</b>	<b>33.0</b>	<b>2.1</b>	<b>4.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>4,190</b>	<b>2,300</b>	<b>140</b>	<b>330</b>	<b>..</b>	<b>6,960</b>
<b>Invalid requests</b>						
Agency inappropriate—wrong target group	40.1	45.5	53.7	53.8	42.3	1,080
Person/group inappropriate for agency	25.8	14.3	15.9	13.8	22.3	570
No fee-free accommodation available	5.2	2.2	11.0	6.2	4.6	120
Person/group refused offer of accommodation	28.9	38.1	19.5	26.2	30.8	790
<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 (row %)</b>	<b>68.8</b>	<b>25.5</b>	<b>3.2</b>	<b>2.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,750</b>	<b>650</b>	<b>80</b>	<b>70</b>	<b>..</b>	<b>2,550</b>
<b>Total requests for accommodation (number)</b>	<b>5,940</b>	<b>2,950</b>	<b>230</b>	<b>390</b>	<b>..</b>	<b>9,510</b>

(a) In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

**Table 4.3: Unmet requests for SAAP accommodation: main reason why request was not met, by primary target group of agency, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent)**

Main reason	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total	
							%	Number
<b>Valid requests</b>								
Insufficient accommodation available	51.8	70.1	48.1	62.8	61.6	60.3	59.2	4,120
Referral agency with no vacancies on books	23.9	19.0	32.1	28.9	24.2	12.4	21.2	1,480
Type of accommodation requested is not provided	10.6	2.4	11.1	4.0	3.6	9.7	7.5	520
Insufficient staff to provide support	2.0	1.0	0.6	0.6	1.1	1.1	1.2	90
Facilities for special needs not available	1.3	2.3	2.8	0.3	1.3	0.8	1.2	80
Other <sup>(a)</sup>	10.4	5.2	5.2	3.5	8.1	15.7	9.7	680
<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 (row %)</b>	<b>26.5</b>	<b>11.8</b>	<b>4.7</b>	<b>15.4</b>	<b>12.9</b>	<b>28.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,850</b>	<b>820</b>	<b>320</b>	<b>1,070</b>	<b>900</b>	<b>2,000</b>	<b>..</b>	<b>6,960</b>
<b>Invalid requests</b>								
Agency inappropriate—wrong target group	50.0	23.4	34.0	71.2	37.0	33.8	42.3	1,080
Person/group inappropriate for agency	23.6	31.1	27.4	12.4	20.9	21.2	22.3	570
No fee-free accommodation available	1.4	6.3	4.7	2.1	1.0	11.7	4.6	120
Person/group refused offer of accommodation	25.0	39.2	34.0	14.2	41.1	33.3	30.8	790
<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 (row %)</b>	<b>33.0</b>	<b>8.7</b>	<b>4.2</b>	<b>9.1</b>	<b>19.1</b>	<b>25.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>840</b>	<b>220</b>	<b>110</b>	<b>230</b>	<b>490</b>	<b>660</b>	<b>..</b>	<b>2,550</b>
<b>Total requests for accommodation (number)</b>	<b>2,690</b>	<b>1,040</b>	<b>430</b>	<b>1,300</b>	<b>1,380</b>	<b>2,660</b>	<b>..</b>	<b>9,510</b>

(a) In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

**Table 4.4: Valid unmet requests for SAAP accommodation: when accommodation was required by state and territory, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Within 24 hours	64.1	50.2	63.9	77.3	49.2	78.2	67.8	72.9	61.2	304.4
After 24 hours	35.9	49.8	36.1	22.7	50.8	21.8	32.2	27.1	38.8	192.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>22.7</b>	<b>25.6</b>	<b>24.8</b>	<b>8.0</b>	<b>8.7</b>	<b>4.8</b>	<b>3.5</b>	<b>1.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>113.0</b>	<b>127.5</b>	<b>123.2</b>	<b>39.7</b>	<b>43.1</b>	<b>23.6</b>	<b>17.5</b>	<b>9.5</b>	<b>..</b>	<b>497.2</b>

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.

**Table 4.5: Valid unmet requests for SAAP accommodation: when accommodation was required by requesting group, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Within 24 hours	66.8	53.0	58.3	47.9	61.2	304.4
After 24 hours	33.2	47.0	41.7	52.1	38.8	192.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>60.2</b>	<b>33.0</b>	<b>2.1</b>	<b>4.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>299.4</b>	<b>164.3</b>	<b>10.3</b>	<b>23.3</b>	<b>..</b>	<b>497.2</b>

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.



**Table 4.6: Valid unmet requests for SAAP accommodation: when accommodation was required by primary target group of agency, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total	
							%	Number
Within 24 hours	51.1	84.1	32.7	50.9	76.9	64.2	61.2	304.4
After 24 hours	48.9	15.9	67.3	49.1	23.1	35.8	38.8	192.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>26.5</b>	<b>11.8</b>	<b>4.7</b>	<b>15.4</b>	<b>12.9</b>	<b>28.8</b>	<b>100.0</b>	
<b>Total (number)</b>	<b>131.8</b>	<b>58.7</b>	<b>23.1</b>	<b>76.4</b>	<b>64.0</b>	<b>143.1</b>	<b>..</b>	<b>497.2</b>

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.

**Table 4.7: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by state and territory, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

State/territory	Referrals for accommodation (a)		Valid unmet requests for immediate accommodation (b)		Referrals for accommodation as a percentage of valid unmet requests for immediate accommodation (a+b*100)
	%	Number	%	Number	%
NSW	22.6	35.5	23.8	72.4	49.0
Vic	21.6	33.9	21.0	64.0	53.0
Qld	24.6	38.6	25.9	78.7	49.1
WA	9.4	14.7	10.1	30.7	47.9
SA	8.0	12.6	7.0	21.2	59.3
Tas	5.6	8.8	6.1	18.5	47.5
ACT	5.0	7.9	3.9	11.9	66.9
NT	3.3	5.1	2.3	6.9	74.2
<b>Total</b>	<b>100.0</b>	<b>157.2</b>	<b>100.0</b>	<b>304.4</b>	<b>51.7</b>

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.

**Table 4.8: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by requesting group, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

Requesting group	Referrals for accommodation (a)		Valid unmet requests for immediate accommodation (b)		Referrals for accommodation as a percentage of valid unmet requests for immediate accommodation (a+b*100)
	%	Number	%	Number	%
Individual(s) no children	64.6	101.6	65.7	200.1	50.8
Individual(s) with children	29.5	46.4	28.6	87.1	53.2
Couple no children	2.2	3.4	2.0	6.0	57.1
Couple with children	3.7	5.9	3.7	11.1	52.6
<b>Total</b>	<b>100.0</b>	<b>157.2</b>	<b>100.0</b>	<b>304.4</b>	<b>51.7</b>

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

**Table 4.9: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by primary target group of agency, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

Primary target group	Referrals for accommodation (a)		Valid unmet requests for immediate accommodation (b)		Referrals for accommodation as a percentage of valid unmet requests for immediate accommodation (a+b*100)
	%	Number	%	Number	%
Young people	18.6	29.3	22.1	67.4	43.5
Single men only	20.4	32.0	16.2	49.4	64.8
Single women only	2.7	4.2	2.5	7.6	55.7
Families	9.5	14.9	12.8	38.9	38.3
Women escaping domestic violence	18.3	28.8	16.2	49.2	58.5
Cross-target/multiple/general	30.5	48.0	30.2	91.9	52.2
<b>Total</b>	<b>100.0</b>	<b>157.2</b>	<b>100.0</b>	<b>304.4</b>	<b>51.7</b>

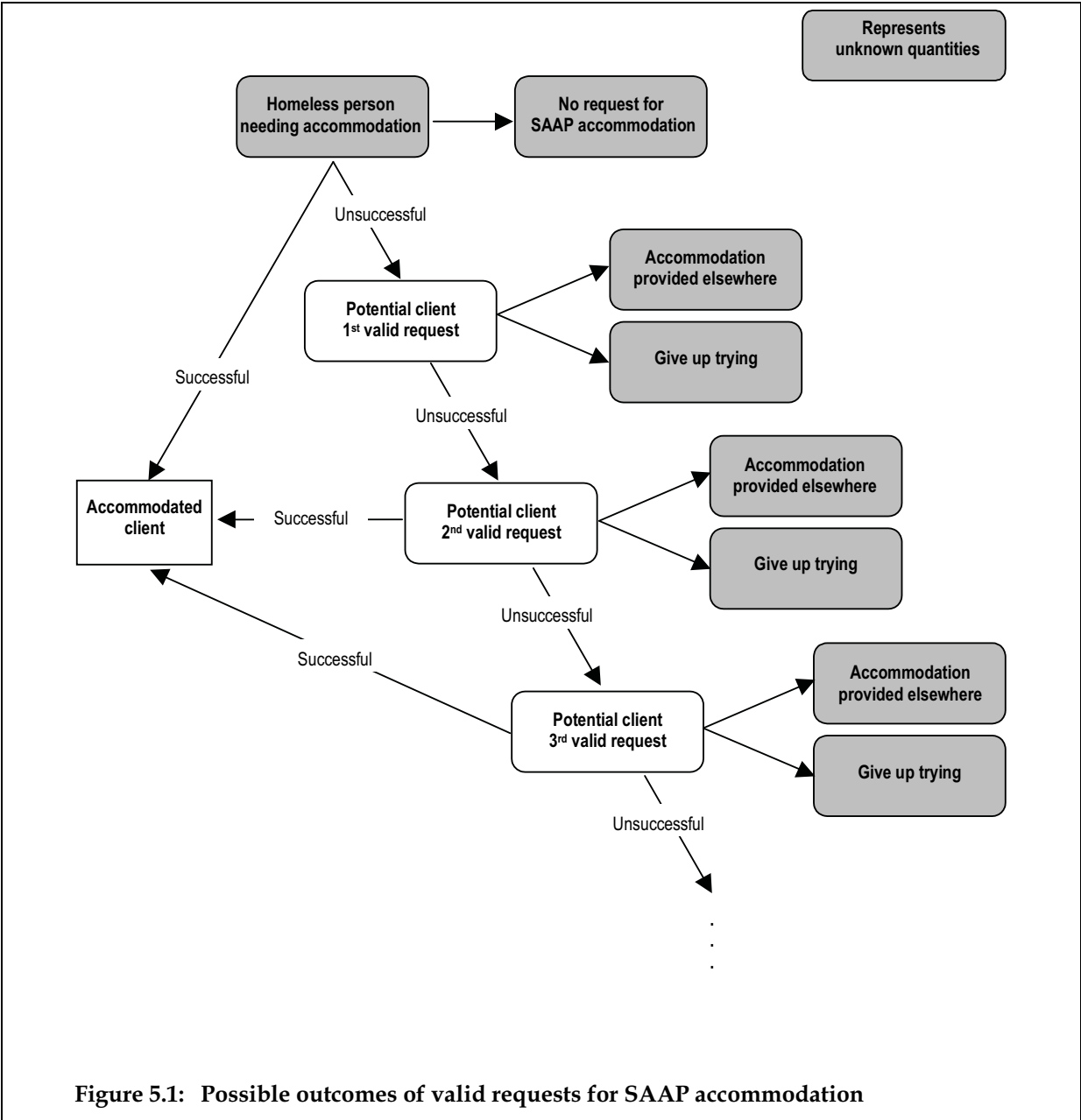
*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

# 5 People making a valid unmet request for SAAP accommodation

People can make more than one request for SAAP accommodation in a day. Figure 5.1 shows that people who make a request for SAAP accommodation can either be successful on the first attempt, make subsequent requests until they are accommodated, have their needs met elsewhere, or give up trying altogether. How often people have their needs met by other means and no longer require SAAP assistance cannot be measured at present.



This chapter presents the estimated daily average number of people who made a valid unmet request for SAAP accommodation. As people can make more than one unmet request in a day, to estimate the number of people making those requests as distinct from the number of requests themselves, each valid unmet request presented in Chapter 4 has been attributed to an estimated number of individuals (see Appendix 2).

The tables in this chapter generally present data firstly for adults and unaccompanied children, then for accompanying children, and finally for total people (adults, unaccompanied children and accompanying children combined).

## **5.1 Adults and unaccompanied children**

On an average daily basis, 429 adults and unaccompanied children made a valid unmet request for accommodation (Table 5.1). Adults and unaccompanied children accounted for 62% of all people with a valid unmet request for accommodation (derived from Table 5.1).

### **Immediacy of need for accommodation**

Sixty per cent of adults and unaccompanied children with a valid unmet request for accommodation requested immediate accommodation and 40% requested it after 24 hours (Table 5.1).

### **State and territory**

On an average daily basis, Victoria and New South Wales accounted for the highest number of adults and unaccompanied children with a valid unmet request for accommodation (both 102 or 24%), followed by Queensland (99 or 23%) (Table 5.1). The Northern Territory reported the lowest number (10 or 2%).

### **Immediacy of need for accommodation**

In almost all states and territories, the majority of adults and unaccompanied children requested accommodation within 24 hours (between 62% in New South Wales and 81% in Western Australia). The exceptions to this were Victoria and South Australia, where the majority requested accommodation after 24 hours (54% and 53%, respectively).

### **Requesting group**

On an average daily basis, individual(s) without children accounted for the largest number of adults and unaccompanied children with a valid unmet request for accommodation (247 or 58%), followed by individual(s) with children (134 or 31%), couples with children (33 or 8%) and couples without children (14 or 3%) (Table 5.2).

