



**Australian Government**

**Australian Institute of  
Health and Welfare**

*Authoritative information and statistics  
to promote better health and wellbeing*

# **Government-funded specialist homelessness services**

**SAAP National Data Collection  
annual report  
2010–11**

**Australia  
Appendix**

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**Please note that there is the potential for minor revisions of data in this report. Please check the online version at <[www.aihw.gov.au](http://www.aihw.gov.au)> for any amendments.**

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# Appendix 1 Data tables

**Table A1: Funding to agencies, by reporting period, 2006–07 to 2010–11**

Reporting period	Funded agencies (number)	Agreement funding (\$'000)	Additional state/territory funding (\$'000)	Total allocation (\$'000)	Mean funding per agency (\$'000)
2006–07	1,539	340,821	26,440	367,261	239
2007–08	1,562	356,456	27,491	383,947	246
2008–09	1,532	397,823	8,070	405,892	265
2009–10	1,559	438,399	4,197	442,596	284
2010–11	1,547	482,094	12,385	494,479	320

*Notes*

1. Inclusion or exclusion of agencies from the SAAP NDC is determined by the state and territory governments responsible for administering the government response to homelessness.
2. Not all funded agencies are required to participate in data collection (see Table A2).
3. Funding to agencies excludes funds not allocated directly to agencies, such as funds allocated for administration and training.
4. 'Agreement funding' refers to funding provided jointly by the Australian Government and the state and territory governments under the following agreements: from 1 July 2006 to 31 December 2008, 'agreement funding' refers to funding provided under the SAAP V Agreement; from 1 January 2009 to 30 June 2009, 'agreement funding' refers to funding provided under the NAHA; from 1 July 2009 to 30 June 2010, 'agreement funding' refers to funding provided under the NAHA, NPAH and other national partnership agreements; from 1 July 2010 to 30 June 2011, 'agreement funding' refers to funding provided under the NAHA and NPAH. Not all jurisdictions have included NPAH and other partnership agreement funding or agencies for the 2009–10 or 2010–11 year.
5. 'Additional state/territory funding' refers to funding provided by the states and territories over and above the amounts determined in the above agreements.
6. Agencies may also receive funding from other sources. This is not included.
7. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.

Source: Administrative Data Collection.

**Table A2: Agency participation rates and records returned with informed consent and valid consent, by reporting period, 2006–07 to 2010–11**

Reporting period	Participating agencies <sup>(a)</sup> (number)	Agency participation rate <sup>(b)</sup> (%)	Records returned (number)	Records returned with consent (%)	Records returned with valid consent <sup>(c)</sup> (%)
2006–07	1,456	87.2	192,591	87.2	81.1
2007–08	1,444	92.1	202,835	88.6	82.5
2008–09	1,433	93.7	199,277	90.2	85.0
2009–10	1,434	93.3	215,812	90.0	85.2
2010–11	1,447	89.5	216,847	89.4	85.0

(a) 'Participating agencies' refers to the number of agencies that should have been participating in the reference period. Refer to Appendix 5. Not all funded agencies are required to participate in the Client Collection (see Table 1.1). Consequently, some funded agencies are not included in this table.

(b) 'Agency participation rate' = the number of participating agencies which returned data during the reference period ÷ the total number of participating agencies x 100.

(c) 'Valid consent' here refers to records with a valid statistical linkage key (refer to Appendix 5).

*Notes*

1. Table based on records returned from participating agencies during the reference period.
2. Inclusion or exclusion of agencies from the SAAP NDC is determined by the state and territory governments responsible for administering the government response to homelessness.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.

Sources: Administrative Data and Client Collections.

**Table A3: Total support for clients and accompanying children, by reporting period, 2006–07 to 2010–11 (number)**

Reporting period	Periods of support	People supported (service users)	Service users per 10,000 population	Rate of service use	Average number of periods of support
2006–07	307,000	187,900	91	1:110	1.63
2007–08	327,600	202,500	96	1:104	1.62
2008–09	323,600	204,900	95	1:105	1.58
2009–10	351,200	219,900	100	1:100	1.60
2010–11	369,100	230,500	103	1:97	1.60

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the population used government-funded specialist homelessness services. The rate is estimated by comparing the number of clients and accompanying children in the reporting year with the estimated resident population at the start of the reporting year. Note that this may not match data reported in previous reports due to adjustments in ABS population estimates.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Period of support figures have been weighted to adjust for agency non-participation.
5. Service user figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: Client Collection; ABS 2011.

