

# **Homeless people in SAAP**

**SAAP National Data Collection  
Annual Report  
2002–03**

**Queensland  
supplementary tables**

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is better health and wellbeing for Australians through better health and welfare statistics and information.

SAAP NDCA REPORT SERIES 8

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**Queensland  
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Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. 94

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# Preface

This publication contains statistical tables and charts in relation to Queensland and is intended to supplement the seventh (2002–03) annual national report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The first national report, containing 1996–97 data, was published in December 1997. The reports provide information on people who are homeless and those who are at risk of being homeless.

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

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

The fact that 94% of agencies in Queensland provided data in 2002–03 is testimony to their collective commitment to, and confidence in, the collection. A 93% participation rate was recorded in 2001–02. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency remained steady at 90% in both 2001–02 and 2002–03.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this seventh annual report and the release of 2002–03 data are one step towards this goal.

Richard Madden  
Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

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The SAAP Information Sub-committee and the Australian Government Department of Family and Community Services provided valuable support and comments throughout the development and drafting of the report. The authors also acknowledge the assistance provided by Ainsley Morrissey and Lauren Di Salvia in preparing the report for publication.

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

# Abbreviations and symbols

## Abbreviations

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

## Symbols in tables

..	Not applicable
–	Nil or rounded to zero (including null cells)
n.a.	Not available
n.e.s.	Not elsewhere specified

# Glossary

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

<b>Closed support period</b>	A <i>support period</i> that had finished before the end of the reporting period – 30 June.
<b>English proficiency group 1 countries</b>	Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America.
<b>English proficiency group 2-4 countries</b>	Countries, excluding Australia, that are not included in <i>English proficiency group 1</i> .
<b>Homeless person</b>	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them through failing to provide access to: <ul style="list-style-type: none"> <li>- adequate personal amenities, or</li> <li>- the economic and social supports that a home normally affords; or</li> </ul> </li> <li>• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure – that is, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
<b>Ongoing support relationship</b>	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the <i>agency</i> for the purpose of providing additional assistance.</p> <p>An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i>.</p> <p>This definition is used to help establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>

<b>Recurrent allocations</b>	<p>Amounts of money specifically allocated during the reporting period by a state or territory department either:</p> <ul style="list-style-type: none"> <li>• to SAAP <i>agencies</i> to fund salaries and associated on-costs, and ongoing operating costs; or</li> <li>• for use by each state or territory for such purposes as training, research, evaluation, administration, and asset replacement or purchase.</li> </ul>
<b>Referral</b>	<p>For the purposes of the National Data Collection, a formal referral process – not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.</p>
<b>Support</b>	<p>Assistance, other than <i>supported accommodation</i>, provided to a client as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the <i>client</i>. For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a <i>client</i> for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.</p>
<b>Support period</b>	<p>A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> <li>• the <i>client</i> ends the relationship with the <i>agency</i>; or</li> <li>• the <i>agency</i> ends the relationship with the <i>client</i>.</li> </ul> <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>
<b>Supported accommodation</b>	<p>Accommodation paid for, or provided directly by, a SAAP <i>agency</i>. The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds – at a motel, for example.</p>



# 1 Introduction

This publication is one of eight state and territory supplements that accompany the seventh annual national report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The annual report provides an overview of assistance given to clients of agencies funded through SAAP.

The tables and charts included in this supplement are generally similar to those in the national report but relate to Queensland only. To assist the reader, a glossary of terms is included at the beginning of this report. Further information to aid readers in interpreting the tables is given in Appendix 1 of the national report. Included in that appendix are:

- an overview of the Client Collection and its data;
- general notes to tables;
- an explanation of the weighting system used to adjust the data for agency non-participation and client non-consent;
- counting rules used in the tables; and
- a guide to interpreting the tables. In particular, two example tables with explanatory notes demonstrate how to interpret data presented in the different types of tables in the report.

Appendix 1 to this supplementary report provides additional information relevant only to the interpretation of tables for Queensland. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 2002-03.

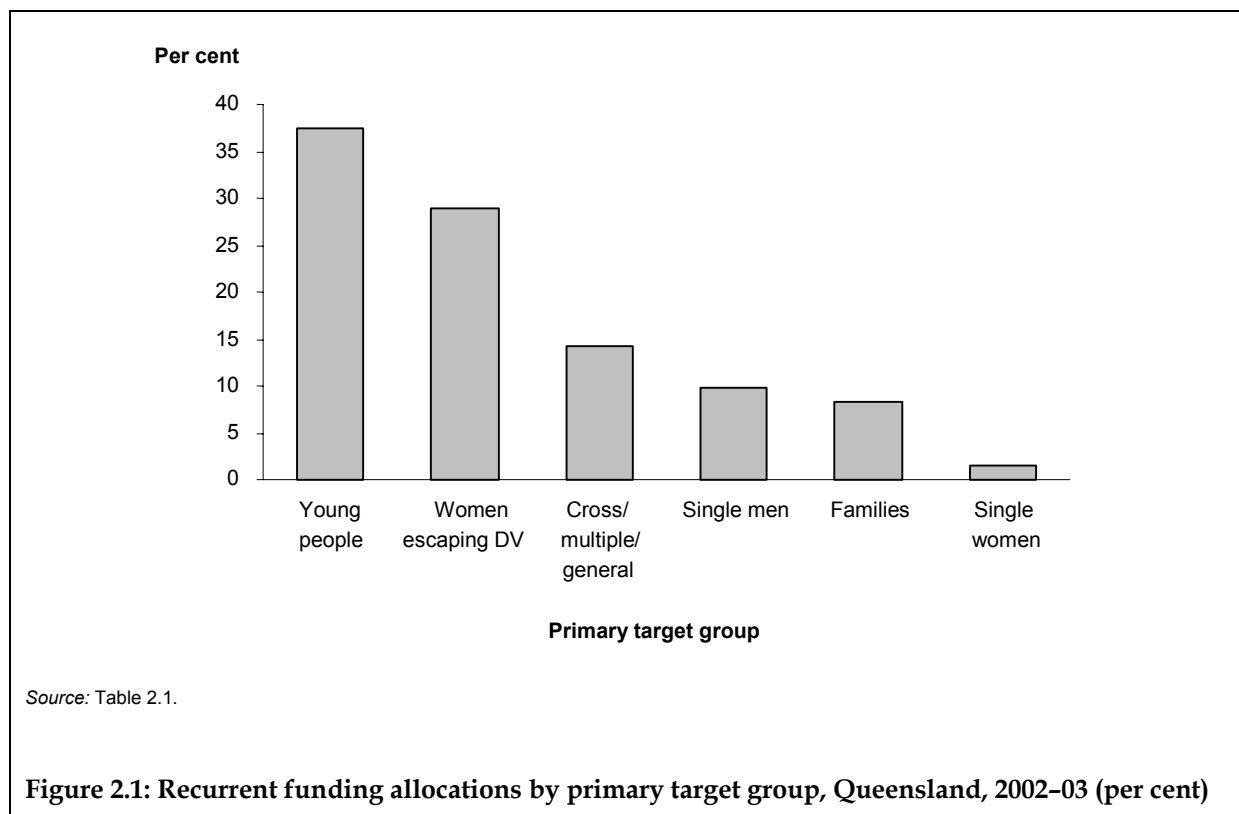
Data presented here primarily relate to the financial year ending 30 June 2003. Although most tables provide information about both completed and ongoing support periods, analysis of the duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to completed support periods only. In addition, a number of tables contain data for the 7 years that the National Data Collection has been conducted (see Chapter 10). It should be noted that, while most estimates have been adjusted for client non-consent and/or agency non-participation, no allowance has been made for agencies who provide forms for some but not all of their support periods.

Estimates in this report are subject to revision. Revised tables, along with the reports themselves, are posted on the web site of the Australian Institute of Health and Welfare ([www.aihw.gov.au](http://www.aihw.gov.au)). Regional tables and counts for all data items collected are available in hard copy or electronic format on request from the National Data Collection Agency, which is managed by the Australian Institute of Health and Welfare ([ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)).



# 2 Funding

## 2.1 Key chart



## 2.2 Table

**Table 2.1: SAAP agencies: recurrent allocations and mean funding per agency, by region and primary target group, Queensland, 2002–03**

	Agencies (number)	Agencies (%)	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
<b>Region</b>					
North Queensland	23	11.6	6,280,000	13.7	273,000
Far North Queensland	23	11.6	5,595,000	12.2	243,300
Mackay/Whitsundays	9	4.5	1,702,000	3.7	189,200
Central	20	10.1	3,312,000	7.2	165,600
Wide Bay Burnett	13	6.6	2,669,000	5.8	205,300
Toowoomba and South-West	11	5.6	2,106,000	4.6	191,400
Caboolture and Redcliffe Peninsula	5	2.5	1,228,000	2.7	245,600
Sunshine Coast	10	5.1	2,336,000	5.1	233,600
Brisbane City	53	26.8	14,267,000	31.1	269,200
Ipswich/Logan	13	6.6	2,779,000	6.1	213,700
Gold Coast/Redlands	17	8.6	3,492,000	7.6	205,400
Statewide	1	0.5	76,000	0.2	76,000
<b>Total</b>	<b>198</b>	<b>100.0</b>	<b>45,841,000</b>	<b>100.0</b>	<b>231,500</b>
<b>Primary target group</b>					
Young people	71	35.9	17,188,000	37.5	242,100
Single men only	12	6.1	4,437,000	9.7	369,700
Single women only	2	1.0	653,000	1.4	326,600
Families	27	13.6	3,744,000	8.2	138,700
Women escaping domestic violence	52	26.3	13,300,000	29.0	255,800
Cross-target/multiple/general	34	17.2	6,518,000	14.2	191,700
<b>Total</b>	<b>198</b>	<b>100.0</b>	<b>45,841,000</b>	<b>100.0</b>	<b>231,500</b>
Recurrent allocations to agencies	198	100.0	45,841,000	99.6	231,500
Other	..	..	167,000	0.4	..
<b>Total</b>	<b>..</b>	<b>..</b>	<b>46,008,000</b>	<b>100.0</b>	<b>..</b>

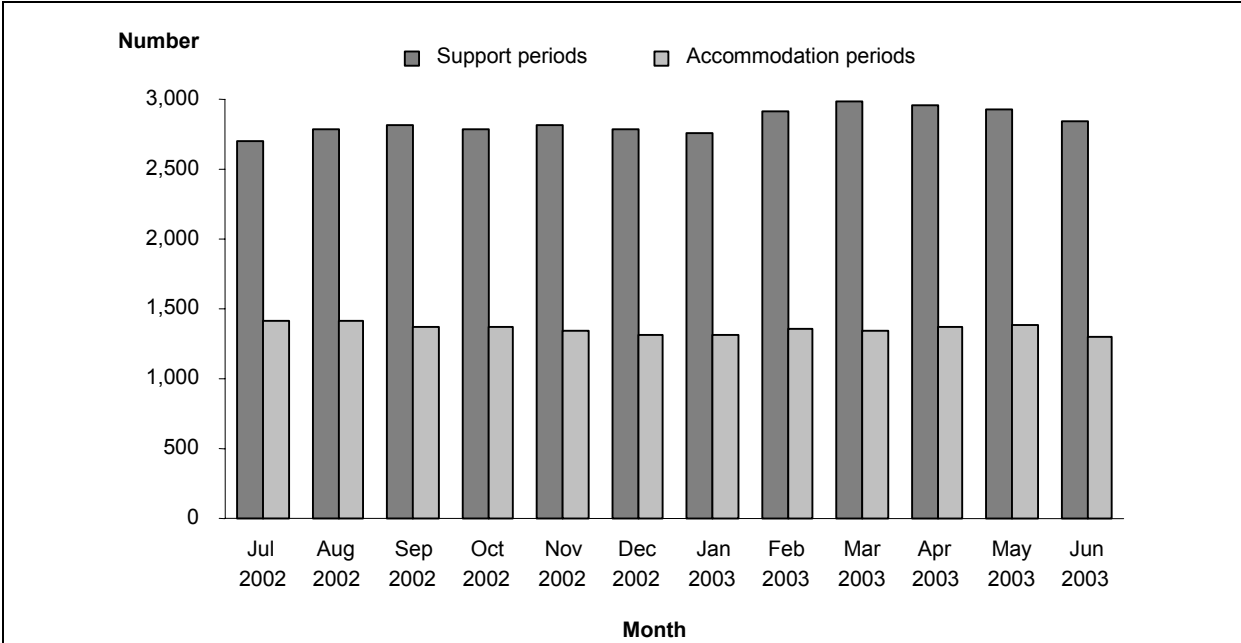
### Notes

1. 'Recurrent allocation' excludes funds not allocated to agencies; for example, funds allocated for administration, training, research and evaluation.
2. Not all agencies operated throughout the year. At 30 June 2003, 195 agencies were operating.

Sources: SAAP Administrative Data Collection.

# 3 Level of support

## 3.1 Key chart



Source: Tables 3.2 and 3.3.

Figure 3.1: SAAP support periods active each day and accommodation periods active each night, average by month, Queensland, 2002-03 (number)

## 3.2 Tables

**Table 3.1: SAAP support periods and clients, Queensland, 2002–03**

Support periods (number)	36,950
Clients (number)	18,900
Mean number of support periods per client	1.96
Clients per 10,000 population 10+	59

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Number of clients in this table relates to clients that ever received assistance from a SAAP agency in Queensland.
3. Some of the support periods for clients may have been at agencies in another state or territory. Consequently, the number of clients multiplied by the average number of support periods for these clients may be greater than the number of support periods provided within Queensland.
4. 'Clients per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June 2002 (preliminary estimates).
5. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to the mean number of support periods per client presented in this table.
6. Support period figures have been weighted to adjust for agency non-participation.
7. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2003a.