### **Immediacy of need for accommodation**

Individual(s) with children were the most likely group to request immediate accommodation (66%), followed by couples without children (59%) and individual(s) with children (53%). Couples with children were the only group who more often requested accommodation after 24 hours (56%).

## **Primary target group of agency**

On an average daily basis, cross-targeted or general agencies accounted for the highest number of adults and unaccompanied children with a valid unmet request for accommodation (131 or 31%), followed by youth agencies (113 or 26%) and family agencies (61 or 14%) (Table 5.3). The smallest number approached agencies primarily targeted at single women (19 or 4%).

### **Immediacy of need for accommodation**

In most types of agencies, adults and unaccompanied children who made a valid unmet request for accommodation most often requested immediate accommodation. The exceptions to this were single women's agencies and youth agencies.

## **Sex**

There were more female (56%) than male (44%) adults and unaccompanied children who had a valid unmet request for SAAP accommodation (Table 5.4).

### **Immediacy of need for accommodation**

Both male and female adults and unaccompanied children most often requested immediate accommodation. Males, however, were more likely to do so than females, with 67% of males requesting immediate accommodation compared with 55% of females.

## **Age**

The majority of adults and unaccompanied children who made a valid unmet request for accommodation were aged 20–44 years (62%) (Table 5.5). Thirty per cent were aged under 20 years, 8% were aged 45–64 years and less than 1% were aged 65 years and older.

### **Immediacy of need for accommodation**

The majority of adults and unaccompanied children in all the age groups requested immediate accommodation.

## **5.2 Accompanying children**

On an average daily basis, 261 children accompanied a parent(s) or guardian(s) who had a valid unmet request for accommodation (Table 5.1). Accompanying children accounted for 38% of all people who had a valid unmet request for accommodation (derived from Table 5.1).

### **Immediacy of need for accommodation**

Fifty-two per cent of accompanying children required immediate accommodation (Table 5.1). The remaining 48% required it after 24 hours.

## **State and territory**

On an average day during the collection period, Queensland reported the highest number of accompanying children who had a valid unmet request for accommodation (78 or 30%), followed by New South Wales (55 or 21%) and Victoria (42 or 16%) (Table 5.1). The Australian Capital Territory reported the lowest (6 or 2%).

## **Immediacy of need for accommodation**

In most states and all territories, the majority of accompanying children required immediate accommodation, however, accompanying children in Victoria and South Australia most often required accommodation after 24 hours.

## **Requesting group**

The majority of accompanying children with a valid unmet request for accommodation (87%) presented with an individual or individuals who were not a couple (individual(s) with children) (Table 5.2). Thirteen per cent accompanied a couple.

## **Immediacy of need for accommodation**

Children who accompanied an individual or individuals who were not a couple most often required immediate accommodation (54%). The opposite was true for children accompanying a couple, of whom 59% required accommodation after 24 hours.

## **Primary target group of agency**

Thirty-four per cent of accompanying children were with a parent(s) or guardian(s) who tried to get accommodation from a family targeted agency. Twenty-six per cent presented to agencies primarily targeted at supporting women and children escaping domestic violence and to cross-targeted agencies (Table 5.3).

## **Immediacy of need for accommodation**

Children accompanying a parent(s) or guardian(s) who made a valid unmet request for accommodation at agencies primarily targeted at young people, single men, single women and families most often required immediate accommodation. Children accompanying a parent or guardian to agencies that primarily targeted women and children escaping domestic violence and to cross-targeted agencies most often required accommodation after 24 hours.

## **Sex**

Fifty-three per cent of children who accompanied a parent or guardian who made a valid unmet request for accommodation were female, 47% were male (Table 5.4).

## Age

The majority (73%) of accompanying children with a valid unmet request for accommodation were aged under 12 years (AIHW unpublished data). Sixteen per cent were aged 12–17 years and 11% were of unknown age.

## 5.3 Total people

On an average day during the collection period, 690 people (429 adults, unaccompanied children and 261 accompanying children) had a valid unmet request for accommodation (Table 5.1).

### Immediacy of need for accommodation

Fifty-seven per cent of all people with a valid unmet request for accommodation requested immediate accommodation. Forty-three per cent requested it after 24 hours.

### State and territory

Queensland accounted for a quarter of all people with a valid unmet request for accommodation (25% or 177 on an average day), primarily due to the relatively high number of accompanying children (see section on accompanying children) (Table 5.1). Twenty-three per cent of all people with a valid unmet request for accommodation were in New South Wales and 21% in Victoria. The Northern Territory reported the smallest number (3% or 17).

### Immediacy of need for accommodation

In almost all states and territories, the majority of people requested immediate accommodation (ranging from 57% in Queensland to 82% in Western Australia). The exceptions to this were Victoria and South Australia, where accommodation was most often requested after 24 hours.

### Requesting group

The majority of all people with a valid unmet request for accommodation presented as an individual(s) with children (53%) (Table 5.2). People presenting as an individual(s) without children accounted for 36%, couples with children for 10% and couples without children for 2%.

### Immediacy of need for accommodation

Family groups, particularly couples with children, were less likely to request immediate accommodation than individual(s) who presented without children. Sixty-six per cent of individual(s) without children requested immediate accommodation compared with 42% of couples with children, 54% of individual(s) with children and 58% of couples without children. Couples with children were the only group who more often requested accommodation after 24 hours (56%).

## **Primary target group of agency**

Twenty-nine per cent of people with a valid unmet request for accommodation tried to get accommodation from a cross-targeted agency, 22% tried at family agencies, 19% tried at youth agencies, and 18% tried agencies that primarily support women and children escaping domestic violence (Table 5.3). The remaining 13% tried at single men's or single women's agencies (derived from Table 5.3).

## **Immediacy of need for accommodation**

People who made a valid unmet request for accommodation in single men's agencies, domestic violence agencies and cross-targeted agencies, most often requested immediate accommodation (Table 5.3). In contrast, people with a valid unmet request for accommodation who tried to get accommodation from single women's agencies, youth agencies and family agencies most often requested accommodation after 24 hours.

## **Sex**

The majority of people with a valid unmet request for accommodation were female (55%) (Table 5.4). Forty-five per cent were male.

## **Immediacy of need for accommodation**

Both males and females most often requested immediate accommodation. However, males were slightly more likely to do so than females (60% compared with 55%).

## **Age**

Over half (58%) of all people with a valid unmet request for accommodation were aged under 20 years. Thirty-seven per cent were aged 20–44 years, 5% were aged 45–64 years and less than 1% were aged 65 years and over.

## **Immediacy of need for accommodation**

Across all the age groups, the majority of people with a valid unmet request for accommodation requested immediate accommodation.

## **Country of birth**

Note that it is not possible to report the country of birth of adults and unaccompanied children separately from accompanying children as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). Note also that there was a large amount of missing or unknown data in relation to country of birth. Of the 690 people who made a valid unmet request for accommodation on an average day, 77% (528) provided data on their country of birth and it was missing or unknown for 23% (derived from tables 5.6 and 5.1). No imputation was done to adjust for missing data on country of birth (see Appendix 2).

The vast majority (92%) of people with a valid unmet request for accommodation were born in Australia (Table 5.6). Six per cent were born overseas in a predominantly non-English-



speaking country and the remaining 2% were born overseas in predominantly English-speaking country.

### **Immediacy of need for accommodation**

People with a valid unmet request for accommodation who were born in Australia or overseas in predominantly English-speaking countries most often requested immediate accommodation (54% and 57%, respectively). People born in non-English-speaking countries were more likely to request accommodation after 24 hours (59% requested accommodation after 24 hours).

### **Aboriginal and Torres Strait Islander status**

Note that it is not possible to report the Aboriginal and Torres Strait Islander status of adults and unaccompanied children separately from accompanying children as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). Note also that there was a large amount of missing or unknown data in relation to Aboriginal and Torres Strait Islander status. Of the 690 people who made a valid unmet request for accommodation, 69% (473) provided data on their Aboriginal and Torres Strait Islander status and it was missing or unknown for 31% (derived from tables 5.7 and 5.1). No imputation was done to adjust for missing data on Aboriginal and Torres Strait Islander status (see Appendix 2).

The majority (73%) of people with a valid unmet request for accommodation were 'other Australians', that is, they did not identify as Aboriginal and Torres Strait Islander. It must be noted, however, that Aboriginal and Torres Strait Islander peoples were overrepresented in comparison to their population size. At 30 June 2005, an estimated 2% of the Australian population were Aboriginal and Torres Strait Islander peoples, yet 27% of people with a valid unmet request for accommodation were Indigenous (Table 5.7 and ABS 2004).

### **Immediacy of need for accommodation**

According to the Aboriginal and Torres Strait Islander status of people with a valid unmet request for accommodation, Indigenous people were more likely than other Australians to request immediate accommodation (62% compared with 50%).

## 5.4 Tables

**Table 5.1: People with a valid unmet request for SAAP accommodation, by when accommodation was required and state and territory, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Adults and unaccompanied children</b>										
Within 24 hours	62.4	46.5	63.4	81.0	47.1	77.7	69.5	70.9	60.2	258.3
After 24 hours	37.6	53.5	36.6	19.0	52.9	22.3	30.5	29.1	39.8	170.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>23.8</b>	<b>23.9</b>	<b>23.0</b>	<b>9.7</b>	<b>9.9</b>	<b>4.7</b>	<b>2.9</b>	<b>2.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>101.9</b>	<b>102.3</b>	<b>98.6</b>	<b>41.4</b>	<b>42.4</b>	<b>20.1</b>	<b>12.4</b>	<b>9.6</b>	<b>..</b>	<b>428.7</b>
<b>Accompanying children</b>										
Within 24 hours	58.7	28.1	48.8	83.5	42.3	75.5	54.5	55.3	52.3	136.5
After 24 hours	41.3	71.9	51.2	16.5	57.7	24.5	45.5	44.7	47.7	124.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>21.2</b>	<b>15.9</b>	<b>30.0</b>	<b>11.6</b>	<b>12.2</b>	<b>4.2</b>	<b>2.1</b>	<b>2.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>55.2</b>	<b>41.5</b>	<b>78.3</b>	<b>30.4</b>	<b>31.7</b>	<b>11.1</b>	<b>5.5</b>	<b>7.4</b>	<b>..</b>	<b>261.0</b>
<b>Total people</b>										
Within 24 hours	61.1	41.2	56.9	82.1	45.1	76.9	64.9	64.1	57.2	394.8
After 24 hours	38.9	58.8	43.1	17.9	54.9	23.1	35.1	35.9	42.8	294.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>22.8</b>	<b>20.8</b>	<b>25.6</b>	<b>10.4</b>	<b>10.7</b>	<b>4.5</b>	<b>2.6</b>	<b>2.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>157.1</b>	<b>143.8</b>	<b>176.9</b>	<b>71.8</b>	<b>74.1</b>	<b>31.2</b>	<b>17.9</b>	<b>16.9</b>	<b>..</b>	<b>689.7</b>

### Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

**Table 5.2: People with a valid unmet request for SAAP accommodation, by when accommodation was required and requesting group, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
<b>Adults and unaccompanied children</b>						
Within 24 hours	66.3	53.3	58.9	43.8	60.2	258.3
After 24 hours	33.7	46.7	41.1	56.3	39.8	170.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>57.5</b>	<b>31.4</b>	<b>3.4</b>	<b>7.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>246.7</b>	<b>134.4</b>	<b>14.4</b>	<b>33.1</b>	<b>..</b>	<b>428.7</b>
<b>Accompanying children</b>						
Within 24 hours	..	53.9	..	41.1	52.3	136.5
After 24 hours	..	46.1	..	58.9	47.7	124.5
<i>Total</i>	<i>..</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>..</b>	<b>87.4</b>	<b>..</b>	<b>12.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>..</b>	<b>228.0</b>	<b>..</b>	<b>33.0</b>	<b>..</b>	<b>261.0</b>
<b>Total people</b>						
Within 24 hours	66.3	53.7	58.9	42.4	57.2	394.8
After 24 hours	33.7	46.3	41.1	57.6	42.8	294.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>35.8</b>	<b>52.5</b>	<b>2.1</b>	<b>9.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>246.7</b>	<b>362.4</b>	<b>14.4</b>	<b>66.1</b>	<b>..</b>	<b>689.7</b>

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

**Table 5.3: People with a valid unmet request for SAAP accommodation, by when accommodation was required and primary target group of agency, Australia, 7–13 December 2005 and 17–23 May (per cent daily average)**

When accommodation required	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total	
							%	Number
<b>Adults and unaccompanied children</b>								
Within 24 hours	49.7	81.4	26.0	51.0	77.3	63.3	60.2	258.3
After 24 hours	50.3	18.6	74.0	49.0	22.7	36.7	39.8	170.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>26.3</b>	<b>11.5</b>	<b>4.4</b>	<b>14.2</b>	<b>13.1</b>	<b>30.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>112.9</b>	<b>49.4</b>	<b>18.7</b>	<b>60.8</b>	<b>56.3</b>	<b>130.6</b>	<b>..</b>	<b>428.7</b>
<b>Accompanying children</b>								
Within 24 hours	31.2	8.7	12.9	45.6	75.9	53.9	52.3	136.5
After 24 hours	68.8	91.3	87.1	54.4	24.1	46.1	47.7	124.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>7.6</b>	<b>1.3</b>	<b>5.7</b>	<b>33.5</b>	<b>26.4</b>	<b>25.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>19.9</b>	<b>3.3</b>	<b>14.9</b>	<b>87.4</b>	<b>68.9</b>	<b>66.6</b>	<b>..</b>	<b>261.0</b>
<b>Total people</b>								
Within 24 hours	46.9	76.8	20.2	47.8	76.5	60.1	57.2	394.8
After 24 hours	53.1	23.2	79.8	52.2	23.5	39.9	42.8	294.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>19.3</b>	<b>7.6</b>	<b>4.9</b>	<b>21.5</b>	<b>18.1</b>	<b>28.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>132.8</b>	<b>52.7</b>	<b>33.6</b>	<b>148.1</b>	<b>125.1</b>	<b>197.3</b>	<b>..</b>	<b>689.7</b>

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.