**Table A4: Support periods and clients, by reporting period, 2006–07 to 2010–11**

	2006–07	2007–08	2008–09	2009–10	2010–11
Support periods (number)	207,700	220,300	212,400	230,700	242,000
With accommodation <sup>(a)(b)</sup> (per cent)	38.2	34.4	32.7	28.8	27.3
Without accommodation (per cent)	61.8	65.6	67.3	71.2	72.7
Daily average support periods (number)	29,700	34,200	36,500	40,800	43,200
Nightly average support periods with accommodation (number)	8,800	9,100	8,400	9,100	9,200
Clients (number)	118,800	125,600	125,800	135,700	142,500
Per 10,000 population aged 10+ years <sup>(c)</sup> (number)	65	67	66	70	72
Clients with only one period of support (per cent)	72.8	72.7	72.6	72.8	72.4
Mean number of support periods per client	1.75	1.75	1.69	1.70	1.70

(a) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report). If Victoria is excluded from the calculations, the proportion of support periods with accommodation was: 49% in 2006–07; 42% in 2007–08; 42% in 2008–09; 38% in 2009–10; 37% in 2010–11.

(b) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.

(c) 'Per 10,000 population aged 10+ years' shows how many people out of every 10,000 aged 10 years and over in the population became a client. The rate per 10,000 population is estimated by comparing the number of clients aged 10 years and over in the reporting year with the estimated resident population aged 10 years and over at the start of the reporting year. Note that this may not match data reported in previous reports due to adjustments in ABS population estimates.

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 clients and support periods; 2,500 nightly support periods with accommodation in 2006–07, 1,500 in 2007–08, 3,800 in 2008–09, 2,000 in 2009–10, 1,900 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: Client Collection; ABS 2011.

**Table A5: Accompanying child support periods and accompanying children, by reporting period, 2006–07 to 2010–11**

	2006–07	2007–08	2008–09	2009–10	2010–11
Accompanying child support periods (number)	99,300	107,300	111,200	120,400	127,200
With accommodation <sup>(a)(b)(c)</sup> (per cent)	39.3	35.3	31.4	28.7	27.5
Without accommodation (per cent)	60.7	64.7	68.6	71.3	72.5
Daily average accompanying child support periods (number)	18,500	21,800	23,800	26,300	28,100
Nightly average accompanying child support periods with accommodation (number)	6,500	6,700	6,200	7,100	7,000
Accompanying children (number)	69,100	76,900	79,100	84,100	88,000
Per 10,000 population aged 0–17 years <sup>(d)</sup> (number)	141	155	158	166	172
Accompanying children with only one period of support (per cent)	79.2	82.1	80.0	79.3	80.5
Mean number of accompanying child support periods per accompanying child	1.43	1.39	1.40	1.43	1.44

- (a) Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of accompanying child support periods with and without a period of accommodation, accompanying children are assumed to be accommodated if their parent or guardian was accommodated.
- (b) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report). If Victoria is excluded from the calculations, the proportion of accompanying child support periods with accommodation was: 44% in 2006–07; 40% in 2007–08; 38% in 2008–09; 36% in 2009–10; 36% in 2010–11.
- (c) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.
- (d) 'Per 10,000 population aged 0–17 years' shows how many people out of every 10,000 aged 17 years and under in the population accompanied a client. The rate per 10,000 population is estimated by comparing the number of accompanying children aged 17 years and under in the reporting year with the estimated resident population aged 17 years and under at the start of the reporting year. Note that this may not match data reported in previous reports due to adjustments in ABS population estimates.

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 accompanying child support periods and accompanying children; 900 nightly accompanying child support periods with accommodation in 2006–07, 700 in 2007–08, 2,300 in 2008–09, 1,000 in 2009–10, 1,100 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Accompanying child support period figures have been weighted to adjust for agency non-participation.
4. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* Client Collection; ABS 2011.