**Table 3.2: SAAP support periods: number of support periods active each day, average by month and region, Queensland, 2002–03**

Date	North Queensland	Far North Queensland	Mackay & Whitsundays	Central	Wide Bay Burnett	Toowoomba & South-West
July 2002	270	290	70	210	210	100
August 2002	290	310	70	200	220	110
September 2002	290	300	80	190	240	110
October 2002	280	280	80	180	200	110
November 2002	270	290	100	170	220	110
December 2002	280	300	90	150	230	110
January 2003	270	290	100	170	240	100
February 2003	300	320	110	170	290	100
March 2003	280	340	110	170	310	90
April 2003	260	360	100	150	270	90
May 2003	280	370	110	160	250	90
June 2003	280	370	120	160	240	90
<b>Support periods: total number of days</b>	<b>101,780</b>	<b>116,680</b>	<b>34,080</b>	<b>63,130</b>	<b>88,890</b>	<b>36,960</b>

*(continued below)*

Date	Caboolture & Redcliffe Peninsula	Sunshine Coast	Brisbane City/ Statewide	Ipswich/ Logan	Gold Coast/ Redlands	Total
July 2002	60	160	860	170	310	2,700
August 2002	60	170	880	180	300	2,790
September 2002	60	160	920	180	300	2,820
October 2002	60	150	950	170	310	2,790
November 2002	60	150	940	160	340	2,820
December 2002	60	150	950	150	320	2,780
January 2003	50	140	930	140	310	2,750
February 2003	50	150	1,000	150	290	2,920
March 2003	60	160	1,030	140	300	2,990
April 2003	50	160	1,020	150	330	2,950
May 2003	60	150	1,020	150	290	2,930
June 2003	60	140	980	130	270	2,840
<b>Support periods: total number of days</b>	<b>20,650</b>	<b>56,330</b>	<b>349,610</b>	<b>56,630</b>	<b>111,540</b>	<b>1,036,280</b>

*Notes*

1. Number excluded due to errors and omissions (unweighted): 40.
2. Figures are unweighted and have not been adjusted for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4 of the national report) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

**Table 3.3: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and region, Queensland, 2002–03**

Date	North Queensland	Far North Queensland	Mackay & Whitsundays	Central	Wide Bay Burnett	Toowoomba & South-West
July 2002	150	150	50	100	70	70
August 2002	160	150	50	90	60	70
September 2002	150	140	50	90	60	70
October 2002	130	140	50	100	70	70
November 2002	140	140	60	90	70	70
December 2002	140	140	50	80	70	60
January 2003	140	140	60	90	70	60
February 2003	150	140	60	90	70	60
March 2003	140	130	60	90	70	60
April 2003	140	170	60	80	90	60
May 2003	140	200	50	90	80	60
June 2003	120	180	60	80	70	60
<b>Accommodation periods: total number of nights</b>	<b>50,470</b>	<b>53,530</b>	<b>19,550</b>	<b>31,260</b>	<b>24,660</b>	<b>22,570</b>

*(continued below)*

Date	Caboolture & Redcliffe Peninsula	Sunshine Coast	Brisbane City/ Statewide	Ipswich/ Logan	Gold Coast/ Redlands	Total
July 2002	50	90	480	90	130	1,420
August 2002	50	90	460	90	130	1,410
September 2002	50	90	470	80	120	1,370
October 2002	50	90	470	80	120	1,370
November 2002	50	90	440	80	130	1,340
December 2002	40	90	420	80	130	1,310
January 2003	40	90	430	80	130	1,320
February 2003	40	90	450	70	130	1,360
March 2003	50	100	440	70	130	1,340
April 2003	40	100	440	70	130	1,370
May 2003	40	90	450	70	120	1,380
June 2003	40	90	420	70	120	1,300
<b>Accommodation periods: total number of nights</b>	<b>16,210</b>	<b>32,170</b>	<b>157,770</b>	<b>26,800</b>	<b>44,530</b>	<b>479,510</b>

*Notes*

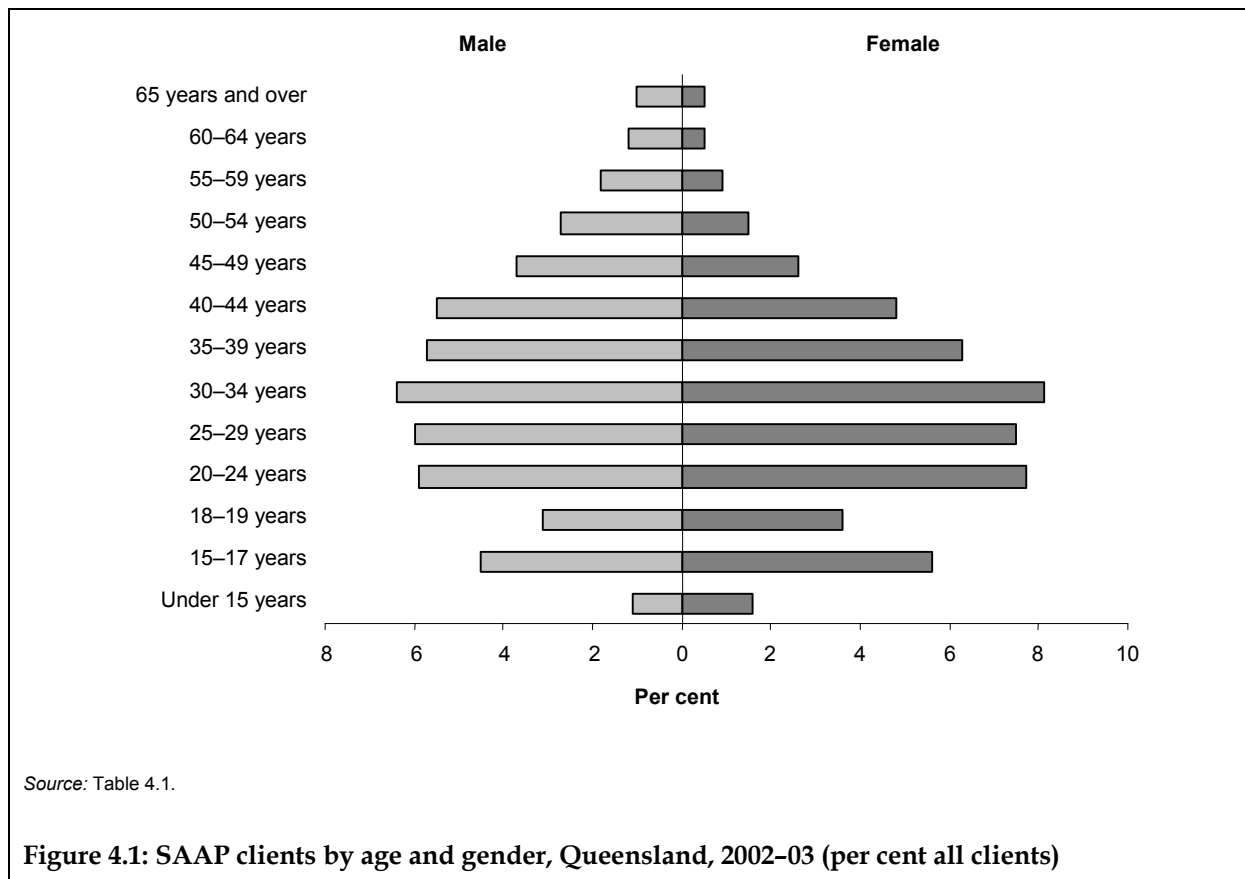
1. Number excluded due to errors and omissions (unweighted): 270.
2. Figures are unweighted and have not been adjusted for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4 of the national report) for the method used to calculate the monthly average.

*Source:* SAAP Client Collection.



# 4 Age, gender and cultural and linguistic diversity

## 4.1 Key chart



## 4.2 Tables

Table 4.1: SAAP clients, by age and gender, Queensland, 2002–03

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%		
Under 15 years	1.1	1.6	2.2	3.2	2.7	500
15–17 years	4.5	5.6	9.3	11.0	10.2	1,900
18–19 years	3.1	3.6	6.4	7.1	6.8	1,300
20–24 years	5.9	7.7	12.1	14.9	13.6	2,550
25–29 years	6.0	7.5	12.2	14.6	13.4	2,550
30–34 years	6.4	8.1	13.0	15.8	14.5	2,700
35–39 years	5.7	6.3	11.8	12.2	12.0	2,250
40–44 years	5.5	4.8	11.2	9.4	10.3	1,950
45–49 years	3.7	2.6	7.7	5.1	6.4	1,200
50–54 years	2.7	1.5	5.5	3.0	4.2	800
55–59 years	1.8	0.9	3.7	1.7	2.7	500
60–64 years	1.2	0.5	2.5	1.0	1.7	350
65 years and over	1.0	0.5	2.1	0.9	1.5	300
<i>Total</i>	<i>51.3</i>	<i>48.7</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>9,150</b>	<b>9,650</b>	<b>9,150</b>	<b>9,650</b>	<b>..</b>	<b>18,850</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>33.8</b>	<b>30.4</b>	<b>..</b>	<b>32.1</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>32</b>	<b>29</b>	<b>..</b>	<b>31</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 66.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 4.2: SAAP clients: number of support periods per client by age and gender of client, Queensland, 2002–03 (per cent)**

Number of support periods	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
<b>Male clients</b>									
								%	Number
1	78.7	68.5	74.4	76.3	71.1	69.9	75.4	71.7	6,600
2	10.4	13.4	13.6	12.9	14.5	14.8	12.8	14.1	1,300
3	5.5	6.5	5.1	4.4	6.1	5.9	3.9	5.8	550
4	2.7	3.8	3.2	2.1	3.0	2.9	1.7	2.9	250
5	0.5	2.1	1.3	0.8	1.2	1.2	1.7	1.2	100
6+	2.2	5.6	2.5	3.5	4.0	5.3	4.5	4.2	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>2.2</b>	<b>9.3</b>	<b>6.4</b>	<b>12.1</b>	<b>48.3</b>	<b>19.5</b>	<b>2.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>200</b>	<b>850</b>	<b>600</b>	<b>1,100</b>	<b>4,450</b>	<b>1,800</b>	<b>200</b>	<b>..</b>	<b>9,150</b>
<b>Mean number of support periods</b>	<b>1.61</b>	<b>2.00</b>	<b>1.71</b>	<b>1.89</b>	<b>2.24</b>	<b>2.34</b>	<b>2.95</b>	<b>..</b>	<b>2.16</b>
<b>Per 10,000 population</b>	<b>14</b>	<b>104</b>	<b>108</b>	<b>86</b>	<b>82</b>	<b>41</b>	<b>10</b>	<b>..</b>	<b>58</b>
<b>Female clients</b>									
1	79.9	74.7	80.7	84.4	81.3	84.3	81.9	81.3	7,850
2	9.7	11.6	9.5	8.3	11.1	7.9	9.0	10.2	1,000
3	4.3	4.8	3.2	3.0	3.8	3.7	2.6	3.7	350
4	1.1	2.9	2.9	1.7	1.2	1.1	—	1.5	150
5	2.3	1.5	0.7	0.7	0.5	0.3	1.3	0.7	50
6+	2.7	4.4	3.0	1.8	2.2	2.6	5.2	2.5	250
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>3.2</b>	<b>11.0</b>	<b>7.1</b>	<b>14.9</b>	<b>52.0</b>	<b>10.8</b>	<b>0.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>300</b>	<b>1,050</b>	<b>700</b>	<b>1,450</b>	<b>5,050</b>	<b>1,050</b>	<b>100</b>	<b>..</b>	<b>9,650</b>
<b>Mean number of support periods</b>	<b>1.61</b>	<b>1.86</b>	<b>1.74</b>	<b>1.72</b>	<b>1.74</b>	<b>1.86</b>	<b>3.04</b>	<b>..</b>	<b>1.77</b>
<b>Per 10,000 population</b>	<b>21</b>	<b>137</b>	<b>129</b>	<b>113</b>	<b>91</b>	<b>24</b>	<b>4</b>	<b>..</b>	<b>60</b>
<b>All clients</b>									
1	79.4	72.0	77.8	80.9	76.6	75.2	77.5	76.7	14,450
2	10.0	12.4	11.4	10.3	12.7	12.2	11.6	12.1	2,300
3	4.7	5.6	4.1	3.6	4.9	5.1	3.5	4.7	900
4	1.8	3.3	3.0	1.9	2.0	2.2	1.1	2.2	400
5	1.6	1.8	1.0	0.7	0.8	0.9	1.6	1.0	200
6+	2.5	4.9	2.8	2.5	3.0	4.3	4.7	3.3	650
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>2.7</b>	<b>10.2</b>	<b>6.8</b>	<b>13.6</b>	<b>50.2</b>	<b>15.0</b>	<b>1.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>500</b>	<b>1,900</b>	<b>1,300</b>	<b>2,550</b>	<b>9,450</b>	<b>2,850</b>	<b>300</b>	<b>..</b>	<b>18,850</b>
<b>Mean number of support periods</b>	<b>1.61</b>	<b>1.93</b>	<b>1.73</b>	<b>1.79</b>	<b>1.97</b>	<b>2.17</b>	<b>2.98</b>	<b>..</b>	<b>1.96</b>
<b>Per 10,000 population</b>	<b>18</b>	<b>120</b>	<b>118</b>	<b>99</b>	<b>87</b>	<b>32</b>	<b>7</b>	<b>..</b>	<b>59</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 66.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 2002 (preliminary estimates). For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
3. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to the mean number of support periods per client presented in this table.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2003a.

**Table 4.3: SAAP clients: birthplace by gender, Queensland, 2002–03**

Birthplace	Male	Female	Total	Queensland population		
	%	%	%	Number	%	Number
Australia	90.4	90.2	90.3	16,550	82.3	2,748,000
Oceania (excluding Australia)	3.7	4.2	4.0	750	4.1	135,650
UK, Ireland and associated islands	2.5	1.2	1.8	350	6.0	199,550
Other Europe and the former Soviet Union	1.7	1.2	1.4	250	3.4	114,500
South-East, North-East and Southern Asia	0.6	2.0	1.3	250	2.8	92,700
Other (including the Middle East, Africa, the Americas and Caribbean)	1.1	1.1	1.1	200	1.4	48,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>48.0</b>	<b>52.0</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>8,800</b>	<b>9,550</b>	<b>..</b>	<b>18,350</b>	<b>..</b>	<b>3,338,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 562.
2. 'Queensland population' refers to the estimated resident population aged 10 years and over at 30 June 1996.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 1999.