**Table 5.4: People with a valid unmet request for SAAP accommodation, by when accommodation was required and sex, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	Male	Female	Total	
			%	Number
<b>Adults and unaccompanied children</b>				
Within 24 hours	66.9	55.0	60.2	258.3
After 24 hours	33.1	45.0	39.8	170.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>44.1</b>	<b>55.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>189.0</b>	<b>239.7</b>	<b>..</b>	<b>428.7</b>
<b>Accompanying children</b>				
Within 24 hours	50.0	54.4	52.3	136.5
After 24 hours	50.0	45.6	47.7	124.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>47.2</b>	<b>52.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>123.1</b>	<b>137.9</b>	<b>..</b>	<b>261.0</b>
<b>Total people</b>				
Within 24 hours	60.2	54.8	57.2	394.8
After 24 hours	39.8	45.2	42.8	294.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>45.3</b>	<b>54.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>312.1</b>	<b>377.6</b>	<b>..</b>	<b>689.7</b>

*Notes*

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.

**Table 5.5: People with a valid unmet request for SAAP accommodation, by when accommodation was required and age, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	Under 20 years <sup>(a)</sup>	20–44 years	45–64 years	65+ years	Total	
					%	Number
<b>Adults and unaccompanied children</b>						
Within 24 hours	53.5	59.8	57.3	57.1	57.7	224.4
After 24 hours	46.5	40.2	42.7	42.9	42.3	164.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (row %)</b>	<b>30.1</b>	<b>61.5</b>	<b>7.8</b>	<b>0.6</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>117.0</b>	<b>239.1</b>	<b>30.4</b>	<b>2.5</b>	..	<b>389.0</b>
<b>Accompanying children</b>						
Within 24 hours	52.3	..	..	..	52.3	136.5
After 24 hours	47.7	..	..	..	47.7	124.5
<i>Total</i>	<i>100.0</i>	..	..	..	<i>100.0</i>	..
<b>Total (row %)</b>	<b>100.0</b>	..	..	..	<b>100.0</b>	..
<b>Total (number)</b>	<b>261.0</b>	..	..	..	..	<b>261.0</b>
<b>Total people</b>						
Within 24 hours	52.7	59.8	57.3	57.1	55.5	360.9
After 24 hours	47.3	40.2	42.7	42.9	44.5	289.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (row %)</b>	<b>58.2</b>	<b>36.8</b>	<b>4.7</b>	<b>0.4</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>378.0</b>	<b>239.1</b>	<b>30.4</b>	<b>2.5</b>	..	<b>650.0</b>

(a) Note that accompanying children are aged 17 years and under. For the 'Accompanying children' section of this table, the age group 'Under 20 years' is all accompanying children, including those of 'unknown' age. For the 'Total people' section of this table, the age group 'Under 20 years' includes all accompanying children, including those of 'unknown' age.

*Notes*

1. Number excluded due to errors and omissions: 39.7 adults and unaccompanied children, 0 accompanying children and 39.7 people of unknown age (daily average).
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.

**Table 5.6: People with a valid unmet request for SAAP accommodation, by when accommodation was required and country of birth, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	Australia	Other English-speaking countries	Non-English speaking countries	Total	
				%	Number
<b>Total people</b>					
Within 24 hours	53.7	57.4	40.9	53.0	279.9
After 24 hours	46.3	42.6	59.1	47.0	248.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>91.8</b>	<b>1.9</b>	<b>6.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>484.9</b>	<b>10.1</b>	<b>33.4</b>	<b>..</b>	<b>528.4</b>

*Notes*

1. Number excluded due to errors and omissions: 161.3 of unknown or missing country of birth.
2. Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing country of birth.
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.

**Table 5.7: People with a valid unmet request for SAAP accommodation, by when accommodation was required and Aboriginal and Torres Strait Islander status, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average)**

When accommodation required	Aboriginal and/or Torres Strait Islander	Other Australians	Total	
			%	Number
<b>Total people</b>				
Within 24 hours	61.7	50.1	53.2	251.5
After 24 hours	38.3	49.9	46.8	221.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>26.8</b>	<b>73.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>126.6</b>	<b>345.9</b>	<b>..</b>	<b>472.5</b>

*Notes*

1. Number excluded due to errors and omissions: 217.2 of unknown or missing Aboriginal and Torres Strait Islander status.
2. Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing Aboriginal and Torres Strait Islander status.
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Demand for Accommodation Collection.

# 6 Estimating the number of people turned away without receiving SAAP accommodation

Some of the people discussed in Chapter 5 subsequently received SAAP accommodation later on the same day as making a valid unmet request for accommodation. For this reason, when estimating how many people were turned away, it is essential to distinguish between people who made a valid unmet request for accommodation but could not be accommodated in SAAP at all and those who eventually found SAAP accommodation by the end of each day (see Appendix 2).

Chapters 7, 8 and 9 present two measures of the ability of SAAP to meet the demand for SAAP accommodation. The first measure is the turn-away for people requiring new SAAP accommodation, that is, the average daily percentage of people who could not be accommodated relative to all people requiring new and immediate accommodation. This provides an indication of a person's likelihood of obtaining SAAP accommodation on an average day during the collection period.

However, SAAP accommodates large numbers of clients on any given day, including clients who are continuing their accommodation from a previous day. For this reason simply examining the daily request turn-away without acknowledging the number of people already in SAAP accommodation may provide an incomplete picture. Therefore, it is important to consider the level of unmet demand for SAAP accommodation in relation to the total expressed demand for SAAP accommodation. This is calculated as the average daily percentage of people who could not be accommodated relative to people who required new and immediate SAAP accommodation and who were continuing their accommodation from the previous day. It provides a measure of the overall ability of SAAP to meet the demand for accommodation on an average day during the collection period.

It is important to note that neither of these provide a measure of the additional capacity required in SAAP, only a measure of the undersupply of SAAP accommodation (in terms of people) on an average day during the Demand for Accommodation Collection period. Measuring the additional capacity required to accommodate the expressed demand for SAAP accommodation, as well as a discussion of hidden need for SAAP accommodation, are contained in Chapter 10.

Please refer to the Appendixes for more detail of how the estimates are calculated.

## 6.1 Data issues

It must be noted that there are some data issues that must be considered when analysing the estimated turn-away measures, as listed below:

- It is possible to estimate the number of people turned away only for those who requested immediate accommodation, that is, accommodation required within 24 hours. This means that the measures might underestimate the turn-away for groups who are more likely to request accommodation after 24 hours.



- Dates of support and accommodation are not collected for accompanying children in the Client Collection. For the purposes of calculating the turn-away measures, accompanying children are assumed to have the same periods of accommodation as the parent or guardian. Note that accompanying children are recorded on only one parent's or guardian's record when clients present as a couple.

The next chapters present the measures of turn-away by state, requesting group and primary target group of the agency but do not present turn-away by age, sex, country of birth or Aboriginal and Torres Strait Islander status. There are several reasons for this, as listed below:

- On occasions, only part of a group requesting accommodation was able to be accommodated. While the Demand for Accommodation Collection collects demographic information—such as age, sex, country of birth and Aboriginal and Torres Strait Islander status—on the group making the request for accommodation, it does not break down the number of people who were accommodated out of that group by demographics. Only the total number accommodated is collected. For example, if a group of male and female friends make a request but only some of that group is able to be accommodated, the Collection cannot distinguish how many of the males or how many of the females in the group were accommodated. Analysis suggests that the accommodation of a partial group is not common. However, for this reason, estimates of turn-away by demographics cannot be calculated.
- Age, country of birth and Aboriginal and Torres Strait Islander status are collected only for clients who provided informed consent in the Client Collection but collected for all people who request accommodation in the Demand for Accommodation Collection.

# 7 Adults and unaccompanied children turned away without receiving SAAP accommodation

This chapter presents the number of adults and unaccompanied children turned away from SAAP accommodation on an average day, as well as two measures of the ability of SAAP to meet the expressed demand for accommodation (see Chapter 6).

The analysis in this chapter excludes counts of accompanying children. An analysis of accompanying children is contained in Chapter 8, which together with the data presented in this chapter on adults and unaccompanied children enables an analysis of all people in Chapter 10.

## 7.1 Turn-away as a per cent of people requiring new SAAP accommodation

Table 7.1 shows the number of adults and unaccompanied children requesting immediate SAAP accommodation on a daily basis, and the percentage turned away without being accommodated. On average, of the 420 requiring new and immediate accommodation, 54% (225) were unable to be accommodated by the end of the day. This equates to a little more than 1 in every 2 adults and unaccompanied children who required immediate accommodation being turned away.

### State and territory

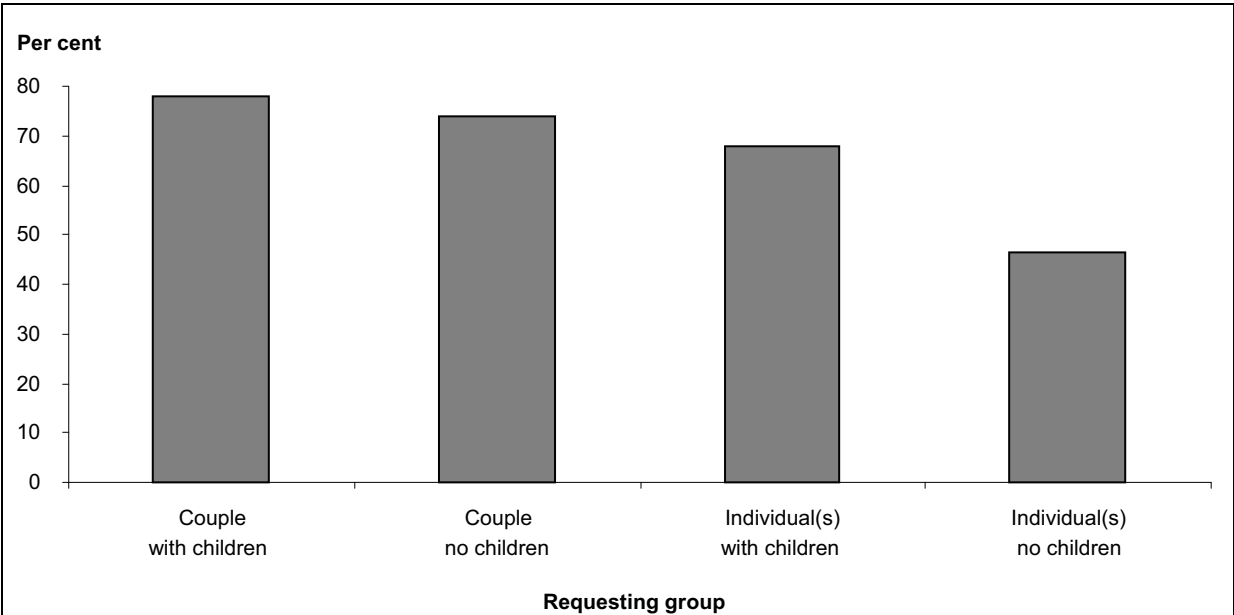
On an average day in the majority of justifications, more adults and unaccompanied children were turned away than could be accommodated (Table 7.1). The exceptions to this were New South Wales, where 44% of adults and unaccompanied children were turned away, and the Northern Territory, where 49% of adults and unaccompanied children were turned away.

The highest turn-away as a percentage of adults and unaccompanied children requiring new accommodation was recorded in the Australian Capital Territory (71%), followed by Tasmania (67%) and Western Australia (62%).

### Requesting group

The turn-away rates for the different groups who requested immediate accommodation suggest that, overall, SAAP is more likely to be able to provide accommodation for individual(s) who presented without children. This group had the lowest daily turn-away rate nationally (47%) (Figure 7.1). This is despite the fact that individual(s) without children made up the largest number of adults and unaccompanied children seeking immediate SAAP accommodation (Table 7.2). Individual(s) without children was also the only group more likely to be accommodated than not, on an average day. All other requesting groups were more likely not to find accommodation in SAAP, with 78% of couples with children (or

around 4 in every 5 people), 74% of couples without children (or just under 3 in every 5 people), and 68% of individual(s) with children (or just over 2 in every 3) being turned away each day.



Source: Table 7.2.

**Figure 7.1: Turn-away for adults and unaccompanied children who required immediate accommodation, by requesting group, Australia, 7–13 December 2005 and 17–23 May 2006 (per cent daily average number of adults and unaccompanied children requiring new accommodation)**

### Primary target group of agency

Agencies primarily targeted at supporting single men had by far the lowest turn-away as a proportion of adults and unaccompanied children requiring new and immediate accommodation (22%), followed by agencies that primarily support single women (48%) (Table 7.3). These two types of agencies were also the only agency types that were more likely to be able to provide accommodation than not. In contrast, family targeted agencies had by far the highest turn-away (81%), followed by cross-targeted agencies (66%). This supports the data on turn-away by requesting group presented above which suggests that family groups have more difficulty than individuals in obtaining accommodation.