**Table A6: Service users: age by sex, 2010–11 (per cent)**

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	18.3	18.3	42.9	31.9	36.6	84,400
15–19 years	5.2	7.9	12.3	13.7	13.1	30,300
20–24 years	3.0	6.2	7.0	10.7	9.1	21,100
25–29 years	2.4	5.2	5.5	9.0	7.6	17,400
30–34 years	2.6	4.9	6.2	8.5	7.5	17,300
35–39 years	2.8	4.8	6.7	8.4	7.7	17,600
40–44 years	2.6	3.8	6.1	6.7	6.4	14,800
45–49 years	2.0	2.6	4.8	4.4	4.6	10,600
50–54 years	1.5	1.6	3.4	2.8	3.1	7,100
55–59 years	0.9	0.9	2.2	1.6	1.9	4,300
60–64 years	0.6	0.6	1.4	1.0	1.2	2,700
65 years and over	0.6	0.7	1.5	1.1	1.3	3,000
<i>Total</i>	<i>42.5</i>	<i>57.5</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>98,000</b>	<b>132,500</b>	<b>98,000</b>	<b>132,500</b>	<b>..</b>	<b>230,500</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>21.7</b>	<b>23.5</b>	<b>..</b>	<b>22.7</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>17</b>	<b>21</b>	<b>..</b>	<b>20</b>

*Notes*

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

*Source:* Client Collection.

**Table A7: Service users: rate per 10,000 population by age and sex and mean and median age by sex, by reporting period, 2006–07 to 2010–11**

Reporting period	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	Mean age (years)	Median age (years)
<b>Male</b>									
2006–07	161	139	80	72	33	10	78	21.6	17
2007–08	179	148	80	71	35	9	83	21.1	17
2008–09	181	148	79	68	35	9	82	20.9	17
2009–10	189	155	79	72	39	10	86	21.4	17
2010–11	194	157	81	75	42	11	88	21.7	17
<b>Female</b>									
2006–07	175	230	160	120	34	7	103	22.8	21
2007–08	191	244	165	126	37	7	110	22.7	21
2008–09	193	242	166	123	38	7	109	22.6	20
2009–10	201	243	174	130	43	8	114	23.1	21
2010–11	205	250	178	136	47	9	118	23.5	21
<b>Total</b>									
2006–07	168	184	119	96	33	8	91	22.3	19
2007–08	185	195	122	98	36	8	96	22.0	19
2008–09	187	193	121	95	36	8	95	21.9	19
2009–10	195	197	125	101	41	9	100	22.4	19
2010–11	199	202	128	105	44	10	103	22.7	20

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. The rate per 10,000 population is estimated by comparing the number of clients and accompanying children in the reporting year with the estimated resident population at the start of the reporting year.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection; ABS 2011.

**Table A8: Clients: age by sex, 2010–11 (per cent)**

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	0.9	1.6	2.4	2.6	2.5	3,600
15–19 years	6.1	10.1	16.1	16.2	16.2	23,100
20–24 years	4.8	10.0	12.7	16.0	14.8	21,100
25–29 years	3.8	8.4	10.1	13.5	12.2	17,400
30–34 years	4.2	7.9	11.2	12.6	12.1	17,300
35–39 years	4.6	7.8	12.1	12.5	12.4	17,600
40–44 years	4.2	6.2	11.0	9.9	10.3	14,800
45–49 years	3.3	4.1	8.7	6.6	7.4	10,600
50–54 years	2.4	2.6	6.3	4.2	5.0	7,100
55–59 years	1.5	1.5	4.0	2.4	3.0	4,300
60–64 years	1.0	0.9	2.6	1.5	1.9	2,700
65 years and over	1.0	1.1	2.7	1.7	2.1	3,000
<i>Total</i>	37.8	62.2	100.0	100.0	100.0	..
<b>Total (number)</b>	<b>53,800</b>	<b>88,700</b>	<b>53,800</b>	<b>88,700</b>	..	<b>142,500</b>
<b>Mean age (years)</b>	..	..	<b>34.3</b>	<b>31.8</b>	..	<b>32.8</b>
<b>Median age (years)</b>	..	..	<b>33</b>	<b>30</b>	..	<b>31</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients aged 0–17 years: 16,200 (6,000 males, 10,200 females).
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A9: Clients: rate per 10,000 population aged 10 years and over by age and sex and mean and median age of all clients by sex, by reporting period, 2006–07 to 2010–11**