**Table 4.4: SAAP clients and support periods per client, by cultural and linguistic diversity and gender of client, Queensland, 2002–03**

<b>Cultural and linguistic diversity</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Queensland population</b>		
<b>Clients</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>
Indigenous Australians	19.7	29.6	24.9	4,500	3.1	104,800
Australian-born non-Indigenous people	70.8	60.7	65.5	11,800	79.2	2,643,200
People born overseas, English proficiency group 1	5.8	4.5	5.1	950	10.0	334,500
People born overseas, English proficiency groups 2–4	3.6	5.2	4.4	800	7.7	256,150
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>48.0</b>	<b>52.0</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>8,650</b>	<b>9,400</b>	<b>..</b>	<b>18,050</b>	<b>..</b>	<b>3,338,700</b>
<b>Support periods</b>	<b>Mean number per client</b>			<b>Total number</b>		
Indigenous Australians	3.86	2.59	3.07	13,750	..	..
Australian-born non-Indigenous people	1.76	1.46	1.62	19,150	..	..
People born overseas, English proficiency group 1	1.83	1.34	1.61	1,450	..	..
People born overseas, English proficiency groups 2–4	1.58	1.34	1.43	1,150	..	..
<i>Total</i>	<i>2.17</i>	<i>1.78</i>	<i>1.97</i>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>53.1</b>	<b>46.9</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>18,800</b>	<b>16,600</b>	<b>..</b>	<b>35,450</b>	<b>..</b>	<b>..</b>

*Notes*

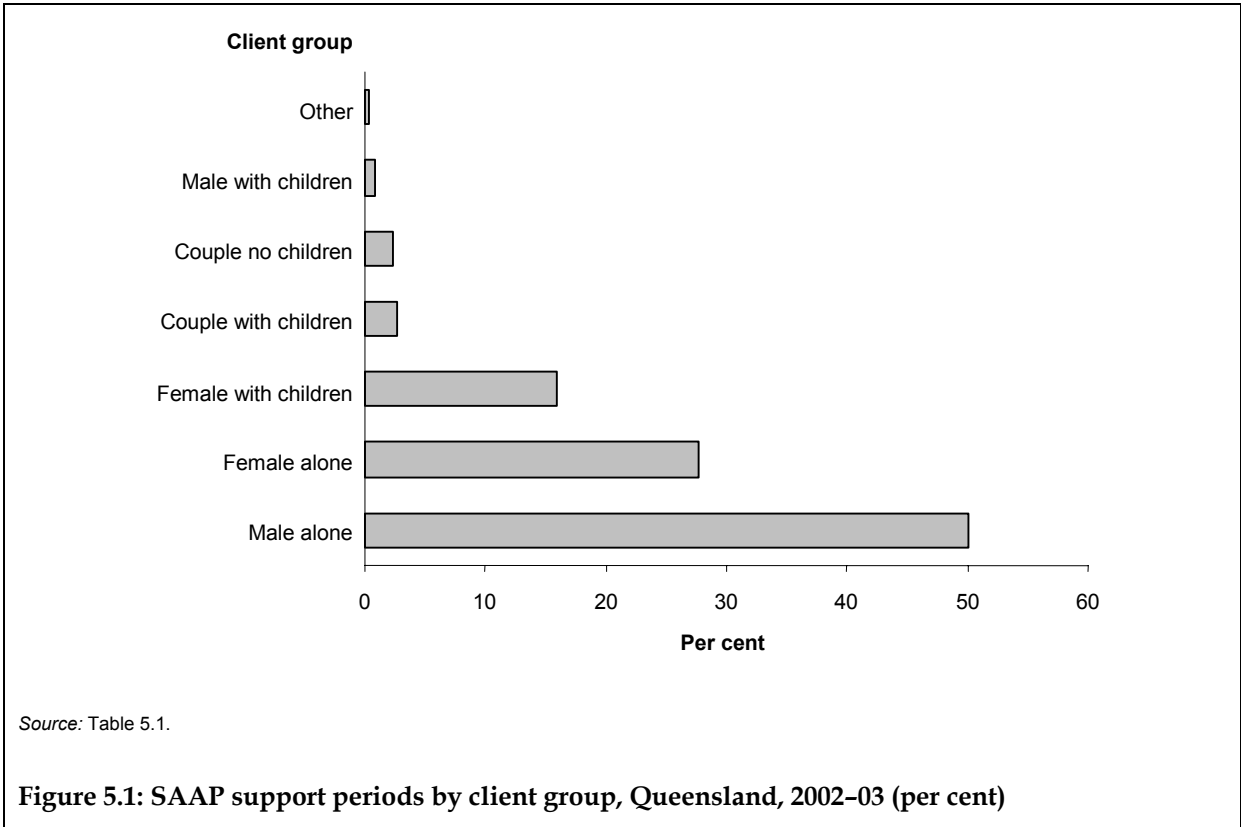
1. Number excluded due to errors and omissions (weighted): 858 clients.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4 of the national report). English proficiency groups are based on country of birth—see Glossary.
3. 'Queensland population' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived as the Australian-born population minus the number of Indigenous Australians.
4. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to the mean number of support periods per client presented in this table.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

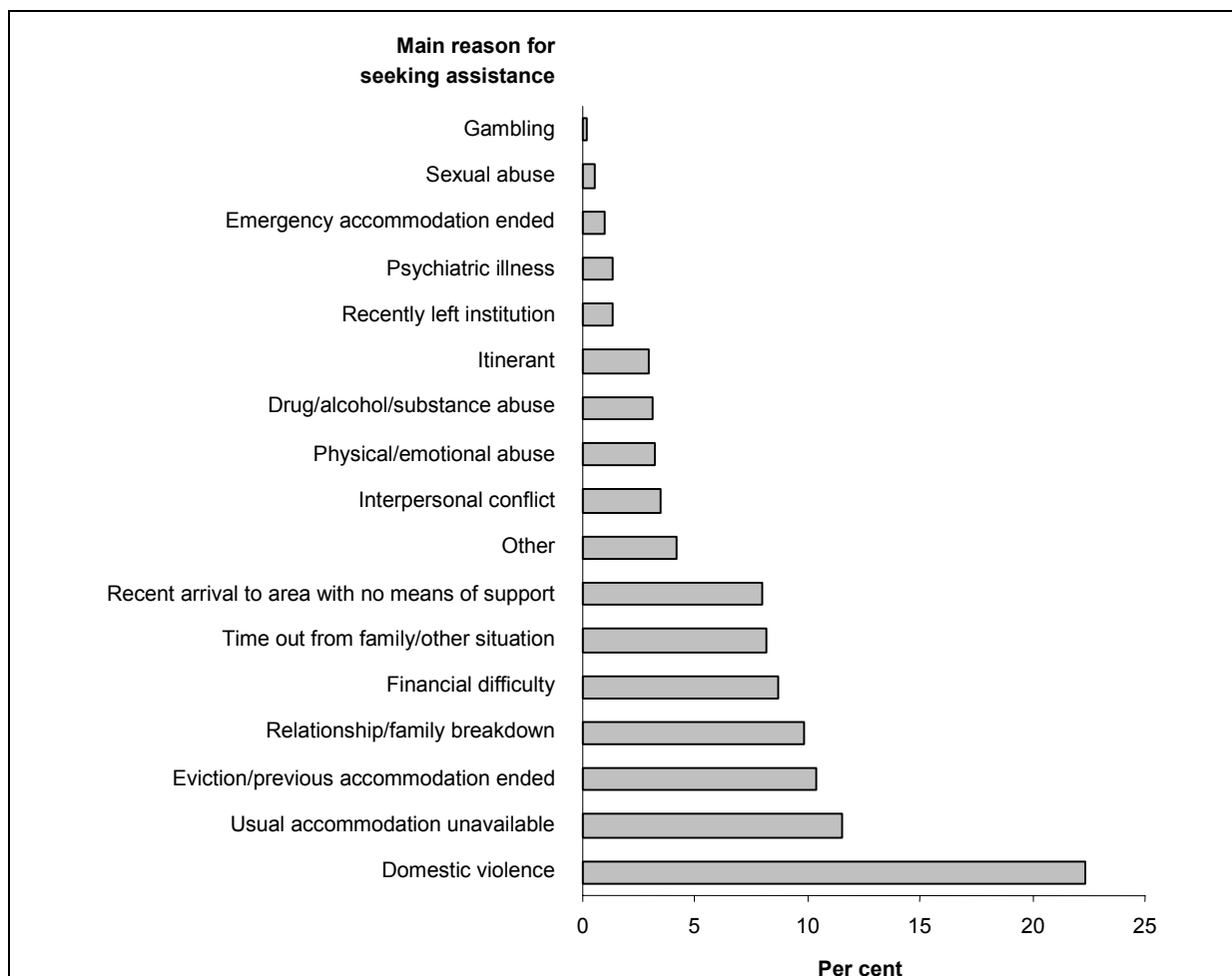
Sources: SAAP Client Collection; ABS 1998, 1999.



# 5 Client group and reasons for seeking support

## 5.1 Key charts





Source: Table 5.3.

**Figure 5.2: Main reason for seeking assistance, Queensland, 2002-03 (per cent support periods)**



## 5.2 Tables

Table 5.1: SAAP support periods: region by client group, Queensland, 2002-03 (per cent)

Region	Male alone	Female alone	Couple no children	Couple with children	Male with children	Female with children	Other	Total	Total	
									%	Number
North Queensland	37.0	27.3	1.8	7.0	2.2	24.1	0.5	100.0	10.2	3,400
Far North Queensland	52.7	31.2	3.8	0.3	0.1	11.6	0.2	100.0	33.9	11,350
Mackay/Whitsundays	47.5	22.7	1.1	3.1	(*)—	24.7	(*)—	100.0	2.2	750
Central	36.9	34.9	2.2	4.7	0.7	20.3	0.3	100.0	6.8	2,250
Wide Bay Burnett	38.6	31.7	1.4	3.9	1.0	22.8	0.7	100.0	5.3	1,750
Toowoomba and South-West	58.7	13.8	1.4	4.4	0.7	19.9	1.1	100.0	3.6	1,200
Caboolture and Redcliffe Peninsula	37.2	30.4	—	5.4	1.4	24.0	1.7	100.0	0.9	300
Sunshine Coast	25.3	28.9	1.0	4.9	1.4	38.0	0.5	100.0	2.6	850
Brisbane City/Statewide	63.7	19.8	1.8	2.0	1.0	11.3	0.4	100.0	25.3	8,500
Ipswich/Logan	16.8	30.9	3.5	9.6	3.0	33.9	2.3	100.0	2.3	800
Gold Coast/Redlands	46.2	35.0	1.2	3.3	1.1	12.3	0.9	100.0	7.0	2,350
<b>Total (%)</b>	<b>50.1</b>	<b>27.6</b>	<b>2.4</b>	<b>2.7</b>	<b>0.9</b>	<b>15.9</b>	<b>0.4</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>16,750</b>	<b>9,250</b>	<b>800</b>	<b>900</b>	<b>300</b>	<b>5,350</b>	<b>150</b>	<b>..</b>	<b>..</b>	<b>33,450</b>

*Notes*

1. Number excluded due to errors and omissions (unweighted): 770.
2. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
3. Figures are unweighted and have not been adjusted for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections.

**Table 5.2: SAAP support periods: client group by primary target group of agency, Queensland, 2002-03 (per cent)**

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	41.9	14.2	—	3.5	0.1	7.1	13.0	4,700
Male alone, 25+	0.3	83.1	—	7.0	0.8	55.6	37.3	13,600
Female alone, under 25	43.0	0.3	19.7	3.5	7.9	4.7	11.3	4,100
Female alone, 25+	1.2	1.3	<sup>(a)</sup> 74.2	5.9	40.3	19.5	16.2	5,900
Couple, no children	1.1	0.4	—	4.3	0.1	4.7	2.4	900
Couple with children	1.4	—	—	23.4	0.3	1.9	2.7	1,000
Male with children	0.3	0.2	—	6.1	0.1	0.8	0.8	300
Female with children	10.0	0.5	6.1	45.1	50.0	5.6	15.9	5,750
Other	0.8	0.1	—	1.3	0.4	0.2	0.4	150
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>17.7</b>	<b>17.6</b>	<b>0.9</b>	<b>6.9</b>	<b>17.2</b>	<b>39.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,400</b>	<b>6,400</b>	<b>350</b>	<b>2,500</b>	<b>6,250</b>	<b>14,400</b>	<b>..</b>	<b>36,350</b>

(a) Includes a small proportion of support periods for the client group 'Couple, no children' who presented at agencies with the primary target group of 'Single women only'. These cells have been merged to ensure client confidentiality.

*Notes*

1. Number excluded due to errors and omissions (weighted): 657.
2. Figures have been weighted to adjust for client non-consent and agency non-participation.

*Sources:* SAAP Client and Administrative Data Collections.

**Table 5.3: SAAP support periods: main reason for seeking assistance by client group, Queensland, 2002-03 (per cent)**

Main reason for seeking assistance	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	19.0	15.5	10.7	4.4	16.3	16.7	10.3	6.1	10.3	11.5
Time out from family/ other situation	12.8	6.4	12.3	5.2	9.0	7.0	9.7	5.9	9.2	8.2
Relationship/ family breakdown	14.5	5.5	20.7	5.7	6.4	3.5	21.6	7.1	12.4	9.8
Interpersonal conflict	7.7	1.5	6.3	3.0	1.6	1.3	2.1	1.3	8.3	3.5
Physical/ emotional abuse	<sup>(a)</sup> 1.2	0.6	5.0	5.2	(*)—	(*)—	—	5.6	1.8	3.2
Domestic violence	0.7	1.2	13.5	50.9	(*)—	3.1	5.3	50.1	13.0	22.3
Sexual abuse	—	0.1	1.1	1.3	—	(*)—	—	0.4	—	0.5
Financial difficulty	5.9	21.2	3.2	4.2	15.0	12.2	13.8	4.3	2.5	8.7
Gambling	—	0.6	—	0.2	—	—	—	0.1	—	0.2
Eviction/previous accommodation ended	16.6	6.0	12.3	3.7	21.2	29.0	11.8	9.0	14.0	10.4
Drug/alcohol/ substance abuse	2.2	9.4	0.9	2.1	1.8	0.6	—	0.6	1.9	3.1
Emergency accommodation ended	1.9	0.6	1.9	0.2	(*)—	1.5	(*)—	0.7	0.9	1.0
Recently left institution	2.1	2.7	1.0	0.7	(*)—	(*)—	1.7	0.2	—	1.3
Psychiatric illness	0.5	4.1	0.5	1.3	—	(*)—	(*)—	0.2	2.8	1.3
Recent arrival to area with no means of support	6.7	15.6	4.7	5.4	11.3	16.0	11.1	3.7	8.9	8.0
Itinerant	4.2	6.3	1.9	1.0	7.8	1.6	2.1	0.6	6.0	2.9
Other	3.8	2.7	4.1	5.6	6.9	6.8	9.4	4.1	7.9	4.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>17.1</b>	<b>21.8</b>	<b>14.3</b>	<b>15.1</b>	<b>1.3</b>	<b>4.5</b>	<b>1.2</b>	<b>23.9</b>	<b>0.7</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,250</b>	<b>4,150</b>	<b>2,750</b>	<b>2,900</b>	<b>250</b>	<b>850</b>	<b>250</b>	<b>4,550</b>	<b>150</b>	<b>19,050</b>

(a) Includes a small proportion of support periods where 'Sexual abuse' was reported as the main reason for seeking assistance. These cells have been merged to ensure client confidentiality.