## 7.2 Turn-away as a per cent of total expressed demand for SAAP accommodation

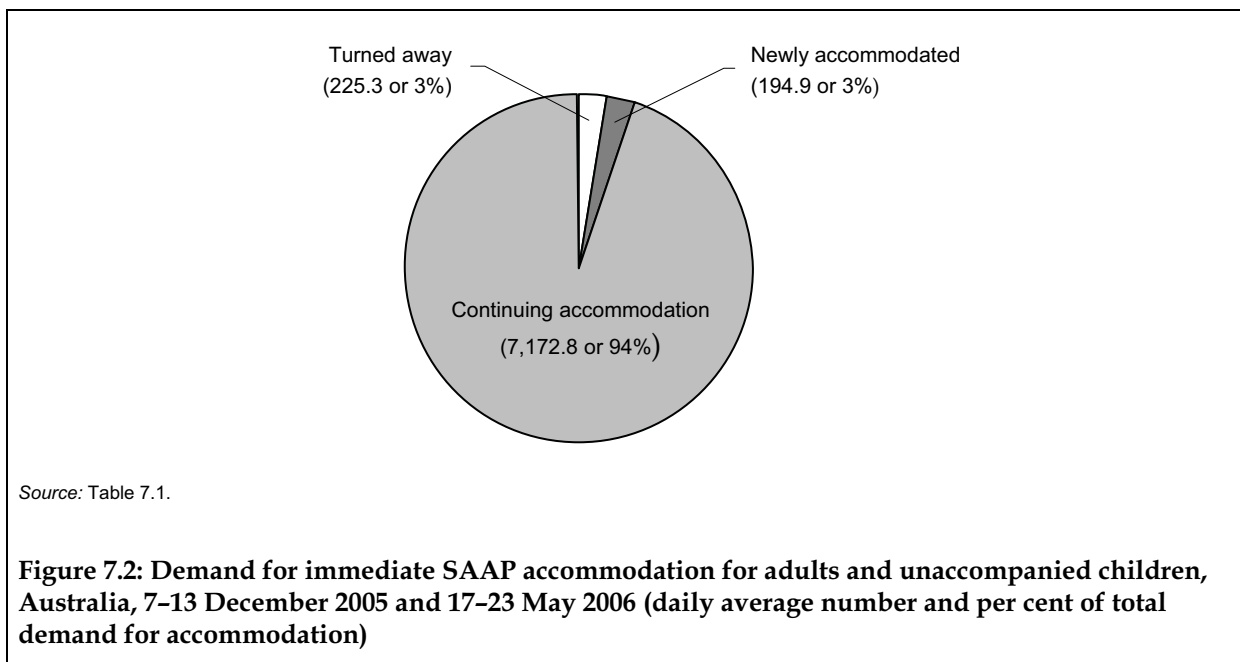
On an average day during the Demand for Accommodation Collection period, 7,593 adults and unaccompanied children either requested SAAP accommodation or were already accommodated (Table 7.1). Of this total:

- 225 made a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day

- 7,368 were accommodated in SAAP (195 were newly accommodated and 7,173 were continuing their accommodation from the previous day and into the next day).

This means that 225 (or 3% of) adults and unaccompanied children were unable to be accommodated out of the 7,593 who requested new SAAP accommodation or who were already in SAAP accommodation.

As can be seen from the data presented above, SAAP does accommodate a large number of adults and accompanying children each day. It is important to note that adults and unaccompanied children requiring new SAAP accommodation made up only 6% (420) of the total daily demand for accommodation (7,593) on an average day, with 3% (195) obtaining accommodation and 3% (225) being turned away (Figure 7.2).



## State and territory

Tasmania had the highest turn-away as a proportion of total demand for accommodation (7%), followed by Western Australia 5% (Table 7.1). Victoria and New South Wales reported the lowest, at 2%.

## Requesting group

Although couples without children accounted for the smallest number of adults and unaccompanied children requesting new accommodation and the smallest number already accommodated in SAAP on an average day, they had the highest turn-away as a percentage of the total demand for accommodation (5%) (Table 7.2). This suggests that SAAP has less ability to meet the demand for accommodation for couples without children than for the other client groups. All other requesting groups had a turn-away of around 3%.

## Primary target group of agency

As a percentage of the total demand for accommodation, cross-targeted agencies reported the highest turn-away for adults and unaccompanied children (5%), followed by agencies that primarily support women and children escaping domestic violence (4%) (Table 7.3). Agencies that primarily support single men or single women reported the lowest turn-away, at 1% each.

## 7.3 Tables

**Table 7.1: Adults and unaccompanied children turned away by state and territory, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Adults and unaccompanied children requiring new accommodation (number)</b>									
Not accommodated (turned away) (A)	56.9	43.1	46.8	32.6	17.6	14.6	8.1	5.4	225.3
Newly accommodated (B)	72.0	31.0	41.4	19.8	14.3	7.4	3.3	5.7	194.9
<i>Successful first request</i>	65.4	26.6	25.7	18.8	11.9	6.4	2.8	4.4	161.9
<i>Accommodated in subsequent request(s)</i>	6.6	4.4	15.7	1.0	2.4	1.0	0.5	1.4	33.0
<b>Total requiring new accommodation (C)</b> (A + B)	<b>128.9</b>	<b>74.1</b>	<b>88.2</b>	<b>52.4</b>	<b>31.9</b>	<b>22.0</b>	<b>11.4</b>	<b>11.1</b>	<b>420.1</b>
<b>Clients already accommodated (number)</b>									
<i>Accommodation ending</i>	71.8	34.9	43.2	20.0	12.9	7.4	3.4	6.1	199.6
Continuing accommodation (D)	2,344.6	1,877.3	1,194.2	545.3	684.4	202.9	181.8	142.4	7,172.8
<b>Total accommodated (B + D)</b>	<b>2,416.6</b>	<b>1,908.3</b>	<b>1,235.6</b>	<b>565.1</b>	<b>698.6</b>	<b>210.2</b>	<b>185.1</b>	<b>148.1</b>	<b>7,367.6</b>
<b>Total demand for accommodation (E)</b> (A + B + D)	<b>2,473.5</b>	<b>1,951.4</b>	<b>1,282.4</b>	<b>597.6</b>	<b>716.3</b>	<b>224.9</b>	<b>193.2</b>	<b>153.6</b>	<b>7,592.9</b>
<b>Proportion turned away (%)</b>									
<b>Turn-away (A ÷ C * 100)</b> <b>(% requiring new accommodation)</b>	<b>44.2</b>	<b>58.2</b>	<b>53.0</b>	<b>62.2</b>	<b>55.3</b>	<b>66.6</b>	<b>71.2</b>	<b>48.7</b>	<b>53.6</b>
<b>Turn-away (A ÷ E * 100)</b> <b>(% total demand for accommodation)</b>	<b>2.3</b>	<b>2.2</b>	<b>3.6</b>	<b>5.4</b>	<b>2.5</b>	<b>6.5</b>	<b>4.2</b>	<b>3.5</b>	<b>3.0</b>

### Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 78.5 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

**Table 7.2: Adults and unaccompanied children turned away by requesting group, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
<b>Adults and unaccompanied children requiring new accommodation (number)</b>					
Not accommodated (turned away) (A)	135.4	68.4	7.6	13.9	225.3
Newly accommodated (B)	155.8	32.4	2.7	3.9	194.9
<i>Successful first request</i>	127.5	29.2	1.9	3.3	161.9
<i>Accommodated in subsequent request(s)</i>	28.3	3.2	0.9	0.6	33.0
<b>Total requiring new accommodation (C) (A + B)</b>	<b>291.1</b>	<b>100.9</b>	<b>10.4</b>	<b>17.8</b>	<b>420.1</b>
<b>Clients already accommodated (number)</b>					
<i>Accommodation ending</i>	156.9	35.0	3.8	4.0	199.6
Continuing accommodation (D)	4,429.4	2,045.6	156.6	541.2	7,172.8
<b>Total accommodated (B + D)</b>	<b>4,585.1</b>	<b>2,078.1</b>	<b>159.3</b>	<b>545.1</b>	<b>7,367.6</b>
<b>Total demand for accommodation (E) (A + B + D)</b>	<b>4,720.5</b>	<b>2,146.5</b>	<b>166.9</b>	<b>559.0</b>	<b>7,592.9</b>
<b>Proportion turned away (%)</b>					
<b>Turn-away (A ÷ C * 100) (% requiring new accommodation)</b>	<b>46.5</b>	<b>67.8</b>	<b>73.8</b>	<b>77.9</b>	<b>53.6</b>
<b>Turn-away (A ÷ E * 100) (% total demand for accommodation)</b>	<b>2.9</b>	<b>3.2</b>	<b>4.6</b>	<b>2.5</b>	<b>3.0</b>

*Notes*

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 78.5 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

*Sources:* SAAP Demand for Accommodation and Client Collections.

**Table 7.3: Adults and unaccompanied children turned away by primary target group of agency, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total
<b>Adults and unaccompanied children requiring new accommodation (number)</b>							
Not accommodated (turned away) (A)	52.2	21.6	4.6	30.2	41.3	75.4	225.3
Newly accommodated (B)	32.3	74.9	4.9	7.1	36.1	39.5	194.9
<i>Successful first request</i>	28.4	56.4	4.6	6.3	33.9	32.2	161.9
<i>Accommodated in subsequent request(s)</i>	3.9	18.6	0.3	0.8	2.2	7.3	33.0
<b>Total requiring new accommodation (C)</b> (A + B)	<b>84.5</b>	<b>96.6</b>	<b>9.5</b>	<b>37.3</b>	<b>77.4</b>	<b>114.9</b>	<b>420.1</b>
<b>Clients already accommodated (number)</b>							
<i>Accommodation ending</i>	34.4	74.7	4.9	6.8	41.1	37.7	199.6
Continuing accommodation (D)	1,966.7	1,404.9	331.8	987.4	1,066.7	1,415.2	7,172.8
<b>Total accommodated (B + D)</b>	<b>1,999.0</b>	<b>1,479.9</b>	<b>336.7</b>	<b>994.5</b>	<b>1,102.9</b>	<b>1,454.7</b>	<b>7,367.6</b>
<b>Total demand for accommodation (E)</b> (A + B + D)	<b>2,051.2</b>	<b>1,501.5</b>	<b>341.3</b>	<b>1,024.7</b>	<b>1,144.1</b>	<b>1,530.1</b>	<b>7,592.9</b>
<b>Proportion turned away (%)</b>							
<b>Turn-away (A ÷ C * 100)</b> (% requiring new accommodation)	<b>61.8</b>	<b>22.4</b>	<b>48.1</b>	<b>81.0</b>	<b>53.3</b>	<b>65.6</b>	<b>53.6</b>
<b>Turn-away (A ÷ E * 100)</b> (% total demand for accommodation)	<b>2.5</b>	<b>1.4</b>	<b>1.3</b>	<b>2.9</b>	<b>3.6</b>	<b>4.9</b>	<b>3.0</b>

*Notes*

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 78.5 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

*Sources:* SAAP Demand for Accommodation and Client Collections.

**Table 7.4: Adults and unaccompanied children turned away each day, Australia, 7–13 December 2005 and 17–23 May 2006**

	Wed 7 Dec	Thu 8 Dec	Fri 9 Dec	Sat 10 Dec	Sun 11 Dec	Mon 12 Dec	Tue 13 Dec	Wed 17 May	Thu 18 May	Fri 19 May	Sat 20 May	Sun 21 May	Mon 22 May	Tue 23 May	Daily average
<b>Total people requiring new accommodation (number)</b>															
Not accommodated (turned away) (A)	307	229	274	114	108	313	206	353	275	258	3	80	361	273	225.3
Newly accommodated (B)	206	234	209	125	103	221	224	226	233	227	146	106	255	213	194.9
Successful first request	163	191	184	119	97	182	125	200	212	204	61	100	233	195	161.9
Accommodated in subsequent request(s)	43	43	25	6	6	39	99	26	21	23	85	6	22	18	33.0
<b>Total requiring new accommodation (C)</b>	<b>513</b>	<b>463</b>	<b>483</b>	<b>239</b>	<b>211</b>	<b>534</b>	<b>430</b>	<b>579</b>	<b>508</b>	<b>485</b>	<b>149</b>	<b>186</b>	<b>616</b>	<b>486</b>	<b>420.1</b>
<b>Clients and accompanying children already accommodated (number)</b>															
Accommodation ending	204	223	218	111	122	217	190	245	255	234	135	174	255	212	199.6
Continuing accommodation (D)	7,459	7,447	7,457	7,552	7,556	7,449	7,472	6,882	6,863	6,849	6,932	6,906	6,779	6,816	7,172.8
<b>Total accommodated (B + D)</b>	<b>7,665</b>	<b>7,681</b>	<b>7,666</b>	<b>7,677</b>	<b>7,659</b>	<b>7,670</b>	<b>7,696</b>	<b>7,108</b>	<b>7,096</b>	<b>7,076</b>	<b>7,078</b>	<b>7,012</b>	<b>7,034</b>	<b>7,029</b>	<b>7,367.6</b>
<b>Total demand for accommodation (E)</b>	<b>7,972</b>	<b>7,910</b>	<b>7,940</b>	<b>7,791</b>	<b>7,767</b>	<b>7,983</b>	<b>7,902.0</b>	<b>7,461</b>	<b>7,371.0</b>	<b>7,334</b>	<b>7,081</b>	<b>7,092</b>	<b>7,395</b>	<b>7,302</b>	<b>7,592.9</b>
<b>Proportion turned away (%)</b>															
<b>Turn-away (A ÷ C * 100)</b>	<b>59.8</b>	<b>49.5</b>	<b>56.7</b>	<b>47.7</b>	<b>51.2</b>	<b>58.6</b>	<b>47.9</b>	<b>61.0</b>	<b>54.1</b>	<b>53.2</b>	<b>2.0</b>	<b>43.0</b>	<b>58.6</b>	<b>56.2</b>	<b>53.6</b>
<b>Turn-away (A ÷ E * 100)</b>	<b>3.9</b>	<b>2.9</b>	<b>3.5</b>	<b>1.5</b>	<b>1.4</b>	<b>3.9</b>	<b>2.6</b>	<b>4.7</b>	<b>3.7</b>	<b>3.5</b>	<b>—</b>	<b>1.1</b>	<b>4.9</b>	<b>3.7</b>	<b>3.0</b>

*Notes*

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 78.5 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.