Reporting period	Clients aged 10+ years							All clients	
	10–14 years	15–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	Mean age (years)	Median age (years)
<b>Male</b>									
2006–07	10	111	80	72	33	10	51	33.2	32
2007–08	11	115	80	71	35	9	52	33.2	32
2008–09	12	112	79	68	35	9	51	33.2	32
2009–10	12	115	79	72	39	10	54	33.9	33
2010–11	10	113	81	75	42	11	55	34.3	33
<b>Female</b>									
2006–07	19	198	160	120	34	7	79	30.7	29
2007–08	21	204	165	126	37	7	83	30.8	29
2008–09	21	199	166	123	38	7	81	30.8	29
2009–10	19	197	174	130	43	8	86	31.4	30
2010–11	20	197	178	136	47	9	89	31.8	30
<b>Total</b>									
2006–07	15	154	119	96	33	8	65	31.6	30
2007–08	16	158	122	98	36	8	67	31.7	30
2008–09	16	154	121	95	36	8	66	31.7	30
2009–10	15	155	125	101	41	9	70	32.3	31
2010–11	15	154	128	105	44	10	72	32.8	31

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. The rate per 10,000 population is estimated by comparing the number of clients aged 10 years and over in the reporting year with the estimated resident population aged 10 years and over at the start of the reporting year. Note this may not match data reported in previous reports due to adjustments in ABS population estimates.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection; ABS 2011.

**Table A10: Accompanying children: age by sex, 2010–11 (per cent)**

Age	Percentage of all accompanying children		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–4 years	22.1	21.3	44.0	42.7	43.3	38,100
5–9 years	13.8	13.7	27.5	27.6	27.6	24,300
10–14 years	10.5	10.4	20.8	20.9	20.9	18,400
15–17 years	3.9	4.3	7.7	8.7	8.2	7,200
<i>Total</i>	<i>50.2</i>	<i>49.8</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>44,200</b>	<b>43,800</b>	<b>44,200</b>	<b>43,800</b>	<b>..</b>	<b>88,000</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>6.4</b>	<b>6.5</b>	<b>..</b>	<b>6.5</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>5</b>	<b>6</b>	<b>..</b>	<b>6</b>

*Notes*

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

*Source:* Client Collection.

**Table A11: Accompanying children: rate per 10,000 population aged 0–17 years by age and mean and median age, by reporting period, 2006–07 to 2010–11**

Reporting period	0–4 years	5–9 years	10–14 years	15–17 years	Total	Mean age (years)	Median age (years)
2006–07	236	147	102	50	141	6.2	5
2007–08	254	163	112	61	155	6.2	5
2008–09	254	163	115	66	158	6.3	5
2009–10	261	173	122	73	166	6.3	5
2010–11	261	178	131	82	172	6.5	6

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. The rate per 10,000 population is estimated by comparing the number of accompanying children aged 17 years and under in the reporting year with the estimated resident population aged 17 years and under at the start of the reporting year. Note this may not match data reported in previous reports due to adjustments in ABS population estimates.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection; ABS 2011.

**Table A12: Service users: Aboriginal and Torres Strait Islander status by sex, by reporting period, 2006–07 to 2010–11 (per cent)**

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10	2010–11
<b>Male</b>					
Aboriginal and Torres Strait Islander people	18.9	18.4	18.8	18.7	19.2
Non-Indigenous	81.1	81.6	81.2	81.3	80.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>74,900</b>	<b>81,900</b>	<b>82,400</b>	<b>88,700</b>	<b>92,200</b>
<b>Female</b>					
Aboriginal and Torres Strait Islander people	23.5	22.9	22.1	22.4	22.7
Non-Indigenous	76.5	77.1	77.9	77.6	77.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>100,600</b>	<b>110,200</b>	<b>111,400</b>	<b>119,500</b>	<b>124,900</b>
<b>Total</b>					
Aboriginal and Torres Strait Islander people	21.5	21.0	20.7	20.9	21.2
Non-Indigenous	78.5	79.0	79.3	79.1	78.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>175,500</b>	<b>192,200</b>	<b>193,800</b>	<b>208,200</b>	<b>217,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 12,400 in 2006–07; 10,300 in 2007–08; 11,100 in 2008–09; 11,700 in 2009–10; 13,400 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A13: Clients: Aboriginal and Torres Strait Islander status by sex, by reporting period, 2006–07 to 2010–11 (per cent)**