*Notes*

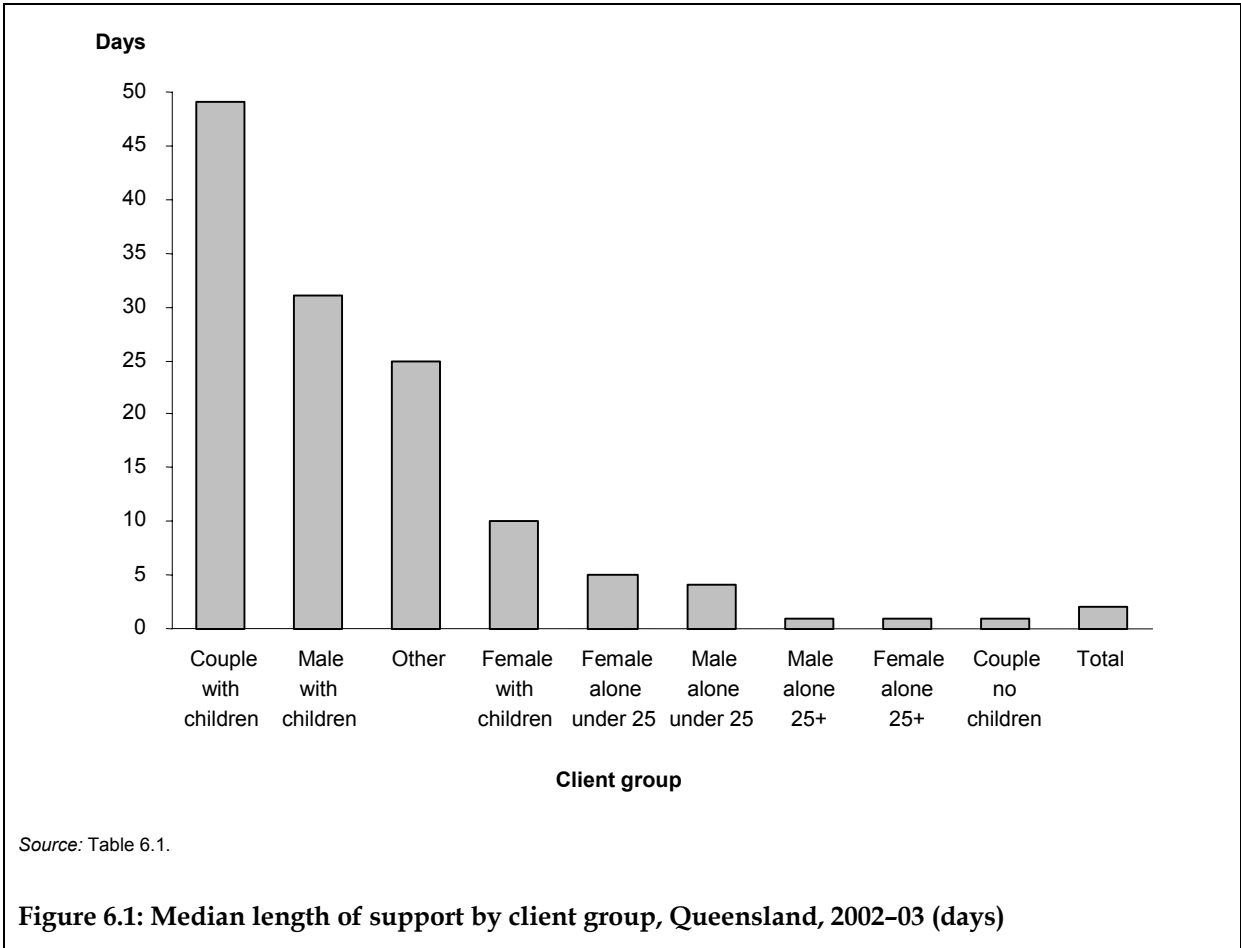
1. Number excluded due to errors and omissions (weighted): 2,351.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



# 6 Support provided

## 6.1 Key chart



## 6.2 Tables

Table 6.1: SAAP closed support periods: length of support by client group, Queensland, 2002–03 (per cent)

Length of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	8.1	9.6	16.1	15.2	16.0	12.2	14.1	9.9	8.8	11.3	3,850
1 day	27.4	47.6	22.9	47.5	59.5	5.8	9.7	19.5	8.0	36.9	12,550
2 days	6.7	5.0	4.4	4.1	1.9	1.8	(*)—	4.5	7.5	4.8	1,600
3 days	6.9	3.6	4.1	2.5	1.6	1.9	(*)—	2.8	3.6	3.7	1,250
4 days	4.1	2.6	2.4	1.9	(*)—	1.0	(*)—	3.0	2.2	2.6	900
5 days	3.0	2.1	2.0	1.5	0.7	0.6	—	2.1	—	2.0	700
6 days	2.8	2.0	1.9	1.4	0.6	0.8	(*)—	1.8	1.1	1.9	650
7 days	2.7	1.8	3.1	1.2	(*)—	1.5	1.9	2.2	3.4	2.0	700
>1–2 weeks	10.1	8.2	10.4	4.6	2.2	4.3	3.8	9.3	8.2	8.0	2,700
>2–4 weeks	9.5	5.9	10.8	5.1	2.9	6.7	12.0	9.7	8.9	7.4	2,500
>4–13 weeks	11.5	8.4	13.5	9.6	7.6	32.0	25.1	18.8	23.0	11.8	4,000
>13–26 weeks	3.0	1.9	4.2	2.7	3.2	16.6	13.7	9.0	12.0	4.0	1,350
>26–52 weeks	2.3	0.6	2.3	1.5	1.9	9.6	10.9	4.6	7.1	2.1	700
>52 weeks	1.7	0.6	1.9	1.3	1.0	5.0	3.3	2.9	6.0	1.5	500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>12.9</b>	<b>38.5</b>	<b>11.3</b>	<b>16.5</b>	<b>2.5</b>	<b>2.3</b>	<b>0.7</b>	<b>15.0</b>	<b>0.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>4,400</b>	<b>13,050</b>	<b>3,850</b>	<b>5,600</b>	<b>850</b>	<b>800</b>	<b>250</b>	<b>5,100</b>	<b>100</b>	<b>..</b>	<b>33,950</b>
<b>Mean length (days)</b>	<b>33</b>	<b>16</b>	<b>32</b>	<b>23</b>	<b>20</b>	<b>92</b>	<b>85</b>	<b>55</b>	<b>84</b>	<b>..</b>	<b>30</b>
<b>Median length (days)</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>49</b>	<b>31</b>	<b>10</b>	<b>25</b>	<b>..</b>	<b>2</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 648.
2. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.2: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Queensland, 2002–03 (per cent)**

Length of accommodation	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	32.7	55.0	36.6	67.7	83.3	5.2	18.4	27.8	11.8	48.3	12,200
2 days	7.9	5.8	6.4	4.9	1.4	2.4	(*)—	6.4	5.3	5.9	1,500
3 days	7.1	3.9	4.8	3.1	1.7	2.4	(*)—	3.8	7.0	4.2	1,050
4 days	4.9	2.9	3.3	2.3	—	(*)—	(*)—	4.1	(*)—	3.2	800
5 days	3.5	2.5	3.0	1.8	1.0	(*)—	—	2.6	—	2.5	650
6 days	3.1	2.2	2.7	1.8	(*)—	(*)—	(*)—	2.3	(*)—	2.3	550
7 days	2.7	2.2	2.5	1.5	(*)—	1.5	(*)—	1.9	(*)—	2.1	550
>1–2 weeks	11.7	9.3	11.2	5.1	2.0	3.7	4.1	11.3	8.3	9.2	2,300
>2–4 weeks	10.5	6.0	8.7	4.8	2.2	5.4	8.3	9.5	14.7	7.1	1,800
>4–13 weeks	11.7	7.6	14.4	5.8	4.0	34.8	25.8	17.3	22.9	10.2	2,550
>13–26 weeks	2.1	1.7	3.7	0.8	1.6	22.0	19.5	7.7	10.0	2.9	750
>26–52 weeks	1.3	0.4	1.5	0.2	1.0	15.8	11.3	4.0	8.3	1.4	350
>52 weeks	0.8	0.4	1.3	0.3	0.8	4.7	4.1	1.1	(*)—	0.7	200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>14.2</b>	<b>44.3</b>	<b>9.0</b>	<b>15.2</b>	<b>2.3</b>	<b>1.4</b>	<b>0.4</b>	<b>12.9</b>	<b>0.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>3,600</b>	<b>11,200</b>	<b>2,250</b>	<b>3,850</b>	<b>600</b>	<b>350</b>	<b>100</b>	<b>3,250</b>	<b>50</b>	<b>..</b>	<b>25,250</b>
<b>Mean length (days)</b>	<b>21</b>	<b>14</b>	<b>27</b>	<b>9</b>	<b>12</b>	<b>113</b>	<b>108</b>	<b>41</b>	<b>66</b>	<b>..</b>	<b>20</b>
<b>Median length (days)</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>85</b>	<b>49</b>	<b>8</b>	<b>22</b>	<b>..</b>	<b>2</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>100</b>	<b>150</b>	<b>50</b>	<b>100</b>	<b>&lt;25</b>	<b>&lt;25</b>	<b>&lt;25</b>	<b>100</b>	<b>&lt;25</b>	<b>..</b>	<b>450</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 478.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.3: SAAP support periods: services provided to clients, by client group, Queensland, 2002–03 (per cent)**

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
<b>Housing/accommodation</b>	<b>87.9</b>	<b>88.7</b>	<b>71.3</b>	<b>74.3</b>	<b>77.9</b>	<b>67.5</b>	<b>60.4</b>	<b>76.6</b>	<b>75.0</b>	<b>81.3</b>
SAAP/CAP accommodation	84.7	87.7	63.2	70.0	69.1	52.0	49.0	68.2	66.0	76.8
Assistance to obtain/maintain short-term accommodation	22.5	40.4	22.5	40.0	59.6	15.9	18.0	13.9	18.1	31.4
Assistance to obtain/maintain independent housing	12.6	4.9	16.7	8.3	8.8	28.5	19.9	23.6	16.4	11.6
<b>Financial/employment</b>	<b>39.7</b>	<b>54.0</b>	<b>42.0</b>	<b>58.8</b>	<b>74.0</b>	<b>52.7</b>	<b>62.6</b>	<b>48.4</b>	<b>32.5</b>	<b>51.1</b>
Assistance to obtain/maintain government payment	20.2	39.8	22.0	40.5	55.4	4.4	9.9	18.5	10.8	31.1
Employment/training assistance	6.8	1.0	6.8	1.1	2.3	4.3	4.5	3.0	7.2	2.9
Financial assistance/material aid	18.2	13.9	17.8	20.5	17.5	43.6	47.9	38.5	23.7	21.0
Financial counselling	7.8	3.2	8.9	3.7	4.9	16.0	17.4	11.1	9.8	6.3
<b>Counselling</b>	<b>41.8</b>	<b>46.3</b>	<b>69.1</b>	<b>72.6</b>	<b>65.9</b>	<b>42.5</b>	<b>48.9</b>	<b>64.8</b>	<b>46.8</b>	<b>55.8</b>
Incest/sexual assault	0.7	0.1	2.6	2.2	(*)—	0.5	(*)—	3.0	3.3	1.3
Domestic violence	0.9	0.4	9.3	20.2	1.2	3.8	4.4	34.4	11.3	10.2
Family/relationship	7.9	1.1	22.4	10.1	4.2	16.0	17.7	29.0	21.3	10.9
Emotional/other	39.4	45.7	65.3	69.3	64.0	34.9	42.4	59.4	38.2	53.1
Assistance with problem gambling	0.1	0.2	—	0.3	—	(*)—	—	0.3	—	0.2
<b>General support/advocacy</b>	<b>72.7</b>	<b>72.5</b>	<b>77.6</b>	<b>75.3</b>	<b>77.7</b>	<b>66.0</b>	<b>70.1</b>	<b>70.8</b>	<b>63.7</b>	<b>73.2</b>
Living skills/personal development	32.9	9.6	38.7	10.3	5.5	8.6	10.5	16.4	14.3	17.0
Assistance with legal issues/court support	4.4	0.5	7.8	12.0	1.6	5.1	6.4	20.2	11.5	7.0
Advice/information	58.6	62.9	65.8	66.4	74.3	57.7	64.6	62.4	53.1	63.3
Retrieval/storage/removal of belongings	35.1	60.3	26.6	40.1	57.9	6.3	11.4	14.5	14.5	40.7
Advocacy/liaison on behalf of client	17.1	6.4	20.5	17.1	10.2	29.3	30.7	35.3	24.6	16.6
Brokerage services	1.0	0.1	1.4	1.4	2.1	1.3	2.1	2.6	(*)—	1.1
<b>Specialist services</b>	<b>31.7</b>	<b>54.5</b>	<b>35.9</b>	<b>54.4</b>	<b>57.8</b>	<b>10.6</b>	<b>11.0</b>	<b>35.6</b>	<b>21.0</b>	<b>44.9</b>
Psychological services	1.2	0.3	3.6	0.5	(*)—	(*)—	(*)—	0.3	(*)—	0.8
Psychiatric services	0.9	0.5	0.6	0.8	—	(*)—	(*)—	0.5	(*)—	0.6
Pregnancy support	0.1	—	5.0	0.5	0.8	3.1	(*)—	3.8	3.4	1.4
Family planning support	0.3	—	3.4	0.2	0.6	(*)—	(*)—	1.7	(*)—	0.8
Drug/alcohol support or intervention	17.5	40.6	17.7	36.5	54.7	1.9	4.1	3.1	5.5	27.3
Physical disability services	0.1	—	0.1	0.1	—	0.6	(*)—	0.1	(*)—	0.1
Intellectual disability services	0.3	—	0.1	0.2	—	(*)—	(*)—	0.2	—	0.1
Culturally appropriate support	14.9	37.1	15.4	45.6	54.0	1.9	6.1	19.4	6.7	29.5
Interpreter services	0.1	0.1	0.1	0.6	—	(*)—	(*)—	1.0	(*)—	0.3
Assistance with immigration issues	0.2	—	0.1	0.8	—	—	(*)—	0.9	(*)—	0.3
Health/medical services	24.1	51.6	22.7	41.0	56.3	4.1	7.2	13.4	11.2	35.4
<b>Basic support and services n.e.s.</b>	<b>81.2</b>	<b>76.9</b>	<b>76.7</b>	<b>73.4</b>	<b>71.2</b>	<b>24.6</b>	<b>36.4</b>	<b>68.3</b>	<b>52.7</b>	<b>73.5</b>
Meals	74.5	74.5	61.7	64.8	66.8	7.1	19.9	47.7	32.2	64.6
Laundry/shower facilities	73.1	75.0	51.0	63.3	62.6	5.7	17.4	40.8	33.0	62.0
Recreation	58.0	61.9	53.0	44.6	57.2	3.3	11.3	25.6	26.5	49.6
Transport	36.7	10.0	40.3	28.5	10.6	18.2	22.0	53.7	33.2	27.2
Other	14.8	2.6	10.8	6.2	1.8	4.1	3.9	13.5	12.3	7.5
<b>No services provided directly</b>	<b>1.1</b>	<b>1.1</b>	<b>1.4</b>	<b>1.2</b>	<b>3.9</b>	<b>4.1</b>	<b>3.6</b>	<b>2.0</b>	<b>4.6</b>	<b>1.5</b>
<b>Total (number)</b>	<b>4,650</b>	<b>13,450</b>	<b>4,000</b>	<b>5,800</b>	<b>900</b>	<b>950</b>	<b>300</b>	<b>5,650</b>	<b>150</b>	<b>35,800</b>