## **8 Accompanying children turned away without receiving SAAP accommodation**

This chapter presents the number of accompanying children turned away from SAAP accommodation on an average day, as well as two measures of the ability of SAAP to meet the expressed demand for accommodation for these children (see Chapter 6).

### **8.1 Turn-away as a per cent of people requiring new SAAP accommodation**

Table 8.1 shows the number of accompanying children requesting immediate SAAP accommodation on an average day, and the percentage turned away without being accommodated. Of the 199 requiring new and immediate accommodation, 66% (130) were unable to be accommodated by the end of the day. This equates to 2 in every 3 accompanying children who required immediate accommodation being turned away. Given the higher turn-away reported for family groups reported in Chapter 7, it is not surprising that the turn-away for accompanying children is higher than that for adults and unaccompanied children.

#### **State and territory**

The only jurisdiction where accompanying were more likely to be accommodated than not was in Victoria, where a turn-away of 46% was recorded (Table 8.1). Note that despite being one of the larger states, Victoria accounted for only 11% of the total number of accompanying children requiring new accommodation (derived from Table 8.1). In all other states and territories, accompanying children were more likely to be turned away than accommodated. In particular, accompanying children in South Australia were the least likely to be able to be accommodated on an average day (Table 8.1). In this state, 82% of accompanying children in were turned away. Next highest was Queensland (69%), followed by Western Australia and the Australian Capital Territory (both 67%).

#### **Requesting group**

Children accompanying a couple were more likely to be turned away than children accompanying an individual(s) (72% compared with 65%) (Table 8.2). This is despite the fact that, in terms of numbers, more children accompanied an individual(s).

#### **Primary target group of agency**

Some agencies do accept a limited number of people outside of their primary target group. This explains why a small number of people with accompanying children tried to get accommodation from agencies that primarily support single women. While, for example, a woman with children might be acceptable to this type of agency, accommodating people with children is not their primary focus. It is therefore not surprising that people with

children would have difficulty finding accommodation at this type of agency and partly explains why agencies set up to primarily support single women had the highest percentage of accompanying children turned away as a proportion of accompanying children requiring new accommodation (87%) (Table 8.3). Family targeted agencies had the second highest turn-away (77%). The lowest turn-away was at agencies primarily targeted at supporting single men only (29%).

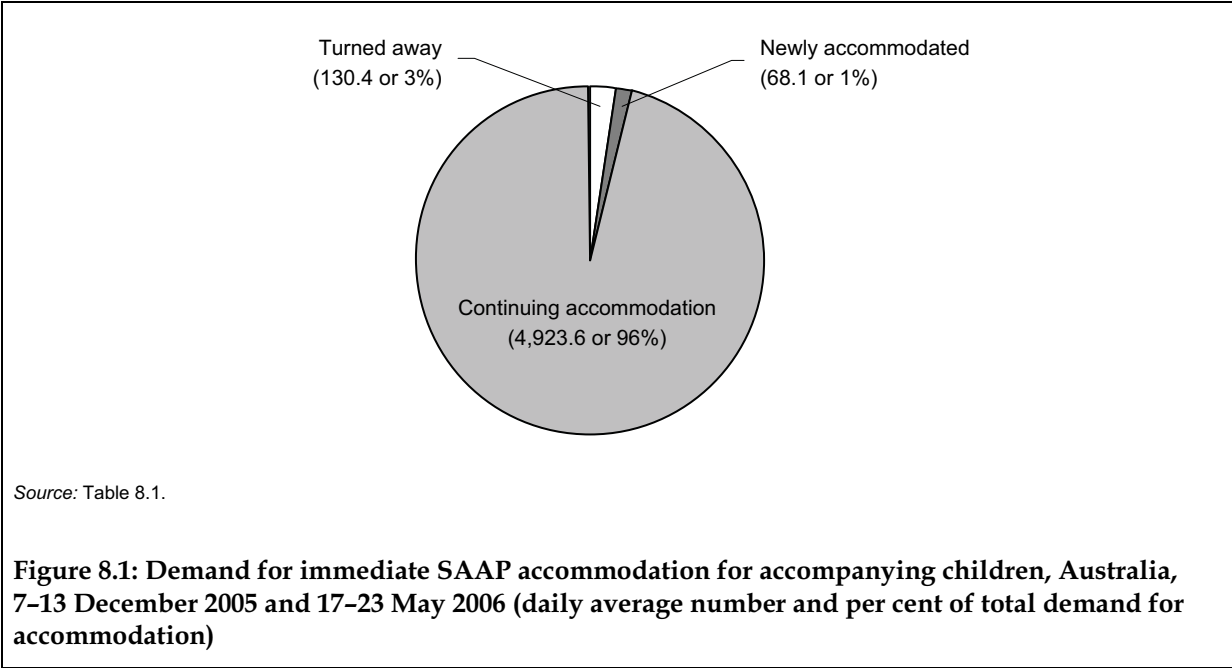
## 8.2 Turn-away as a per cent of total expressed demand for SAAP accommodation

On an average day during the Demand for Accommodation Collection period, 5,122 accompanying children required new and immediate SAAP accommodation or were already accommodated (Table 8.1). Of this total:

- 130 accompanied a parent(s) or guardian(s) who made a valid request for immediate accommodation and who did not obtain SAAP accommodation by the end of the day
- 4,992 were accommodated in SAAP (68 were newly accommodated and 4,924 were continuing their accommodation from the previous day and into the next day).

This means that 130 (or 3% of) accompanying children were unable to be accommodated out of the 5,122 who required or were already in SAAP accommodation (Figure 8.1).

SAAP does accommodate a large number of accompanying children on any day and it is important to note that accompanying children who required new SAAP accommodation made up only 4% of the total daily demand for accommodation by accompanying children on an average day.



## **State and territory**

The ability of SAAP agencies to accommodate accompanying children was lower in Western Australia than in the other states and territories (Table 8.1). This state reported the highest turn-away as a proportion of the total demand for SAAP accommodation by accompanying children (6%), followed by Tasmania (5%), the Northern Territory (4%) and Queensland (4%). The lowest turn-away was reported in Victoria (less than 1%).

## **Requesting group**

When the turn-away is expressed as the percentage of accompanying children who could not be accommodated relative to the total demand for accommodation by accompanying children, it shows that SAAP is slightly better able to accommodate children who accompany an individual(s) than those who accompany a couple (Table 8.2). Three per cent of children who accompanied an individual(s) were turned away compared with 2% who accompanied a couple. This is the reverse of the proportion of children turned away relative to the number requiring new accommodation presented in the previous section.

## **Primary target group of agency**

Agencies that primarily support women and children escaping domestic violence and cross-targeted agencies had a lower ability to accommodate accompanying children than other types of agencies (Table 8.3). These types of agencies reported a 3% turn-away as a proportion of the total demand for accommodation, compared with between 1% and 2% at the other types of agencies.

## 8.3 Tables

**Table 8.1: Accompanying children turned away by state and territory, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accompanying children requiring new accommodation (number)</b>									
Not accommodated (turned away) (A)	30.7	10.3	36.5	24.9	13.1	8.1	3.0	3.9	130.4
Newly accommodated (B)	16.6	12.1	16.2	12.2	2.9	4.4	1.5	2.4	68.1
<i>Successful first request</i>	14.9	10.7	14.5	11.8	2.5	4.1	1.5	2.1	62.1
<i>Accommodated in subsequent request(s)</i>	1.7	1.4	1.7	0.4	0.4	0.3	—	0.2	6.1
<b>Total requiring new accommodation (C) (A + B)</b>	<b>47.3</b>	<b>22.4</b>	<b>52.7</b>	<b>37.1</b>	<b>15.9</b>	<b>12.4</b>	<b>4.5</b>	<b>6.2</b>	<b>198.6</b>
<b>Accompanying children already accommodated (number)</b>									
<i>Accommodation ending</i>	16.9	18.4	17.0	12.7	3.7	4.0	0.6	3.0	76.2
Continuing accommodation (D)	1,193.6	1,470.9	929.2	405.2	520.6	150.2	168.1	85.6	4,923.6
<b>Total accommodated (B + D)</b>	<b>1,210.2</b>	<b>1,483.0</b>	<b>945.4</b>	<b>417.4</b>	<b>523.4</b>	<b>154.6</b>	<b>169.6</b>	<b>88.0</b>	<b>4,991.7</b>
<b>Total demand for accommodation (E) (A + B + D)</b>	<b>1,240.9</b>	<b>1,493.3</b>	<b>981.9</b>	<b>442.4</b>	<b>536.5</b>	<b>162.6</b>	<b>172.6</b>	<b>91.9</b>	<b>5,122.1</b>
<b>Proportion turned away (%)</b>									
<b>Turn-away (A ÷ C * 100) (% requiring new accommodation)</b>	<b>65.0</b>	<b>46.0</b>	<b>69.2</b>	<b>67.1</b>	<b>82.1</b>	<b>64.9</b>	<b>66.7</b>	<b>62.1</b>	<b>65.7</b>
<b>Turn-away (A ÷ E * 100) (% total demand for accommodation)</b>	<b>2.5</b>	<b>0.7</b>	<b>3.7</b>	<b>5.6</b>	<b>2.4</b>	<b>5.0</b>	<b>1.7</b>	<b>4.2</b>	<b>2.5</b>

### Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 52.6 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Dates of support and accommodation are not collected for accompanying children in the Client Collection, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated. For this reason, figures are based on the support periods with accommodation of the child's parent or guardian. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

**Table 8.2: Accompanying children turned away by requesting group, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	Individual(s) with children	Couple with children	Total
<b>Accompanying children requiring new accommodation (number)</b>			
Not accommodated (turned away) (A)	117.4	13.1	130.4
Newly accommodated (B)	62.9	5.2	68.1
<i>Successful first request</i>	57.4	4.7	62.1
<i>Accommodated in subsequent request(s)</i>	5.6	0.5	6.1
<b>Total requiring new accommodation (C)</b> (A + B)	<b>180.3</b>	<b>18.3</b>	<b>198.6</b>
<b>Accompanying children already accommodated (number)</b>			
<i>Accommodation ending</i>	71.1	5.1	76.2
Continuing accommodation (D)	4,163.6	760.0	4,923.6
<b>Total accommodated (B + D)</b>	<b>4,226.5</b>	<b>765.2</b>	<b>4,991.7</b>
<b>Total demand for accommodation (E)</b> (A + B + D)	<b>4,343.9</b>	<b>778.3</b>	<b>5,122.1</b>
<b>Proportion turned away (%)</b>			
<b>Turn-away (A ÷ C * 100)</b> <b>(% requiring new accommodation)</b>	<b>65.1</b>	<b>71.5</b>	<b>65.7</b>
<b>Turn-away (A ÷ E * 100)</b> <b>(% total demand for accommodation)</b>	<b>2.7</b>	<b>1.7</b>	<b>2.5</b>

*Notes*

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 52.6 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Dates of support and accommodation are not collected for accompanying children in the Client Collection, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated. For this reason, figures are based on the support periods with accommodation of the child's parent or guardian. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

*Sources:* SAAP Demand for Accommodation and Client Collections.