**Notes**

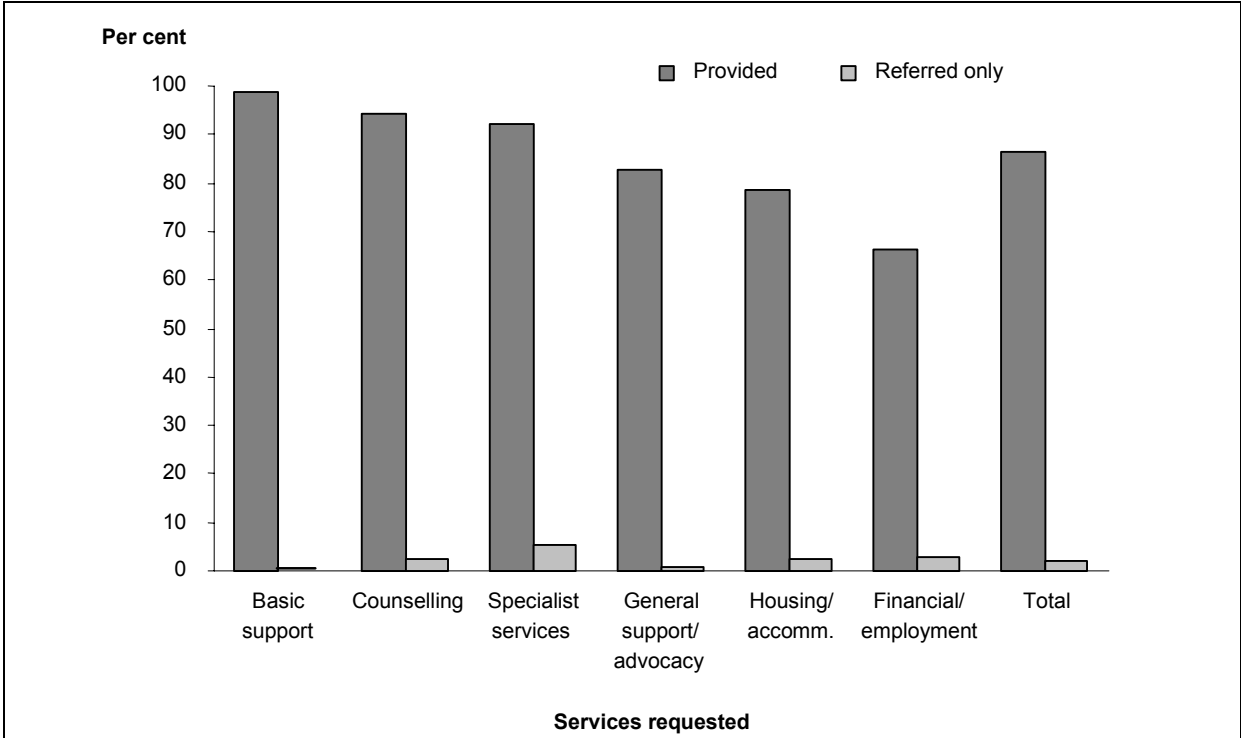
1. Number excluded due to errors and omissions (weighted): 1,206 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. The substantial increase in service requirement and provision figures compared to 2000–01 is due to an improved response rate by several large agencies for these data items.
4. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



# 7 Meeting the needs of clients

## 7.1 Key chart



Source: Table 7.1, Part b.

**Figure 7.1: Provision of services requested by clients, Queensland, 2002-03 (per cent services requested in closed support periods)**

## 7.2 Tables

Table 7.1: SAAP services requested by clients in closed support periods, by provision, Queensland, 2002–03

**Part a: Individual types of services requested in closed support periods, by provision (per cent closed support periods)**

Type of service	Not provided			Provided			Total	Closed support periods (number)	
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal			
<b>Housing/accommodation</b>									
SAAP/CAP accommodation	2.7	1.5	4.2	95.1	0.7	95.8	100.0	27,250	
Assistance to obtain/maintain short-term accommodation	2.9	3.0	5.9	90.3	3.9	94.2	100.0	11,300	
Assistance to obtain/maintain independent housing	69.3	4.6	73.9	21.0	5.1	26.1	100.0	12,550	
<b>Financial/employment</b>									
Assistance to obtain/maintain government payment	1.9	2.7	4.6	89.0	6.4	95.4	100.0	10,900	
Employment/training assistance	90.2	2.5	92.7	5.5	1.8	7.3	100.0	9,100	
Financial assistance/material aid	5.2	4.0	9.2	85.6	5.2	90.8	100.0	7,200	
Financial counselling	7.4	3.8	11.2	84.5	4.3	88.8	100.0	1,900	
<b>Counselling</b>									
Incest/sexual assault	10.6	20.3	30.9	43.1	25.9	69.0	100.0	550	
Domestic violence	4.8	3.6	8.4	78.4	13.2	91.6	100.0	3,450	
Family/relationship	7.6	6.4	14.0	73.4	12.6	86.0	100.0	3,450	
Emotional/other	1.7	0.7	2.4	95.1	2.5	97.6	100.0	17,200	
Assistance with problem gambling	22.3	25.6	47.9	37.8	14.3	52.1	100.0	100	
<b>General support/advocacy</b>									
Living skills/personal development	63.5	0.7	64.2	34.6	1.2	35.8	100.0	13,050	
Assistance with legal issues/court support	6.3	11.7	18.0	55.1	27.0	82.1	100.0	2,350	
Advice/information	0.7	0.2	0.9	97.6	1.6	99.2	100.0	20,300	
Retrieval/storage/removal of belongings	1.6	0.3	1.9	97.4	0.7	98.1	100.0	13,800	
Advocacy/liaison on behalf of client	1.7	1.0	2.7	92.1	5.2	97.3	100.0	5,050	
Brokerage services	4.2	6.2	10.4	86.9	2.7	89.6	100.0	350	
<b>Specialist services</b>									
Psychological services	20.9	25.1	46.0	40.2	13.8	54.0	100.0	400	
Psychiatric services	18.6	50.2	68.8	17.1	14.2	31.3	100.0	550	
Pregnancy support	3.9	11.6	15.5	66.0	18.6	84.6	100.0	400	
Family planning support	13.0	9.8	22.8	58.6	18.6	77.2	100.0	250	
Drug/alcohol support or intervention	2.5	3.6	6.1	92.0	2.0	94.0	100.0	9,950	
Physical disability services	13.9	51.8	65.7	25.8	8.6	34.4	100.0	50	
Intellectual disability services	28.3	26.0	54.3	29.3	16.4	45.7	100.0	100	
Culturally appropriate support	0.7	0.6	1.3	98.1	0.5	98.6	100.0	10,150	
Interpreter services	8.3	4.6	12.9	72.5	14.6	87.1	100.0	100	
Assistance with immigration issues	(*)—	(*)—	25.7	41.0	33.3	74.3	100.0	100	
Health/medical services	2.3	6.8	9.1	84.4	6.4	90.8	100.0	12,850	
<b>Basic support and services n.e.s.</b>									
Meals	1.3	0.2	1.5	97.3	1.3	98.6	100.0	21,850	
Laundry/shower facilities	0.6	0.1	0.7	99.0	0.2	99.2	100.0	20,900	
Recreation	1.0	0.2	1.2	98.7	0.2	98.9	100.0	16,100	
Transport	2.0	0.6	2.6	96.5	1.0	97.5	100.0	8,400	
Other	1.2	0.5	1.7	95.8	2.4	98.2	100.0	2,150	

(continued)

**Table 7.1 (continued): SAAP services requested by clients in closed support periods, by provision, Queensland, 2002–03**

**Part b: Broad types of SAAP services requested in closed support periods, by provision**

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total			
	% distinct services requested							Number	Number
Housing/accommodation	19.1	2.6	21.7	75.9	2.5	78.4	100.0	51,100	28,700
Financial/employment	30.7	3.0	33.7	61.8	4.5	66.3	100.0	29,100	17,550
Counselling	3.3	2.4	5.7	88.4	5.9	94.3	100.0	24,750	18,300
General support/advocacy	16.2	0.9	17.1	80.2	2.7	82.9	100.0	54,950	23,550
Specialist services	2.6	5.2	7.8	88.1	4.0	92.1	100.0	34,950	15,950
Basic support and services n.e.s.	1.1	0.2	1.3	98.0	0.7	98.7	100.0	69,350	24,250
<b>Total (%)</b>	<b>11.4</b>	<b>2.0</b>	<b>13.4</b>	<b>83.8</b>	<b>2.8</b>	<b>86.6</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>30,050</b>	<b>5,250</b>	<b>35,300</b>	<b>221,450</b>	<b>7,450</b>	<b>228,900</b>	..	<b>264,200</b>	<b>33,150</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 939 closed support periods (including cases with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. The substantial decrease in service requirement and provision figures compared to 2001–02 is due to a change in reporting practice by a large agency for these data items.
4. To ensure confidentiality some cells in this table have been replaced with '(\*)'. While these cases are not presented separately, they are included in the total. A '(+)' indicates cells that have been removed to ensure confidentiality but which make up the majority proportion of the subtotal for that provision grouping.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP services requested by the client in closed support periods that were neither provided nor referred: broad type of service by client group, Queensland, 2002-03**

	Male alone	Female alone	Couple no children	Couple with children	Male with children	Female with children	Other	Total		
<b>Broad type of service</b>								<b>% unmet needs</b>	<b>%</b>	<b>Number</b>
Housing/accommodation	31.9	30.5	33.1	58.1	49.2	42.6	26.5	32.4	9,700	
Financial/employment	31.0	29.9	31.6	12.0	23.6	14.8	14.9	29.8	8,900	
Counselling	1.4	3.8	0.9	8.9	5.2	14.0	14.6	2.7	800	
General support/ advocacy	31.2	29.7	31.4	11.9	15.3	12.0	17.8	29.7	8,850	
Specialist services	2.2	3.4	2.3	6.6	4.5	11.1	11.7	3.0	900	
Basic support and services n.e.s.	2.3	2.8	0.7	2.5	2.2	5.5	14.6	2.5	750	
<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>29,900</i>	
<b>Summary totals</b>										
Total unmet needs (%)	60.8	28.3	5.0	1.3	0.5	4.1	(*)—	100.0	..	
Total unmet needs (number)	18,150	8,450	1,500	400	150	1,200	50	..	29,900	
Total closed support periods with unmet needs (%)										
Total closed support periods with unmet needs (%)	57.8	27.6	4.7	2.1	0.7	6.8	0.1	100.0	..	
Total closed support periods with unmet needs (number)										
Total closed support periods with unmet needs (number)	6,250	3,000	500	200	100	750	<25	..	10,800	
Total closed support periods (%)										
Total closed support periods (%)	51.9	27.6	2.5	2.3	0.7	14.6	0.3	100.0	..	
Total closed support periods (number)										
Total closed support periods (number)	17,200	9,150	850	750	250	4,850	100	..	33,100	

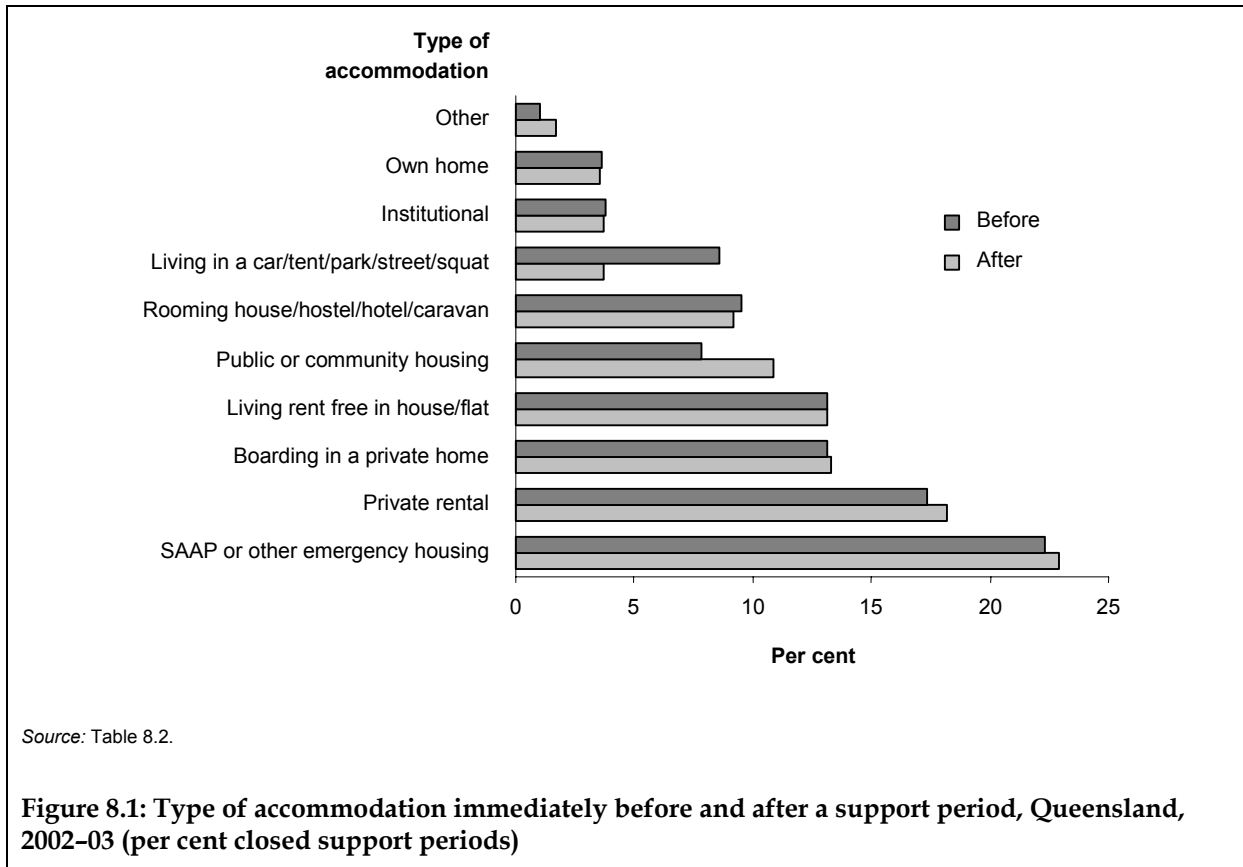
*Notes*

1. Number excluded due to errors and omissions (weighted): 152 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 65 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 1,237 closed support periods (including cases with no information on service requirements or provision).
4. The substantial decrease in service requirement and provision figures compared to 2001-02 is due to a change in reporting practice by a large agencies for these data items.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

# 8 Circumstances of clients before and after support

## 8.1 Key chart



## 8.2 Tables

**Table 8.1: SAAP closed support periods: source of income immediately before and after a support period, Queensland, 2002–03 (per cent)**

Source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	13.4	6.6	9.1	7.4
No income, awaiting pension/benefit	4.5	2.9	1.3	1.0
Government pension/benefit	73.1	84.7	81.8	83.8
Other	8.9	5.8	7.8	7.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>2,300</i>	<i>2,150</i>	<i>16,400</i>	<i>14,900</i>
Number with missing data	100	250	2,900	4,350
<b>Total (number)</b>	<b>2,400</b>	<b>2,400</b>	<b>19,300</b>	<b>19,300</b>

*Notes*

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

Source: SAAP Client Collection.