**Table 8.3: Accompanying children turned away by primary target group of agency, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total
<b>Accompanying children requiring new accommodation (number)</b>							
Not accommodated (turned away) (A)	5.6	0.3	1.9	38.7	49.5	34.4	130.4
Newly accommodated (B)	2.0	0.7	0.3	11.4	40.2	13.5	68.1
<i>Successful first request</i>	1.4	0.7	0.3	10.3	37.4	11.9	62.1
<i>Accommodated in subsequent request(s)</i>	0.6	—	—	1.1	2.8	1.6	6.1
<b>Total requiring new accommodation (C)</b> (A + B)	<b>7.6</b>	<b>1.0</b>	<b>2.2</b>	<b>50.1</b>	<b>89.7</b>	<b>47.9</b>	<b>198.6</b>
<b>Accompanying children already accommodated (number)</b>							
<i>Accommodation ending</i>	2.4	0.1	1.6	9.7	49.3	13.1	76.2
Continuing accommodation (D)	423.6	16.5	194.4	1,715.0	1,525.5	1,048.6	4,923.6
<b>Total accommodated (B + D)</b>	<b>425.6</b>	<b>17.2</b>	<b>194.6</b>	<b>1,726.4</b>	<b>1,565.7</b>	<b>1,062.1</b>	<b>4,991.7</b>
<b>Total demand for accommodation (E)</b> (A + B + D)	<b>431.2</b>	<b>17.5</b>	<b>196.6</b>	<b>1,765.1</b>	<b>1,615.2</b>	<b>1,096.5</b>	<b>5,122.1</b>
<b>Proportion turned away (%)</b>							
<b>Turn-away (A ÷ C * 100)</b> (% requiring new accommodation)	<b>73.8</b>	<b>28.6</b>	<b>87.1</b>	<b>77.2</b>	<b>55.2</b>	<b>71.8</b>	<b>65.7</b>
<b>Turn-away (A ÷ E * 100)</b> (% total demand for accommodation)	<b>1.3</b>	<b>1.6</b>	<b>1.0</b>	<b>2.2</b>	<b>3.1</b>	<b>3.1</b>	<b>2.5</b>

*Notes*

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 52.6 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Dates of support and accommodation are not collected for accompanying children in the Client Collection, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated. For this reason, figures are based on the support periods with accommodation of the child's parent or guardian. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

*Sources:* SAAP Demand for Accommodation and Client Collections.

**Table 8.4: Accompanying children turned away each day, Australia, 7-13 December 2005 and 17-23 May 2006**

	Wed 7 Dec	Thu 8 Dec	Fri 9 Dec	Sat 10 Dec	Sun 11 Dec	Mon 12 Dec	Tue 13 Dec	Wed 17 May	Thu 18 May	Fri 19 May	Sat 20 May	Sun 21 May	Mon 22 May	Tue 23 May	Daily average
<b>Total people requiring new accommodation (number)</b>															
Not accommodated (turned away) (A)	154	137	136	34	24	217	187	184	133	167	20	21	221	191	130.4
Newly accommodated (B)	78	107	98	46	35	65	117	77	78	82	21	23	64	63	68.1
Successful first request	72	101	94	45	35	52	109	69	64	70	20	23	56	59	62.1
Accommodated in subsequent request(s)	6	6	4	1	—	13	8	8	14	12	1	—	8	4	6.1
<b>Total requiring new accommodation (C)</b>	<b>232</b>	<b>244</b>	<b>234</b>	<b>80</b>	<b>59</b>	<b>282</b>	<b>304</b>	<b>261</b>	<b>211</b>	<b>249</b>	<b>41</b>	<b>44</b>	<b>285</b>	<b>254</b>	<b>198.6</b>
<b>Clients and accompanying children already accommodated (number)</b>															
Accommodation ending	99	85	116	48	29	106	69	90	83	86	36	45	89	86	76.2
Continuing accommodation (D)	5,321	5,314	5,306	5,354	5,371	5,298	5,292	4,540	4,535	4,532	4,571	4,548	4,485	4,463	4,923.6
<b>Total accommodated (B + D)</b>	<b>5,399</b>	<b>5,421</b>	<b>5,404</b>	<b>5,400</b>	<b>5,406</b>	<b>5,363</b>	<b>5,409</b>	<b>4,617</b>	<b>4,613</b>	<b>4,614</b>	<b>4,592</b>	<b>4,571</b>	<b>4,549</b>	<b>4,526</b>	<b>4,991.7</b>
<b>Total demand for accommodation (E)</b>	<b>5,553</b>	<b>5,558</b>	<b>5,540</b>	<b>5,434</b>	<b>5,430</b>	<b>5,580</b>	<b>5,596</b>	<b>4,801</b>	<b>4,746</b>	<b>4,781</b>	<b>4,612</b>	<b>4,592</b>	<b>4,770</b>	<b>4,717</b>	<b>5,122.1</b>
<b>Proportion turned away (%)</b>															
<b>Turn-away (A ÷ C * 100)</b>	<b>66.4</b>	<b>56.1</b>	<b>58.1</b>	<b>42.5</b>	<b>40.7</b>	<b>77.0</b>	<b>61.5</b>	<b>70.5</b>	<b>63.0</b>	<b>67.1</b>	<b>48.8</b>	<b>47.7</b>	<b>77.5</b>	<b>75.2</b>	<b>65.7</b>
<b>Turn-away (A ÷ E * 100)</b>	<b>2.8</b>	<b>2.5</b>	<b>2.5</b>	<b>0.6</b>	<b>0.4</b>	<b>3.9</b>	<b>3.3</b>	<b>3.8</b>	<b>2.8</b>	<b>3.5</b>	<b>0.4</b>	<b>0.5</b>	<b>4.6</b>	<b>4.0</b>	<b>2.5</b>

**Notes**

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 52.6 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Dates of support and accommodation are not collected for accompanying children in the Client Collection, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated. For this reason, figures are based on the support periods with accommodation of the child's parent or guardian. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

## 9 Total people turned away without receiving SAAP accommodation

This chapter presents the total number of people (adults, unaccompanied children and accompanying children) turned away from SAAP accommodation on an average day, as well as two measures of the ability of SAAP to meet the expressed demand for accommodation (see Chapter 6).

### 9.1 Turn-away as a per cent of people requiring new SAAP accommodation

Table 9.1 shows the total number of people requesting immediate SAAP accommodation on an average daily basis, and the percentage turned away without being accommodated. On average, of the 619 people requesting immediate accommodation, 58% (356) were unable to be accommodated by the end of the day. This equates to a little more than 1 in every 2 people who requested immediate accommodation being turned away. Data presented in Chapter 4 show that the most likely reason for this was that there was a lack of accommodation available.

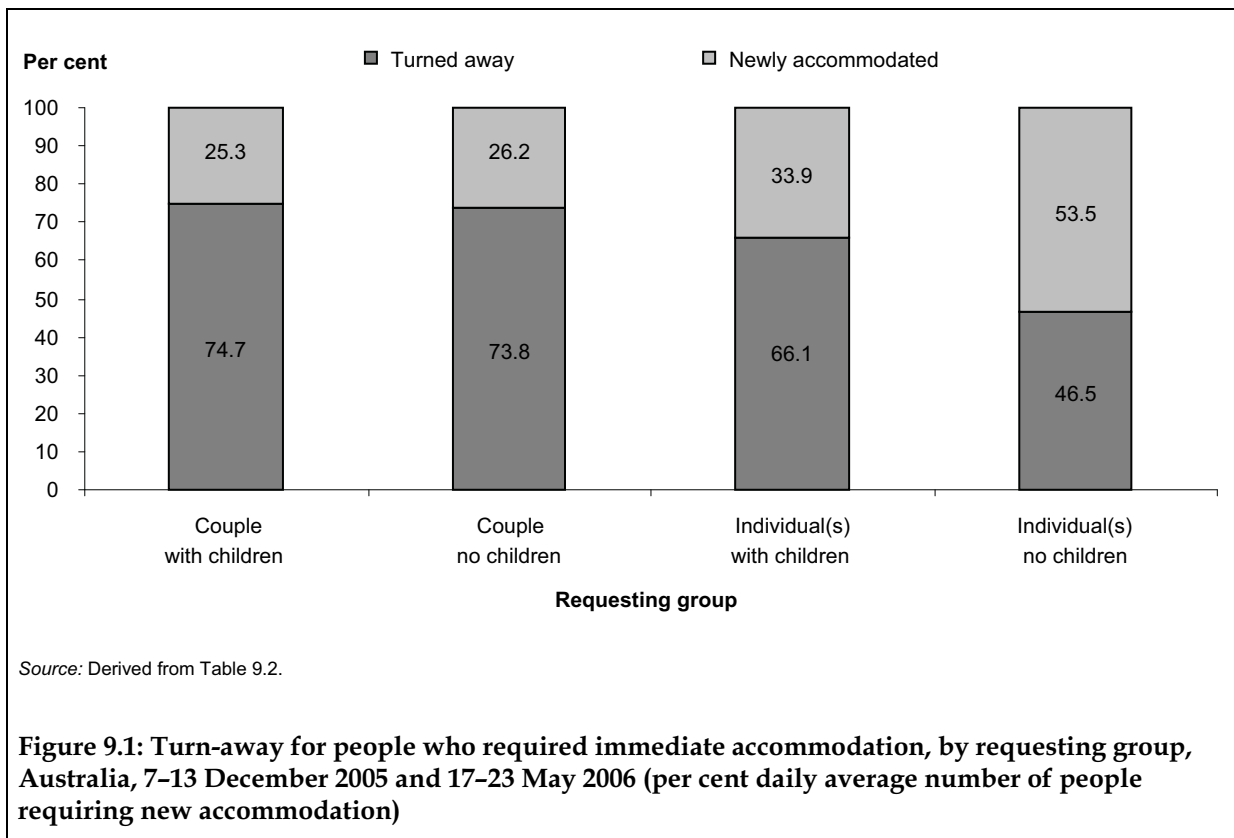
#### State and territory

New South Wales was the only jurisdiction where people were slightly more likely to obtain SAAP accommodation than not, with a turn-away of just under 50% (Table 9.1). People in the Australian Capital Territory were the least likely to obtain SAAP accommodation, with a turn-away of 70%. A relatively high turn-away was also reported in Tasmania (66%), South Australia (64%) and Western Australia (64%).

#### Requesting group

Individual(s) without children were the only group more likely than not to obtain SAAP accommodation, with 47% of people in this group being turned away and just under 54% finding accommodation (Figure 9.1). Family groups, particularly couples both with and without children, were the groups least likely to obtain SAAP accommodation. Agencies turned away 75% of couples with children, 74% of couples without children and 66% of individual(s) with children who required new accommodation.





### Primary target group of agency

Family targeted agencies were the most likely type of agency to turn people away, with 79% of people who required new and immediate accommodation being turned away on an average day (Table 9.3). Cross-targeted agencies turned away 67% of people, youth agencies turned away 63%, single women’s agencies turned away 56% and domestic violence agencies turned away 54%. Agencies that primarily support single men were the only agency type more likely to be able to accommodate people than not, with 23% of people requiring new accommodation being turned away and 78% able to be accommodated.

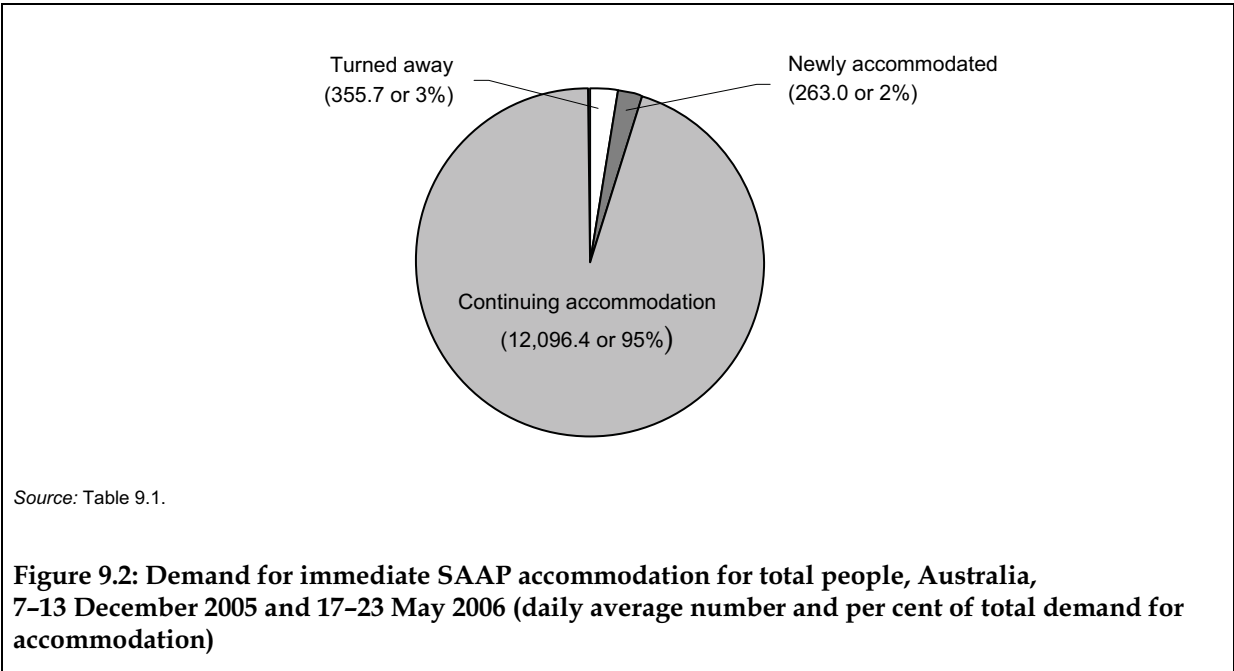
## 9.2 Turn-away as a per cent of total expressed demand for SAAP accommodation

On an average day during the Demand for Accommodation Collection period, 12,715 people either required new SAAP accommodation or were already accommodated (Table 9.1). Of this total:

- 356 people made a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day
- 12,359 were accommodated in SAAP (263 were newly accommodated and 12,096 were continuing their accommodation from the previous day and into the next day).

This means that 356 people (or 3%) were unable to be accommodated out of the 12,715 people who requested or were already in SAAP accommodation.

It is important to note that people requiring new SAAP accommodation made up only 5% (619) of the total daily demand for accommodation (12,715) on an average day, with 2% (263) obtaining accommodation and 3% (356) being turned away (Figure 9.2).