**Table 8.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Queensland, 2002–03 (per cent)**

Type of accommodation	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	17.6	12.8	22.3	22.9
Living rent-free in house/flat	14.3	10.5	13.1	13.1
Private rental	20.4	27.8	17.3	18.2
Public or community housing	7.2	16.4	7.8	10.9
Rooming house/hostel/hotel/caravan	9.4	9.8	9.5	9.2
Boarding in a private home	18.5	15.4	13.1	13.3
Own home	2.2	0.9	3.6	3.5
Living in a car/tent/park/street/squat	5.6	1.6	8.6	3.7
Institutional	3.4	2.3	3.8	3.7
Other	1.4	2.6	1.0	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>3,650</i>	<i>2,950</i>	<i>16,250</i>	<i>12,350</i>
Number with missing data	250	900	3,050	6,900
<b>Total (number)</b>	<b>3,850</b>	<b>3,850</b>	<b>19,300</b>	<b>19,300</b>

*Notes*

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

*Source:* SAAP Client Collection.

**Table 8.3: SAAP closed support periods in which the client was accommodated: length of accommodation by type of accommodation after support, Queensland, 2002–03 (per cent)**

Type of accommodation	1 day	>1–3 days	>3–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total	
										%	Number
SAAP or other emergency housing	55.5	21.6	20.8	20.0	21.2	16.2	10.7	12.7	6.4	28.0	2,500
Living rent-free in house/flat	8.2	16.1	13.3	14.4	13.5	11.0	8.5	6.3	(*)—	11.5	1,050
Private rental	5.6	9.3	13.7	15.7	17.6	24.1	31.0	30.9	32.2	15.1	1,350
Public or community housing	7.4	10.8	7.9	6.0	7.0	11.6	22.2	26.9	33.3	10.1	900
Rooming house/hostel/hotel/caravan	5.9	12.2	13.9	13.8	11.3	11.1	4.6	4.9	(*)—	10.0	900
Boarding in a private home	8.8	14.6	15.2	16.8	15.1	15.5	17.3	11.2	19.7	13.8	1,250
Own home	1.0	3.1	2.5	1.7	2.2	1.2	1.2	2.3	(*)—	1.8	150
Living in a car/tent/park/street/squat	3.5	5.7	5.0	4.1	3.8	3.1	0.9	(*)—	—	3.8	350
Institutional	3.2	5.1	5.3	5.2	6.0	3.6	2.3	2.7	(*)—	4.2	400
Other	0.9	1.4	2.3	2.2	2.3	2.6	1.4	(*)—	(*)—	1.8	150
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>25.4</b>	<b>13.0</b>	<b>12.7</b>	<b>12.3</b>	<b>10.7</b>	<b>16.2</b>	<b>5.6</b>	<b>2.9</b>	<b>1.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,300</b>	<b>1,150</b>	<b>1,150</b>	<b>1,100</b>	<b>950</b>	<b>1,450</b>	<b>500</b>	<b>250</b>	<b>100</b>	<b>..</b>	<b>8,950</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,997 closed support periods (type of accommodation and length of accommodation).
3. Table excludes high-volume records because not all items were on included on the high-volume form and closed support periods in which clients started and ended their accommodation on the same date.
4. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 8.4: SAAP closed support periods: living situation immediately before and after a support period, Queensland, 2002–03 (per cent)**

Living situation	Before	After
With parent(s)	10.6	8.8
With foster family	1.1	0.9
With relatives/friends short-term	18.8	18.4
With relatives/friends long-term	3.7	4.9
With spouse/partner with/without children	24.7	16.1
Alone with children	10.0	17.6
Alone	17.4	18.5
With other unrelated persons	13.1	14.2
Other	0.6	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>15,100</i>	<i>11,700</i>
Number with missing data	4,150	7,600
<b>Total (number)</b>	<b>19,300</b>	<b>19,300</b>

*Notes*

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

Source: SAAP Client Collection.

**Table 8.5: SAAP closed support periods: employment status immediately before and after a support period, Queensland, 2002–03 (per cent)**

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	0.7	4.5	2.9	3.5
Employed part-time/casual	6.8	14.0	5.7	6.4
Unemployed (looking for work)	52.4	44.9	35.7	34.3
Not in labour force	40.1	36.6	55.7	55.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (with valid data)</i>	<i>1,000</i>	<i>850</i>	<i>16,450</i>	<i>14,850</i>
Number with missing data	50	200	2,850	4,400
<b>Total (number)</b>	<b>1,050</b>	<b>1,050</b>	<b>19,300</b>	<b>19,300</b>

*Notes*

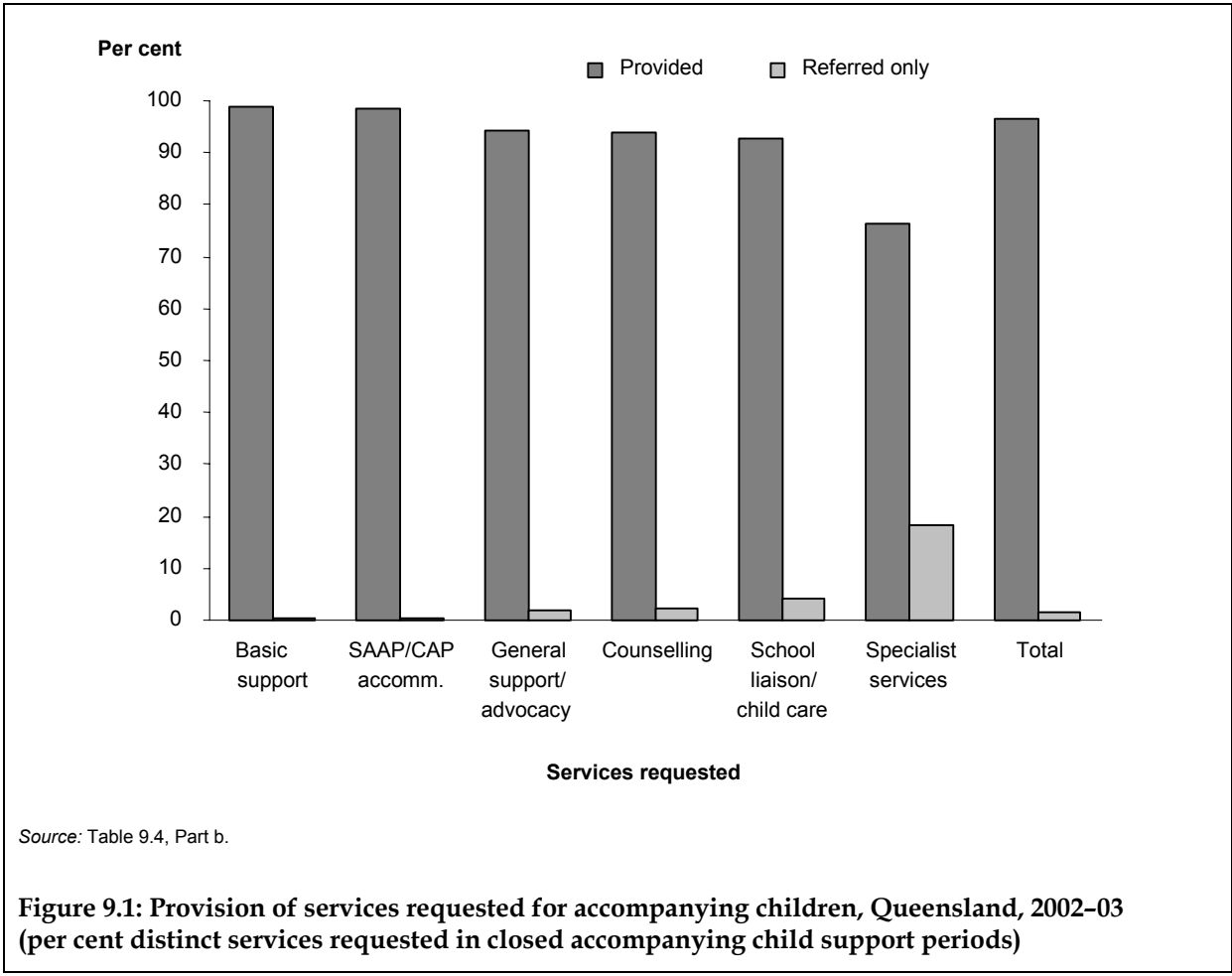
1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



# 9 Support to accompanying children

## 9.1 Key chart



## 9.2 Tables

**Table 9.1: Accompanying children and accompanying child support periods, by age and gender of child, Queensland, 2002–03**

Age	Accompanying children		Accompanying child support periods	
	%	Number	%	Number
0–4 years	45.0	4,150	44.0	5,350
5–12 years	44.4	4,050	44.8	5,450
13–15 years	8.3	750	8.9	1,100
16–17 years	2.3	200	2.3	300
<b>Total</b>	<b>100.0</b>	<b>9,150</b>	<b>100.0</b>	<b>12,150</b>
<b>Gender</b>				
Male	51.3	4,700	51.5	6,300
Female	48.7	4,450	48.5	5,950
<b>Total</b>	<b>100.0</b>	<b>9,150</b>	<b>100.0</b>	<b>12,250</b>

*Notes*

1. Number excluded due to errors and omissions in age (weighted): 20 accompanying children.
2. Number excluded due to errors and omissions in gender (weighted): 13 accompanying children.
3. Number excluded due to errors and omissions in age (weighted): 209 accompanying child support periods.
4. Number excluded due to errors and omissions in gender (weighted): 118 accompanying child support periods.
5. Table excludes high-volume records because not all items were included on the high-volume form.
6. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
7. Accompanying child support period figures have been weighted to adjust for agency non-participation

Source: SAAP Client Collection.

**Table 9.2: Accompanying children, birthplace of child, Queensland, 2002–03**

Birthplace	Per cent	Number
Australia	95.8	8,550
Oceania (excluding Australia)	2.4	200
Europe and the former Soviet Union	0.5	50
South-East, North-East and Southern Asia	0.7	50
Other (including the Middle East, Africa, the Americas and Caribbean)	0.5	50
<b>Total</b>	<b>100.0</b>	<b>8,900</b>

*Notes*

1. Number excluded due to errors and omissions in birthplace (weighted): 285 accompanying children.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 9.3: Accompanying child support periods: services provided to accompanying children, by client group, Queensland, 2002–03**

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
<b>Accompanying child support periods</b>			(%)		%	Number
<b>Accommodation</b>	<b>89.0</b>	<b>89.6</b>	<b>88.0</b>	<b>94.7</b>	<b>88.1</b>	<b>7,800</b>
SAAP/CAP accommodation	89.0	89.6	88.0	94.7	88.1	7,800
<b>School liaison/child care</b>	<b>10.4</b>	<b>9.9</b>	<b>31.3</b>	<b>26.3</b>	<b>29.5</b>	<b>2,600</b>
School liaison	7.8	6.0	14.0	(*)—	13.4	1,200
Child care	4.3	6.6	24.2	(*)—	22.5	2,000
<b>Counselling</b>	<b>5.7</b>	<b>16.5</b>	<b>41.9</b>	<b>10.5</b>	<b>39.0</b>	<b>3,450</b>
Help with behavioural problems	2.6	4.4	23.4	—	21.6	1,900
Sexual/physical abuse counselling/support	—	2.2	2.6	(*)—	2.4	200
Skills education	1.3	(*)—	1.3	(*)—	1.3	100
General counselling/support	4.2	12.6	22.0	(*)—	20.7	1,850
<b>General support/advocacy</b>	<b>9.6</b>	<b>17.6</b>	<b>21.1</b>	<b>15.8</b>	<b>20.3</b>	<b>1,800</b>
Access arrangements	1.1	(*)—	2.4	—	2.3	200
Advice/information	5.3	11.5	14.8	(*)—	14.2	1,250
Brokerage services	1.3	—	0.6	—	0.7	50
Advocacy	4.7	7.7	10.0	(*)—	9.6	850
<b>Specialist services</b>	<b>4.3</b>	<b>4.4</b>	<b>11.2</b>	<b>5.3</b>	<b>10.6</b>	<b>950</b>
Culturally sensitive services	1.3	2.2	5.3	5.3	5.0	450
Health/medical services	3.0	2.7	7.4	—	7.0	600
<b>Basic support and other services n.e.s.</b>	<b>26.5</b>	<b>29.1</b>	<b>77.4</b>	<b>36.8</b>	<b>73.1</b>	<b>6,450</b>
Meals	8.7	13.7	59.1	31.6	54.9	4,850
Showers/hygiene	2.3	7.1	48.4	(*)—	44.5	3,950
Recreation	4.9	7.7	46.4	(*)—	42.8	3,800
Transport	15.1	20.9	61.6	36.8	57.7	5,100
Other	9.3	11.0	13.0	(*)—	12.7	1,100
<b>No services provided directly by agency</b>	<b>1.1</b>	<b>2.7</b>	<b>1.3</b>	<b>—</b>	<b>1.3</b>	<b>100</b>
<b>Total accompanying child support periods (%)</b>	<b>6.3</b>	<b>2.2</b>	<b>91.3</b>	<b>0.2</b>	<b>100.0</b>	<b>..</b>
<b>Total accompanying child support periods (number)</b>	<b>550</b>	<b>200</b>	<b>8,050</b>	<b>&lt;25</b>	<b>..</b>	<b>8,850</b>
<b>Support periods for SAAP clients with accompanying children requiring assistance</b>						
Total support periods (%)	5.5	2.4	91.8	0.3	100.0	..
Total support periods (number)	200	100	3,650	<25	..	4,000
Mean number of accompanying children requiring assistance	2.53	1.96	2.20	1.73	..	2.21

*Notes*

- Number excluded due to errors and omissions (weighted): 3,533 accompanying child support periods (including cases with no information on service requirements or provision).
- Number excluded due to errors and omissions (weighted): 63 support periods.
- Table excludes high-volume records because not all items were included on the high-volume form.
- Accompanying children were able to receive multiple services, so percentages do not total 100.
- An accompanying child may be counted in more than one support period, so the total number of accompanying child support periods does not equal the actual number of accompanying children requiring assistance.
- Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
- To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
- Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 9.4: SAAP services requested for accompanying children in closed support periods, by provision, Queensland, 2002–03**

**Part a: Individual types of SAAP services requested for accompanying children in closed support periods, by provision (per cent closed accompanying child support periods)**

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)	
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total			
<b>Accommodation</b>									
SAAP/CAP accommodation	1.0	0.4	1.4	98.0	0.6	98.6	100.0	6,500	
<b>School liaison/child care</b>									
School liaison	3.6	4.0	7.6	87.0	5.4	92.4	100.0	1,050	
Child care	2.4	4.4	6.8	89.7	3.5	93.2	100.0	1,850	
<b>Counselling</b>									
Help with behavioural problems	3.7	1.8	5.5	90.4	4.1	94.5	100.0	1,900	
Sexual/physical abuse counselling/support	11.1	14.9	26.0	61.3	12.8	74.1	100.0	250	
Skills education	(+)—	(*)—	17.5	78.1	4.4	82.5	100.0	100	
General counselling/support	1.8	1.2	3.0	92.7	4.4	97.1	100.0	1,600	
<b>General support/advocacy</b>									
Access arrangements	7.2	14.8	22.0	64.8	13.2	78.0	100.0	200	
Advice/information	2.2	0.3	2.5	94.3	3.2	97.5	100.0	1,050	
Brokerage services	(*)—	(*)—	15.4	74.4	10.3	84.7	100.0	50	
Advocacy	4.2	0.8	5.0	90.6	4.4	95.0	100.0	750	
<b>Specialist services</b>									
Culturally sensitive services	4.2	5.2	9.4	87.9	2.7	90.6	100.0	450	
Health/medical services	5.6	25.7	31.3	47.2	21.5	68.7	100.0	800	
<b>Basic support and other services n.e.s.</b>									
Meals	0.7	—	0.7	98.3	1.0	99.3	100.0	4,250	
Showers/hygiene	0.8	—	0.8	98.8	0.4	99.2	100.0	3,450	
Recreation	1.1	0.2	1.3	98.0	0.8	98.8	100.0	3,450	
Transport	0.9	0.1	1.0	98.5	0.5	99.0	100.0	4,500	
Other	1.2	1.3	2.5	94.3	3.2	97.5	100.0	900	
Further other	3.0	3.0	6.0	79.6	14.4	94.0	100.0	150	

(continued)

**Table 9.4 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Queensland, 2002–03**

**Part b: Broad types of SAAP services requested for accompanying children in closed support periods, by provision**

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed accompanying child support periods
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total			
	% distinct services requested							Number	Number
Accommodation	1.0	0.4	1.4	98.0	0.6	98.6	100.0	6,500	6,500
School liaison/child care	2.8	4.2	7.0	88.7	4.2	92.9	100.0	2,850	2,350
Counselling	3.7	2.4	6.1	89.1	4.8	93.9	100.0	3,850	3,250
General support/advocacy	3.6	2.0	5.6	89.7	4.7	94.4	100.0	2,000	1,500
Specialist services	5.1	18.5	23.6	61.6	14.9	76.5	100.0	1,200	1,100
Basic support and services n.e.s.	0.9	0.2	1.1	98.0	0.9	98.9	100.0	16,700	5,550
<b>Total (%)</b>	<b>1.7</b>	<b>1.6</b>	<b>3.3</b>	<b>94.3</b>	<b>2.3</b>	<b>96.7</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>550</b>	<b>550</b>	<b>1,100</b>	<b>31,250</b>	<b>750</b>	<b>32,000</b>	<b>..</b>	<b>33,150</b>	<b>7,250</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,302 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total. A '(+)' indicates cells that have been removed to ensure confidentiality but which make up the majority proportion of the subtotal for that provision grouping.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 9.5: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Queensland, 2002-03**

	Couple with children	Male with children	Female with children	Total	
<b>Broad type of service</b>	% unmet needs			%	Number
Accommodation	4.5	7.1	10.9	10.6	50
School liaison/child care	36.4	42.9	12.3	14.1	100
Counselling	40.9	—	25.2	25.2	150
General support/advocacy	—	21.4	12.9	12.6	50
Specialist services	18.2	14.3	10.3	10.8	50
Basic support and services n.e.s.	—	14.3	28.2	26.7	150
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>550</i>
<b>Summary totals</b>					
Total unmet needs (%)	4.1	2.6	93.3	100.0	..
Total unmet needs (number)	<25	<25	550	..	550
Total closed accompanying child support periods with unmet needs (%)	4.8	3.2	91.9	100.0	..
Total closed accompanying child support periods with unmet needs (number)	<25	<25	300	..	350
Total closed accompanying child support periods (%)	5.0	1.8	93.0	100.0	..
Total closed accompanying child support periods (number)	400	150	7,100	..	7,650
Total closed support periods with accompanying children with unmet needs (%)	4.9	3.6	91.6	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	<25	<25	200	..	250
Total closed support periods with accompanying children requiring assistance (%)	4.5	2.1	93.2	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	150	50	3,250	..	3,500

*Notes*

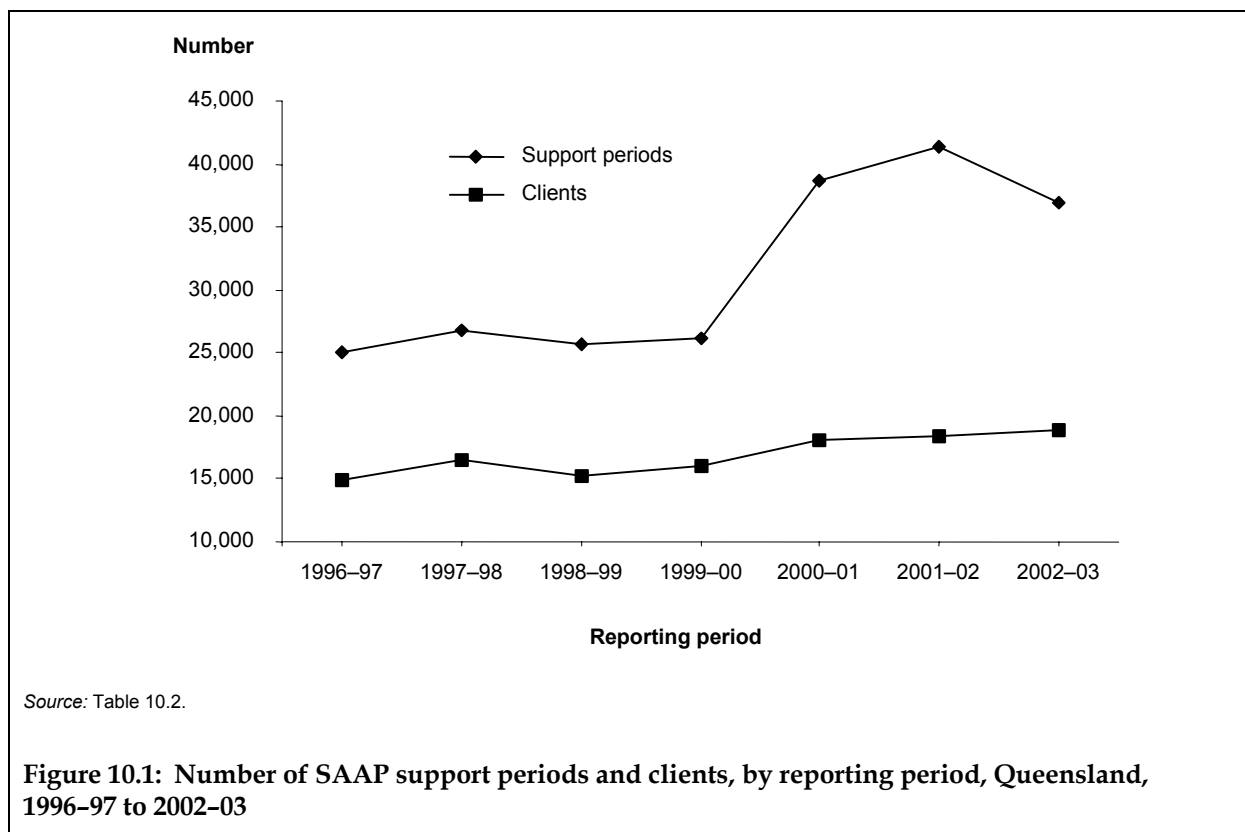
1. Number excluded due to errors and omissions (weighted): 7 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 7 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 2,881 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 4 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 38 closed support periods with accompanying children requiring assistance.
6. Table excludes high-volume records because not all items were included on the high-volume form.
7. There were no closed support periods for the client group 'Other with children' in which services requested for children were neither provided nor referred.
8. Figures have been weighted to adjust for agency non-participation.

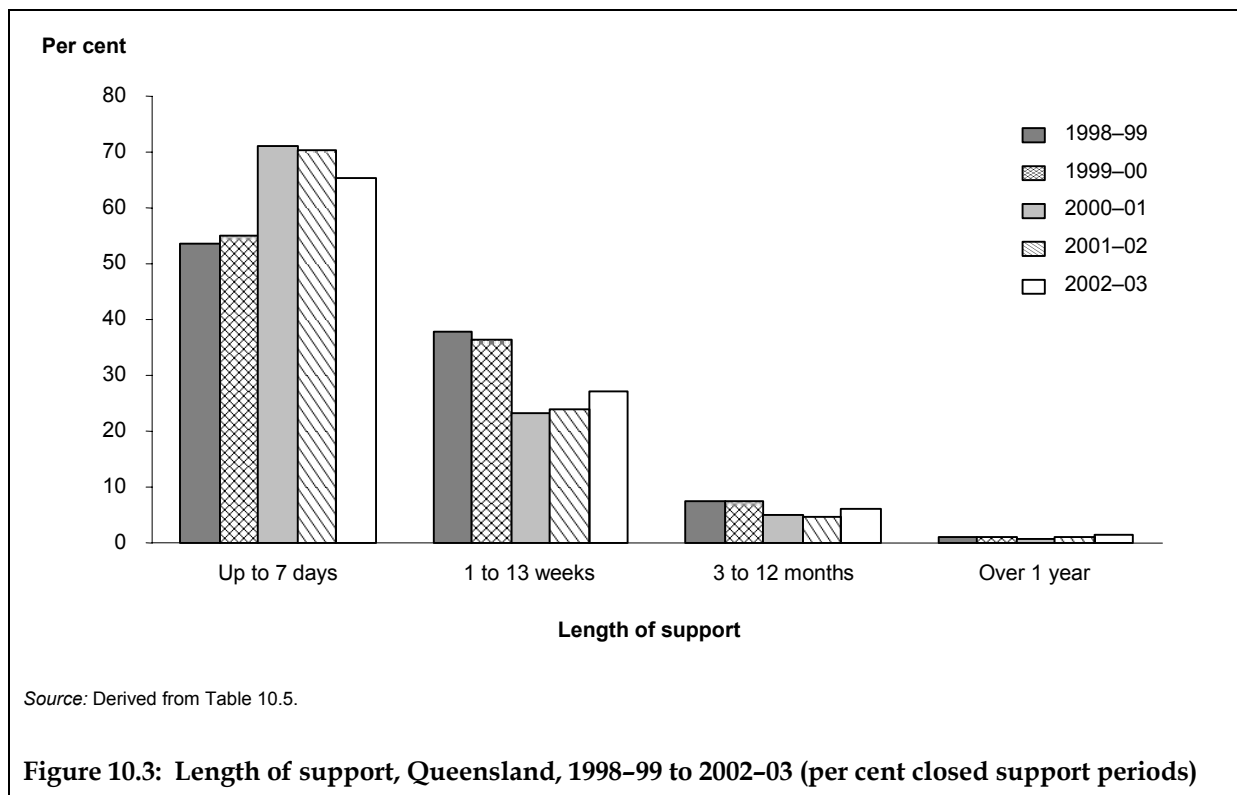
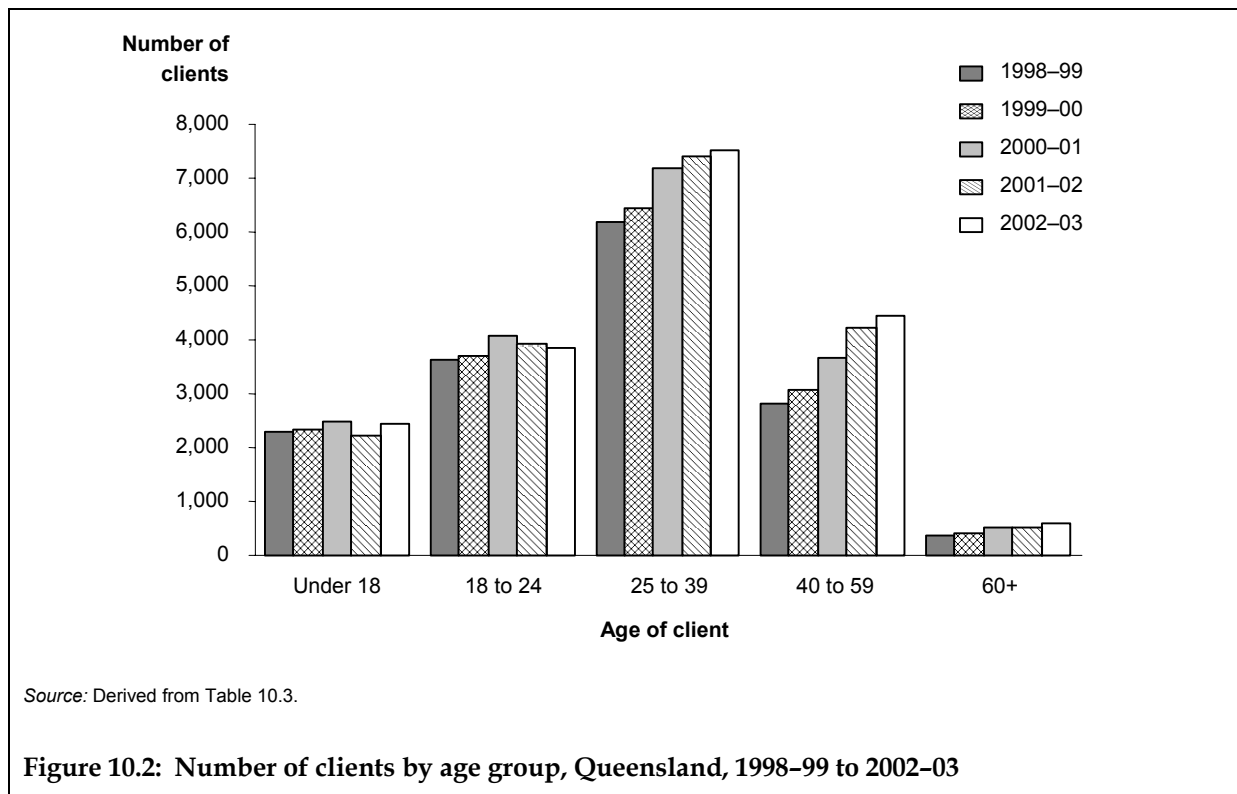
Source: SAAP Client Collection.



# 10 Support from 1996–97 to 2002–03

## 10.1 Key charts





## 10.2 Tables

**Table 10.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2002–03 dollars, by reporting period, Queensland, 1996–97 to 2002–03**

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
<b>Current \$</b>				
1996–97	31,119,000	28,027,000	1,120	1,890
1997–98	31,681,000	29,468,000	1,100	1,790
1998–99	32,782,000	31,049,000	1,210	2,030
1999–00	39,402,000	38,167,000	1,460	2,380
2000–01	42,960,000	42,268,000	1,090	2,350
2001–02	44,587,000	42,972,000	1,040	2,340
2002–03	46,008,000	45,841,000	1,240	2,430
<b>Constant 2002–03 \$</b>				
1996–97	35,476,000	31,951,000	1,270	2,150
1997–98	35,563,000	33,079,000	1,230	2,000
1998–99	35,781,000	33,890,000	1,320	2,210
1999–00	42,689,000	41,351,000	1,580	2,580
2000–01	45,022,000	44,297,000	1,150	2,460
2001–02	45,746,000	44,089,000	1,070	2,400
2002–03	46,008,000	45,841,000	1,240	2,430

*Notes*

1. Funding per support period and funding per client are based on recurrent allocations to agencies.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000, 2001a, 2001b, 2002; ABS 2003b; FaCS unpublished data.