### State and territory

The overall ability of SAAP to accommodate people was lowest in Tasmania and Western Australia, where 6% of people as a proportion of total demand for accommodation were not able to be accommodated. All other states and territories reported between 2% and 3%.

### Requesting group

When the turn-away is expressed as the percentage of people who could not be accommodated relative to the total demand for accommodation, couples without children had the highest turn-away (5%), followed by individual(s) with and without children (both 3%) and couples with children (2%) (Table 9.2).

### Primary target group of agency

As a percentage of the total demand for accommodation, cross-targeted agencies reported the highest turn-away (4%), followed by agencies that primarily support women and children escaping domestic violence and family agencies (both 3%) (Table 9.3). Agencies that primarily support single men or single women reported the lowest turn-away, at 1% each.

## 9.3 Tables

**Table 9.1: Total people turned away by state and territory, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Total people requiring new accommodation (number)</b>									
Not accommodated (turned away) (A)	87.6	53.4	83.3	57.5	30.7	22.7	11.1	9.3	355.7
Newly accommodated (B)	88.6	43.1	57.6	32.0	17.1	11.7	4.8	8.1	263.0
<i>Successful first request</i>	80.2	37.3	40.2	30.6	14.4	10.4	4.3	6.5	223.9
<i>Accommodated in subsequent request(s)</i>	8.4	5.8	17.4	1.4	2.7	1.3	0.5	1.6	39.1
<b>Total requiring new accommodation (C) (A + B)</b>	<b>176.2</b>	<b>96.5</b>	<b>140.9</b>	<b>89.5</b>	<b>47.9</b>	<b>34.4</b>	<b>15.9</b>	<b>17.4</b>	<b>618.7</b>
<b>Clients and accompanying children already accommodated (number)</b>									
<i>Accommodation ending</i>	88.6	53.2	60.2	32.7	16.6	11.4	3.9	9.1	275.9
Continuing accommodation (D)	3,538.2	3,348.2	2,123.4	950.5	1,204.9	353.1	349.9	228.1	12,096.4
<b>Total accommodated (B + D)</b>	<b>3,626.8</b>	<b>3,391.3</b>	<b>2,181.1</b>	<b>982.5</b>	<b>1,222.1</b>	<b>364.8</b>	<b>354.7</b>	<b>236.1</b>	<b>12,359.4</b>
<b>Total demand for accommodation (E) (A + B + D)</b>	<b>3,714.4</b>	<b>3,444.7</b>	<b>2,264.4</b>	<b>1,040.0</b>	<b>1,252.8</b>	<b>387.5</b>	<b>365.9</b>	<b>245.4</b>	<b>12,715.1</b>
<b>Proportion turned away (%)</b>									
<b>Turn-away (A ÷ C * 100) (% requiring new accommodation)</b>	<b>49.7</b>	<b>55.4</b>	<b>59.1</b>	<b>64.2</b>	<b>64.2</b>	<b>66.0</b>	<b>70.0</b>	<b>53.5</b>	<b>57.5</b>
<b>Turn-away (A ÷ E * 100) (% total demand for accommodation)</b>	<b>2.4</b>	<b>1.6</b>	<b>3.7</b>	<b>5.5</b>	<b>2.5</b>	<b>5.9</b>	<b>3.0</b>	<b>3.8</b>	<b>2.8</b>

### Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 131.1 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

**Table 9.2: Total people turned away by requesting group, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
<b>Total people requiring new accommodation (number)</b>					
Not accommodated (turned away) (A)	135.4	185.8	7.6	26.9	355.7
Newly accommodated (B)	155.8	95.4	2.7	9.1	263.0
<i>Successful first request</i>	127.5	86.6	1.9	8.0	223.9
<i>Accommodated in subsequent request(s)</i>	28.3	8.8	0.9	1.1	39.1
<b>Total requiring new accommodation (C) (A + B)</b>	<b>291.1</b>	<b>281.1</b>	<b>10.4</b>	<b>36.1</b>	<b>618.7</b>
<b>Clients and accompanying children already accommodated (number)</b>					
<i>Accommodation ending</i>	156.9	106.1	3.8	9.1	275.9
Continuing accommodation (D)	4,429.4	6,209.2	156.6	1,301.2	12,096.4
<b>Total accommodated (B + D)</b>	<b>4,585.1</b>	<b>6,304.6</b>	<b>159.3</b>	<b>1,310.4</b>	<b>12,359.4</b>
<b>Total demand for accommodation (E) (A + B + D)</b>	<b>4,720.5</b>	<b>6,490.4</b>	<b>166.9</b>	<b>1,337.3</b>	<b>12,715.1</b>
<b>Proportion turned away (%)</b>					
<b>Turn-away (A ÷ C * 100) (% requiring new accommodation)</b>	<b>46.5</b>	<b>66.1</b>	<b>73.8</b>	<b>74.7</b>	<b>57.5</b>
<b>Turn-away (A ÷ E * 100) (% total demand for accommodation)</b>	<b>2.9</b>	<b>2.9</b>	<b>4.6</b>	<b>2.0</b>	<b>2.8</b>

*Notes*

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 131.1 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

*Sources:* SAAP Demand for Accommodation and Client Collections.

**Table 9.3: Total people turned away by primary target group of agency, Australia, 7–13 December 2005 and 17–23 May 2006 (daily average)**

	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total
<b>Total people requiring new accommodation (number)</b>							
Not accommodated (turned away) (A)	57.9	21.9	6.5	68.9	90.8	109.7	355.7
Newly accommodated (B)	34.3	75.6	5.2	18.5	76.4	53.0	263.0
<i>Successful first request</i>	29.9	57.1	4.9	16.6	71.4	44.1	223.9
<i>Accommodated in subsequent request(s)</i>	4.4	18.6	0.3	1.9	5.0	8.9	39.1
<b>Total requiring new accommodation (C) (A + B)</b>	<b>92.1</b>	<b>97.6</b>	<b>11.7</b>	<b>87.4</b>	<b>167.1</b>	<b>162.7</b>	<b>618.7</b>
<b>Clients and accompanying children already accommodated (number)</b>							
<i>Accommodation ending</i>	36.8	74.8	6.6	16.5	90.4	50.9	275.9
Continuing accommodation (D)	2,390.3	1,421.4	526.1	2,702.4	2,592.2	2,463.9	12,096.4
<b>Total accommodated (B + D)</b>	<b>2,424.6</b>	<b>1,497.1</b>	<b>531.4</b>	<b>2,720.9</b>	<b>2,668.6</b>	<b>2,516.9</b>	<b>12,359.4</b>
<b>Total demand for accommodation (E) (A + B + D)</b>	<b>2,482.4</b>	<b>1,519.0</b>	<b>537.9</b>	<b>2,789.9</b>	<b>2,759.4</b>	<b>2,626.6</b>	<b>12,715.1</b>
<b>Proportion turned away (%)</b>							
<b>Turn-away (A ÷ C * 100) (% requiring new accommodation)</b>	<b>62.8</b>	<b>22.5</b>	<b>55.5</b>	<b>78.8</b>	<b>54.3</b>	<b>67.4</b>	<b>57.5</b>
<b>Turn-away (A ÷ E * 100) (% total demand for accommodation)</b>	<b>2.3</b>	<b>1.4</b>	<b>1.2</b>	<b>2.5</b>	<b>3.3</b>	<b>4.2</b>	<b>2.8</b>

*Notes*

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 131.1 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

**Table 9.4: Total people turned away each day, Australia, 7–13 December 2005 and 17–23 May 2006**

	Wed 7 Dec	Thu 8 Dec	Fri 9 Dec	Sat 10 Dec	Sun 11 Dec	Mon 12 Dec	Tue 13 Dec	Wed 17 May	Thu 18 May	Fri 19 May	Sat 20 May	Sun 21 May	Mon 22 May	Tue 23 May	Daily average
<b>Total people requiring new accommodation (number)</b>															
Not accommodated (turned away) (A)	461	366	410	148	132	530	393	537	408	425	23	101	582	464	355.7
Newly accommodated (B)	284	341	307	171	138	286	341	303	311	309	167	129	319	276	263.0
Successful first request	235	292	278	164	132	234	234	269	276	274	81	123	289	254	223.9
Accommodated in subsequent request(s)	49	49	29	7	6	52	107	34	35	35	86	6	30	22	39.1
<b>Total requiring new accommodation (C)</b> (A + B)	<b>745</b>	<b>707</b>	<b>717</b>	<b>319</b>	<b>270</b>	<b>816</b>	<b>734</b>	<b>840</b>	<b>719</b>	<b>734</b>	<b>190</b>	<b>230</b>	<b>901</b>	<b>740</b>	<b>618.7</b>
<b>Clients and accompanying children already accommodated (number)</b>															
Accommodation ending	303	308	334	159	151	323	259	335	338	320	171	219	344	298	275.9
Continuing accommodation (D)	12,780	12,761	12,763	12,906	12,927	12,747	12,764	11,422	11,398	11,381	11,503	11,454	11,264	11,279	12,096.4
<b>Total accommodated (B + D)</b>	<b>13,064</b>	<b>13,102</b>	<b>13,070</b>	<b>13,077</b>	<b>13,065</b>	<b>13,033</b>	<b>13,105</b>	<b>11,725</b>	<b>11,709</b>	<b>11,690</b>	<b>11,670</b>	<b>11,583</b>	<b>11,583</b>	<b>11,555</b>	<b>12,359.4</b>
<b>Total demand for accommodation (E)</b> (A + B + D)	<b>13,525</b>	<b>13,468</b>	<b>13,480</b>	<b>13,225</b>	<b>13,197</b>	<b>13,563</b>	<b>13,498</b>	<b>12,262</b>	<b>12,117</b>	<b>12,115</b>	<b>11,693</b>	<b>11,684</b>	<b>12,165.0</b>	<b>12,019</b>	<b>12,715.1</b>
<b>Proportion turned away (%)</b>															
<b>Turn-away (A + C * 100)</b> <b>(% requiring new accommodation)</b>	<b>61.9</b>	<b>51.8</b>	<b>57.2</b>	<b>46.4</b>	<b>48.9</b>	<b>65.0</b>	<b>53.5</b>	<b>63.9</b>	<b>56.7</b>	<b>57.9</b>	<b>12.1</b>	<b>43.9</b>	<b>64.6</b>	<b>62.7</b>	<b>57.5</b>
<b>Turn-away (A + E * 100)</b> <b>(% total demand for accommodation)</b>	<b>3.4</b>	<b>2.7</b>	<b>3.0</b>	<b>1.1</b>	<b>1.0</b>	<b>3.9</b>	<b>2.9</b>	<b>4.4</b>	<b>3.4</b>	<b>3.5</b>	<b>0.2</b>	<b>0.9</b>	<b>4.8</b>	<b>3.9</b>	<b>2.8</b>

*Notes*

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 131.1 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
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5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

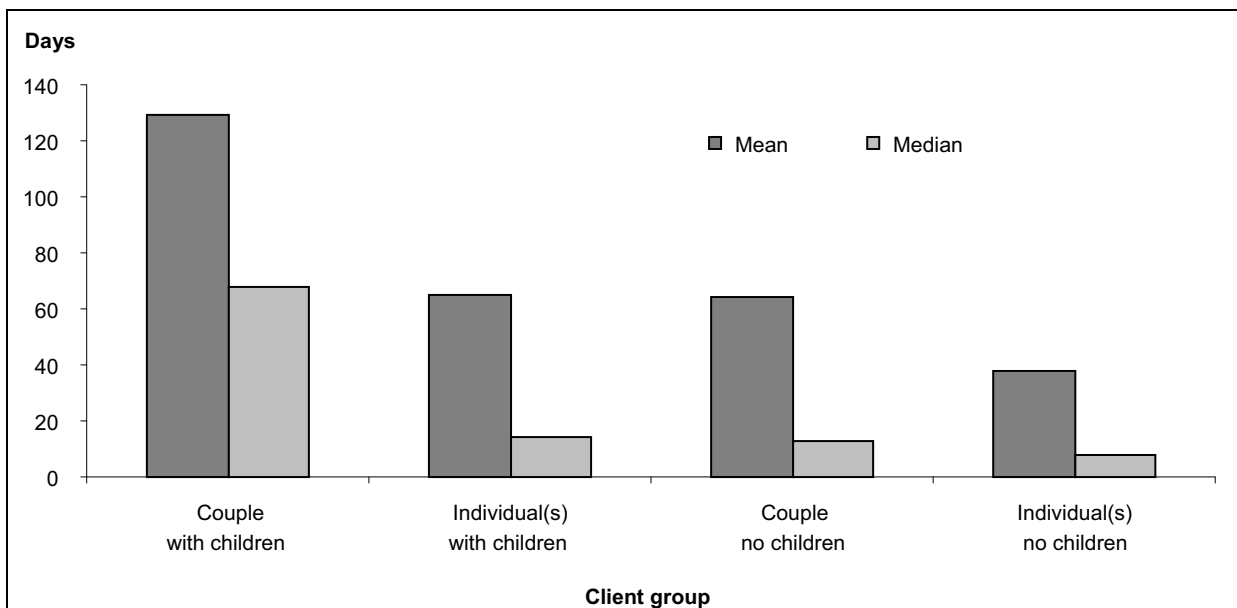
Sources: SAAP Demand for Accommodation and Client Collections.