**Table 10.2: SAAP support periods and clients, by reporting period, Queensland, 1996–97 to 2002–03 (number)**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Support periods (number)	25,100	26,800	25,750	26,150	38,650	41,350	36,950
Clients (number)	14,850	16,500	15,300	16,050	18,000	18,350	18,900
Mean number of support periods per client	1.68	1.63	1.68	1.63	2.15	2.25	1.96
Clients per 10,000 population 10+	52	57	52	53	59	59	59
Nightly average support periods with accommodation	850	1,150	1,100	1,250	1,250	1,350	1,400
Daily average support periods	1,700	2,050	2,250	2,850	2,500	2,750	3,000

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 client and support periods.
2. Number excluded due to errors and omissions (weighted): 3,101 nightly average support periods with accommodation.
3. Number excluded due to errors and omissions (weighted): 2,741 daily average support periods.
4. The sharp increase in the number of support periods in 2000–01 compared to 1999–00 is due to the participation of a large high-volume agency that had not previously participated in the Client Collection. The sharp decrease in the number of support periods in 2002–03 compared to 2001–02 is due to a change in the reporting practices of a large high-volume agency.
5. Numbers of clients in this table relate to clients that ever received assistance from a SAAP agency in Queensland.
6. Some of the support periods for clients may have been at agencies in another state or territory. Consequently, the number of clients multiplied by the average number of support periods for these clients may be greater than the number of support periods provided with Queensland.
7. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 years and over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June just prior to the reporting period.
8. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to the mean number of support periods per client presented in this table.
9. Support period figures have been weighted to adjust for agency non-participation.
10. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; ABS 2003a.

**Table 10.3: SAAP clients: age of client by reporting period, Queensland, 1998–99 to 2002–03 (per cent)**

<b>Age of client</b>	<b>1998–99</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>	<b>2002–03</b>
Under 15 years	2.8	2.6	2.4	2.4	2.7
15–17 years	12.2	12.0	11.5	9.8	10.2
18–19 years	8.4	8.1	7.7	7.0	6.8
20–24 years	15.3	15.2	14.9	14.5	13.6
25–29 years	14.9	15.3	14.2	14.0	13.4
30–34 years	13.7	13.1	14.2	14.6	14.5
35–39 years	11.9	11.9	11.7	11.8	12.0
40–44 years	7.6	7.9	9.3	10.3	10.3
45–49 years	5.2	5.2	5.4	6.2	6.4
50–54 years	3.8	3.8	3.9	4.0	4.2
55–59 years	1.9	2.4	1.9	2.5	2.7
60–64 years	1.0	1.2	1.3	1.3	1.7
65 years and over	1.4	1.4	1.5	1.6	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>15,300</b>	<b>15,950</b>	<b>17,950</b>	<b>18,300</b>	<b>18,850</b>
<b>Mean age (years)</b>	<b>30.3</b>	<b>30.6</b>	<b>31.0</b>	<b>31.8</b>	<b>32.1</b>
<b>Median age (years)</b>	<b>28</b>	<b>29</b>	<b>29</b>	<b>30</b>	<b>31</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 292.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 10.4: SAAP closed support periods: existence of a support plan by reporting period, Queensland, 1998–99 to 2002–03 (per cent)**

<b>Existence of support plan</b>	<b>1998–99</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>	<b>2002–03</b>
<i>Support plan</i>	50.6	54.0	60.2	61.1	64.7
All goals achieved	n.a.	n.a.	6.7	10.6	12.3
Most or some goals achieved	n.a.	n.a.	27.3	35.1	40.7
No goals achieved	n.a.	n.a.	3.5	3.9	3.4
No information given	n.a.	n.a.	22.7	11.5	8.3
<i>No support plan</i>	18.9	24.4	18.3	17.1	14.8
<i>Not appropriate</i>	30.5	21.6	21.5	21.8	20.5
<i>Total</i>	100.0	100.0	100.0	100.0	100.0
<b>Total (number)</b>	<b>16,550</b>	<b>15,750</b>	<b>15,855</b>	<b>16,850</b>	<b>16,450</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 10,789.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Data on goal achievement were not collected before 2000–01. In addition, the percentage with 'No information given' on goal achievement is high for 2000–01: these data were not collected for the first half of the year by agencies using the electronic reporting tool.
4. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

**Table 10.5: SAAP closed support periods: length of support by reporting period, Queensland, 1998–99 to 2002–03 (per cent)**

<b>Length of support</b>	<b>1998–99</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>	<b>2002–03</b>
Less than 1 day	14.1	15.5	13.1	9.8	11.3
1 day	13.7	14.6	42.0	46.0	37.2
2 days	6.9	6.9	4.2	4.0	4.7
3 days	5.5	5.2	3.3	3.0	3.6
4 days	3.9	3.9	2.6	2.2	2.7
5 days	3.4	3.0	2.0	1.8	2.0
6 days	2.9	3.1	1.9	1.8	1.9
7 days	3.1	2.9	1.9	1.8	2.0
>1–2 weeks	11.9	11.7	7.4	7.2	8.0
>2–4 weeks	10.1	9.5	6.1	6.4	7.4
>4–13 weeks	15.9	15.4	9.6	10.2	11.8
>13–26 weeks	5.2	5.1	3.3	3.1	3.9
>26–52 weeks	2.4	2.3	1.8	1.6	2.0
>52 weeks	1.1	1.1	0.8	1.0	1.5
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>23,850</b>	<b>23,200</b>	<b>35,950</b>	<b>38,900</b>	<b>34,300</b>
<b>Mean length (days)</b>	<b>33</b>	<b>32</b>	<b>22</b>	<b>23</b>	<b>29</b>
<b>Median length (days)</b>	<b>6.0</b>	<b>6.0</b>	<b>1.0</b>	<b>1.0</b>	<b>2.0</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,093.
2. The sharp increase in the number of closed support periods in 2000–01 compared to 1999–00 is due to the participation of a large high-volume agency that had not previously participated in the Client Collection.
3. In the last quarter of 2002–03, a high volume agency in Queensland changed its reporting practices. It is estimated that this decreased the total number of support periods in 2002–03 by about 2,400.
4. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

**Table 10.6: SAAP clients: number of support periods per client by reporting period, Queensland, 1996–97 to 2002–03 (per cent)**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
1	68.2	72.7	73.6	76.1	70.2	73.1	76.7
2	20.8	16.3	14.6	13.1	17.2	14.5	12.1
3	6.2	6.1	6.8	5.0	4.6	5.0	4.7
4	2.1	2.1	2.3	2.3	2.7	2.3	2.2
5	1.2	1.2	1.2	1.7	1.3	1.2	1.0
6+	1.5	1.6	1.5	1.9	4.0	4.0	3.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>14,850</b>	<b>16,500</b>	<b>15,300</b>	<b>16,050</b>	<b>18,000</b>	<b>18,350</b>	<b>18,900</b>
<b>Mean number of support periods</b>	<b>1.68</b>	<b>1.63</b>	<b>1.68</b>	<b>1.63</b>	<b>2.15</b>	<b>2.25</b>	<b>1.96</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to the number of support periods per client presented in this table.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 10.7: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent by reporting period, Queensland, 1996–97 to 2002–03**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Agencies (number)	180	183	180	182	190	191	194
Agency participation rate (%)	94.4	92.3	88.9	92.3	92.6	92.7	94.3
Forms returned (number)	23,932	25,575	22,903	24,121	35,796	38,354	34,244
Forms returned with consent (%)	59.2	65.7	70.0	78.2	84.6	90.1	89.6
Forms returned with valid consent (%)	55.9	62.7	66.0	73.8	78.5	87.3	87.8

*Notes*

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

*Sources:* SAAP Administrative Data and Client Collections.



# Appendix 1 The data

General information to help readers interpret the tables presented in this report is given in Appendix 1 of the national report. Additional information relevant only to the tables for Queensland follows.

## A1.1 Agency participation

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by region and primary target group, Queensland, 2002–03**

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
Region	Number	%	Number	%	%
North Queensland	23	87.0	3,491	93.0	88.9
Far North Queensland	23	95.7	11,555	95.4	94.4
Mackay/Whitsundays	9	88.9	739	95.9	94.9
Central	20	100.0	2,322	92.1	90.5
Wide Bay Burnett	13	100.0	1,825	97.6	90.1
Toowoomba and South-West	11	90.9	1,241	91.4	90.8
Caboolture and Redcliffe Peninsula	5	100.0	318	70.4	68.9
Sunshine Coast	10	100.0	897	92.2	88.1
Brisbane City/Statewide	52	92.3	8,656	84.0	82.8
Ipswich/Logan	13	92.3	810	71.7	71.4
Gold Coast/Redlands	15	100.0	2,390	73.0	71.9
<b>Total</b>	<b>194</b>	<b>94.3</b>	<b>34,244</b>	<b>89.6</b>	<b>87.8</b>
<b>Primary target group</b>					
Young people	70	94.3	6,213	80.3	79.1
Single men only	12	100.0	5,937	88.5	87.7
Single women only	2	100.0	328	92.4	89.9
Families	27	100.0	2,428	89.3	87.3
Women escaping domestic violence	52	94.2	6,015	82.8	77.5
Cross target/multiple/general	31	87.1	13,323	97.5	96.5
<b>Total</b>	<b>194</b>	<b>94.3</b>	<b>34,244</b>	<b>89.6</b>	<b>87.8</b>

### Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).
4. Of the 34,244 forms returned, 14,013 were high-volume forms. After adjusting for agency non-participation (see Section A1.2.1 of the national report), high-volume agencies accounted for 15,550 of the 36,950 support periods.

Sources: SAAP Administrative Data and Client Collections.

## A1.2 Additional counting rules

In the tables in this report, when counting clients or support periods in particular groups, the following rules have been used in addition to those outlined in Appendix 1, Section 1.4 of the national report.

**Region** Administrative regional classifications developed by the Queensland Department of Families are used in the report. The State's twelve administrative regions are as follows:

- North Queensland
- Far North Queensland
- Mackay and Whitsundays
- Central
- Wide Bay Burnett
- Toowoomba and South-West
- Caboolture and Redcliffe Peninsula
- Sunshine Coast
- Brisbane City
- Ipswich and Logan
- Gold Coast and Redlands
- Statewide.

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





# CLIENT FORM

JULY 2002 – JUNE 2003



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

## THE 2002–2003 CLIENT FORM

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

Important points to remember:

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

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

## REMINDER

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

**1. Source of referral/information**

*please tick one box only*

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

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

*please tick one box only*

**WITH** child(ren)

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

**WITHOUT** child(ren)

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

**3. Gender of client**

- female  1
- male  2

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

**4. Country of birth of client**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**No Income**

- no income  1
- registered/awaiting benefit  2

**Government Payments**

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

**Other Income**

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

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

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

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

**12. Presenting reasons for seeking assistance**

*please tick as many circles as apply*

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

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

*Please write the appropriate code number from Question 12*

--	--	--

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

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

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

state

suburb/town

postcode

overseas  9998

don't know/no information  0

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**16. Type of housing/accommodation immediately before and after this support period**

please tick one box only in each column

Before After

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

**17. Who was the client living with immediately before and after this support period?**

please tick one box only in each column

Before After

- alone  10
- with both parents  1
- with one parent and parent's spouse/partner  2
- with one parent  3
- with a foster family  4
- with relative(s) - temporary  5
- with relative(s) - long term  6
- with spouse/partner  7
- with spouse/partner and child(ren)  8
- alone with child(ren)  9
- with friend(s) - temporary  11
- with friend(s) - long term  12
- living with other unrelated persons  13
- other (please specify) \_\_\_\_\_  999
- don't know/no information  0

**18. Was the client the subject of a legal order or legal processes before or after support?**

Before After

no  1

OR tick as many circles as apply

- protection or guardianship order (including wardship or equivalent)  2
- intervention/protection/restraining order/ apprehended violence order (as a result of violence perpetrated AGAINST the CLIENT)  3
- intervention/protection/restraining order/ apprehended violence order (as a result of violence perpetrated BY the CLIENT)  6
- other legal processes  999
- don't know/no information  0

**19. Has a case management/support plan been agreed to by the end of the support period?**

please tick one box only

- yes  1 go to question 20
- no  2 go to question 21
- not appropriate  3 go to question 21

**20. To what extent have the client's case management goals been achieved by the end of the support period?**

please tick one box only

- not at all  1
- some  2
- most  3
- all  4
- not applicable/appropriate  5

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**21. Was SAAP/CAP accommodation provided?**

No  go to question 22  
 Yes  please provide types and dates of SAAP/CAP supported accommodation provided to the client (including THM's and other SAAP managed properties)

1. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	<b>on-site</b>		<b>off-site</b>			<b>D D M M Y Y Y Y</b>
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start	
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish	
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6		

2. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	<b>on-site</b>		<b>off-site</b>			<b>D D M M Y Y Y Y</b>
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start	
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish	
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6		

3. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	<b>on-site</b>		<b>off-site</b>			<b>D D M M Y Y Y Y</b>
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start	
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish	
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6		

4. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	<b>on-site</b>		<b>off-site</b>			<b>D D M M Y Y Y Y</b>
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start	
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish	
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6		

5. Type of accommodation Dates of accommodation  
*please tick one box only* *please complete all boxes*

	<b>on-site</b>		<b>off-site</b>			<b>D D M M Y Y Y Y</b>
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start	
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish	
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6		

**22. Support to client**

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

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

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

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

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

please tick one box only

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

**24.**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

homes

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

female  1  
male  2

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

homes

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

female  1  
male  2

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

homes

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

female  1  
male  2

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

homes

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

female  1  
male  2

<input type="checkbox"/>	Needed	Provided	Referral Arranged	Not provided or referred	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	999
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	998

<input type="checkbox"/>	Needed	Provided	Referral Arranged	Not provided or referred	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	17
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	999
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	998

<input type="checkbox"/>	Needed	Provided	Referral Arranged	Not provided or referred	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	17
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	999
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	998

<input type="checkbox"/>	Needed	Provided	Referral Arranged	Not provided or referred	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	999
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	998

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## RETURNING FORMS TO THE NDCA

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

## 30 JUNE 2002 AND 31 DECEMBER 2002

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

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

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

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# CLIENT FORM

HIGH VOLUME AGENCIES

JULY 2002 – JUNE 2003



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

### 1. Person(s) receiving assistance

please tick one box only

#### WITH child(ren)

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

#### WITHOUT child(ren)

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

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

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

please tick one box only

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

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

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

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

### 4. Gender of client

- female  1  
 male  2

### 5. Main income source at commencement

please tick one box only in each column

#### No Income

- no income  1  
 registered/awaiting benefit  2

#### Government Payments

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

#### Other Income

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

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**6. Country of birth of client**

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

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

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

**8. Cultural identity of the client**

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

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

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

**10. Support to client**

*please tick as many circles as apply*

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

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