# 10 Meeting the demand for SAAP accommodation

Data presented so far indicate that, on a national basis, SAAP agencies are operating to capacity, with the demand for SAAP accommodation unable to be completely met. This chapter discusses the demand for accommodation in relation to this data and discusses some ideas about how to meet the demand for SAAP accommodation, including issues around patterns of accommodation use, hidden demand for accommodation, estimating capacity and the relationship between supply and demand.

## 10.1 Patterns of accommodation use

The data presented so far on the demand for immediate SAAP accommodation indicate that family groups are less likely to secure immediate accommodation at SAAP agencies. One reason that it may be more difficult for family groups to find accommodation in SAAP is that once they are accommodated, these groups tend to stay longer. Therefore, the turnover of beds is slightly less for family groups than for other clients. Whether this is because they require more intensive support that can be provided only while they are in SAAP accommodation or because it is difficult to find alternative accommodation for family groups cannot be definitively answered from the data.



Source: Table 10.2.

**Figure 10.1: SAAP closed support periods with accommodation: mean and median length of accommodation for clients who were accommodated for at least 1 day, by client group, Australia, 2005–06 (number of days)**

For example, according to client group, couples with children had the longest average length of accommodation (129 days), followed by individual(s) with children (65 days), and couples without children (64 days) (Figure 10.1). Individual(s) who presented without children had the lowest average length of stay (38 days). According to the primary target group of the agency, clients of family agencies generally stayed the longest of all agency types, with an average length of accommodation of 98 days compared with between 6 and 14 days in other types of agencies. This, combined with the higher turn-away and the higher proportion where lack of accommodation was the main reason they were not offered accommodation, suggests that most of the accommodation that is available for family groups is already taken up each day.

## **10.2 Insufficient accommodation available**

As discussed in Chapter 4, the Demand for Accommodation Collection includes data on why accommodation was not offered when an individual or group requested it. In the majority of valid unmet requests (80%), accommodation was not offered because insufficient accommodation was available at the agency itself or because a referral agency was unable to refer the individual or group on because they had no accommodation vacancies on their books. For family groups, this was higher than for individual(s) who presented without children. It was also higher for agencies that were primarily set up to support family groups than for the other target groups. This indicates that SAAP agencies are operating to capacity and that family groups, in particular, are not able to obtain accommodation because there is often no accommodation available.

An undersupply of accommodation appears to be a significant factor in why people are turned away. This, however, is not the only factor and differing ideas about how SAAP can best meet the demand for SAAP accommodation as well as the relationship between supply and demand are discussed in the next sections.

## **10.3 Meeting the demand for SAAP accommodation**

There are several ways that SAAP could increase capacity in order to meet the current level of demand for SAAP accommodation. These include providing additional beds, facilities, staff or funds. However, there are also other ideas about how an increase in capacity can be catered for. The fifth SAAP agreement (SAAP V) has emphasised the goals of early intervention and post-crisis support. They have the potential to free up crisis accommodation for those who most need it. The former, early intervention, would pre-empt the need for a crisis bed in the first place; the latter, post-crisis support, can reduce the probability of a client returning for more accommodation.

### **Estimating capacity**

It is difficult to estimate how much additional capacity is required to match the level of demand for SAAP accommodation. The current collection can only provide estimates of the expressed undersupply of accommodation (in terms of people) on an average day. These measures assume, however, that those turned away from accommodation require accommodation for only one night, that all those who need SAAP accommodation are



currently approaching SAAP agencies and that demand is consistent. There is sufficient evidence to suggest that this is not the case.

One approach to measuring capacity, and hence providing an estimate of how much additional accommodation would be required each day to meet the demand for SAAP accommodation, would be to consider how long a given group generally stays in SAAP accommodation once they are accommodated (as accommodation patterns do vary) in conjunction with how many people are accommodated in SAAP each day and how many are turned away. However, the National Data Collection (NDC) currently does not differentiate how many of the requests on a given day are new requests. It is possible that, for some groups, predominantly the same people are requesting accommodation each day. If this is the case, then the amount of extra accommodation required would likely be less than if everybody turning up each day was a new potential client. An adjustment to the collection form is currently being developed that will enable an estimate of the additional accommodation required to meet the current level of demand for SAAP accommodation.

Another area requiring more work is whether those people being turned away from SAAP accommodation are being provided with non-SAAP accommodation, for example, brokerage money being used to purchase hotel beds. The NDC does currently measure the number of unmet requests where a referral for accommodation was made but this is not equivalent to the number of people turned away (see chapters 4 and 9). The NDC has also been asked to measure the supports being provided to people turned away to enable more analysis of patterns of demand and support. Again this is currently only possible at the request level.

It is important to note that, although analysis into the additional capacity required in SAAP to accommodate the expressed demand for SAAP accommodation is valuable, this type of analysis would not reveal the extent of any hidden need caused by people not seeking assistance when they need it.

## **10.4 Hidden need for accommodation**

The data discussed so far have related to the expressed demand for SAAP accommodation, that is, the people who are actively seeking accommodation. There is, however, evidence to suggest that not everyone who requires SAAP accommodation is seeking that accommodation. For example, the large number of homeless people enumerated in the 2001 Census of Population and Housing homeless enumeration strategy (only a small proportion of whom were accommodated in SAAP – see Chapter 1) suggests a significant level of hidden need. The low percentage of new requests for SAAP accommodation on a daily basis suggests that people in need of accommodation may not be approaching SAAP agencies because they are aware of the difficulty of obtaining SAAP accommodation.

That the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that people seeking SAAP accommodation do not make repeated attempts if they fail initially. Tables 4.4 and 5.1 suggest that few people seeking immediate accommodation make more than one attempt at appropriate SAAP agencies (497 valid unmet requests for immediate accommodation divided by the 690 people who made those requests equals 0.7). However, unsuccessful groups may split up and retry in other combinations and the extent to which this happens is not known.

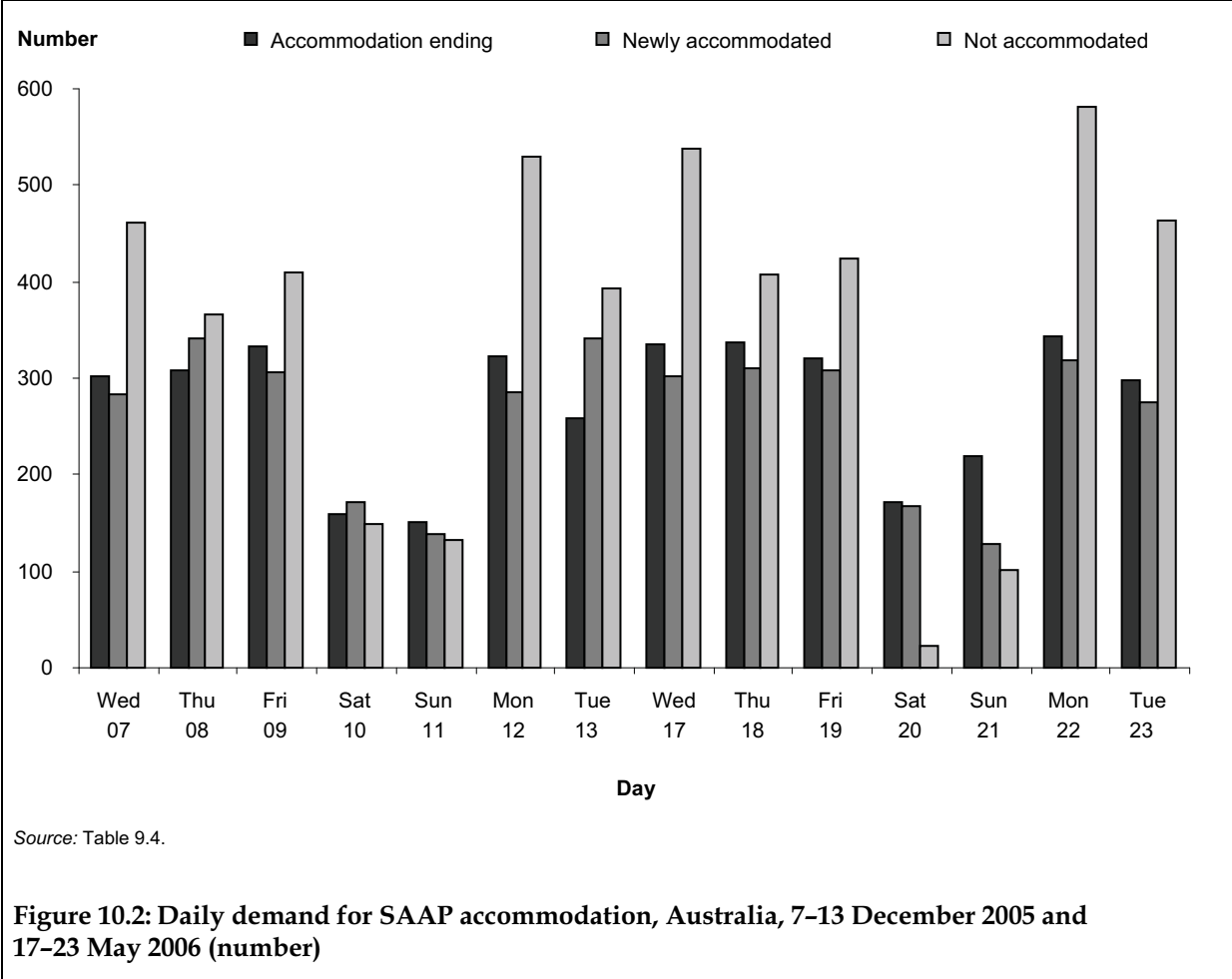
Furthermore, referrals for other accommodation are not always obtained once a person has been unsuccessful. Each day, on average, only just over half (52%) of the valid unmet

requests for SAAP accommodation were formally referred on to accommodation at another source (Table 4.7). This may be telling many people that SAAP accommodation is difficult to obtain and that trying at another agency is unlikely to prove successful on that day. They might, however, try again on subsequent days.

For these reasons, it is important to note that increasing the capacity of SAAP to accommodate more people may not necessarily mean that the rate of people turned away would decrease. It may be that once more accommodation becomes available those people who have previously not sought or who have given up seeking accommodation may try to obtain accommodation. This is discussed in the following section.

### 10.5 Supply and demand

Figure 10.2 presents the daily expressed demand for SAAP accommodation. It shows that, on any given day, there was not a lot of variation between people starting accommodation and people ending accommodation. This indicates that accommodation is taken up when it becomes vacant and that SAAP is operating to capacity.



It is also interesting to note that the number of people turned away follows roughly the same pattern as the throughput, suggesting that the more beds that are available, the more people

who seek accommodation. That is, the demand for SAAP accommodation appears to be following the supply of SAAP accommodation, rather than the other way around. This is particularly apparent in the difference between the weekdays, when most agencies are open, and weekends, where some agencies are closed or have reduced staffing. Figure 10.2 clearly indicates that, not only do the numbers of people starting and leaving accommodation fall on the weekends, weekends are also the only period in which the number of people turned away is less than the number starting or leaving accommodation.

## 10.6 Conclusion

Data presented in this report indicate that, on a national basis, SAAP agencies are operating to capacity, with the demand for SAAP accommodation unable to be completely met. The high turn-away for people requiring new accommodation, the low daily turnover of people in SAAP accommodation (there are relatively few people leaving their accommodation and taking up accommodation compared with those continuing their accommodation), and the relatively low referral rate for those requiring immediate accommodation suggest that finding accommodation in a SAAP agency is difficult for some. The relatively small number of people not accommodated relative to the total expressed demand for SAAP accommodation (3%) seems to suggest that a small increase in the number of places available on an average day could have a significant impact on the level of unmet demand for accommodation. However, this conclusion assumes that all those who need SAAP accommodation are currently approaching SAAP agencies, that demand is consistent across client groups, target groups and geographical locations – there is sufficient evidence to suggest that this is not the case – and does not take into account that the people missing out relatively more often are those who generally require SAAP accommodation for the longest periods of time. In addition, an increase in capacity may have flow-on effects on the number of people seeking accommodation because, as supply increases, so too might the demand for that accommodation.

## 10.7 Tables

**Table 10.1: SAAP closed support periods with accommodation: mean and median length of accommodation by state and territory, Australia, 2005–06 (number of days)**

State and territory	Mean	Median
NSW	46	8
Vic	85	26
Qld	36	9
WA	28	4
SA	49	9
Tas	37	9
ACT	51	10
NT	23	4
<b>Total</b>	<b>47</b>	<b>9</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,229.
2. Excludes accommodation that started and ended on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 10.2: SAAP closed support periods with accommodation: mean and median length of accommodation by client group, Australia, 2005–06 (number of days)**

Client group	Mean	Median
Individual(s) no children	38	8
Individual(s) with children	65	14
Couple no children	64	13
Couple with children	129	68
<b>Total</b>	<b>47</b>	<b>9</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,229.
2. Excludes accommodation that started and ended on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 10.3: SAAP closed support periods with accommodation: mean and median length of accommodation by primary target group of agency, Australia, 2005–06 (number of days)**

<b>Primary target group</b>	<b>Mean</b>	<b>Median</b>
Young people	64	14
Single men only	30	7
Single women only	65	12
Families	146	89
Women escaping domestic violence	29	6
Cross-target/multiple/general	46	10
<b>Total</b>	<b>47</b>	<b>9</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,229.
2. Excludes accommodation that started and ended on the same day.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.