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10	2010–11
<b>Male</b>					
Aboriginal and Torres Strait Islander people	13.2	13.0	13.7	13.6	14.5
Non-Indigenous	86.8	87.0	86.3	86.4	85.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>42,200</b>	<b>45,200</b>	<b>45,100</b>	<b>48,900</b>	<b>51,000</b>
<b>Female</b>					
Aboriginal and Torres Strait Islander people	21.5	20.9	20.5	20.6	21.1
Non-Indigenous	78.5	79.1	79.5	79.4	78.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>67,700</b>	<b>73,700</b>	<b>74,300</b>	<b>80,100</b>	<b>84,100</b>
<b>Total</b>					
Aboriginal and Torres Strait Islander people	18.3	17.9	18.0	18.0	18.6
Non-Indigenous	81.7	82.1	82.0	82.0	81.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>109,900</b>	<b>118,900</b>	<b>119,500</b>	<b>129,000</b>	<b>135,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 8,900 in 2006–07; 6,700 in 2007–08; 6,300 in 2008–09; 6,700 in 2009–10; 7,500 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A14: Accompanying children: Aboriginal and Torres Strait Islander status, by reporting period, 2006–07 to 2010–11 (per cent)**

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10	2010–11
Aboriginal and Torres Strait Islander people	27.0	26.1	25.1	25.6	25.5
Non-Indigenous	73.0	73.9	74.9	74.4	74.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>65,600</b>	<b>73,300</b>	<b>74,300</b>	<b>79,200</b>	<b>82,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,500 in 2006–07; 3,600 in 2007–08; 4,700 in 2008–09; 5,000 in 2009–10; 5,900 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A15: Service users: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)**

Country of birth	2006–07	2007–08	2008–09	2009–10	2010–11
Australia (including external territories)	89.2	88.4	87.7	87.5	87.7
New Zealand	1.7	1.7	1.8	1.8	1.7
Sudan	1.0	1.3	1.3	1.1	1.0
England	0.6	0.6	0.6	0.6	0.5
Vietnam	0.5	0.5	0.5	0.5	0.5
Other	7.0	7.6	8.1	8.5	8.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>181,500</b>	<b>195,100</b>	<b>196,800</b>	<b>210,900</b>	<b>220,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 6,400 in 2006–07; 7,400 in 2007–08; 8,100 in 2008–09; 9,000 in 2009–10; 10,100 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A16: Clients: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)**

Country of birth	2006–07	2007–08	2008–09	2009–10	2010–11
Australia (including external territories)	86.0	85.3	84.4	83.6	83.8
New Zealand	2.1	2.0	2.2	2.3	2.2
Sudan	1.0	1.2	1.2	1.2	1.2
England	0.9	0.9	0.9	0.9	0.8
Vietnam	0.7	0.7	0.7	0.7	0.6
Other	9.4	10.0	10.6	11.3	11.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>114,800</b>	<b>120,700</b>	<b>121,100</b>	<b>130,500</b>	<b>137,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,100 in 2006–07; 4,800 in 2007–08; 4,800 in 2008–09; 5,200 in 2009–10; 5,300 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A17: Accompanying children: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)**

Country of birth	2006–07 <sup>(a)</sup>	2007–08 <sup>(b)</sup>	2008–09 <sup>(c)</sup>	2009–10 <sup>(d)</sup>	2010–11
Australia (including external territories)	94.7	93.5	93.1	93.9	94.3
New Zealand	1.0	1.0	1.3	1.0	0.9
Sudan	1.0	1.5	1.4	1.0	0.7
Philippines	0.1	0.1	0.2	0.2	0.2
Somalia	0.2	0.2	0.3	0.2	0.2
Other	3.0	3.6	3.8	3.7	3.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>66,800</b>	<b>74,400</b>	<b>75,700</b>	<b>80,400</b>	<b>83,200</b>

(a) In 2006–07 the 5 most common countries of birth were: Australia; Sudan; New Zealand; Vietnam; and Ethiopia.

(b) In 2007–08 the 5 most common countries of birth were: Australia; Sudan; New Zealand; Somalia; and Vietnam.

(c) In 2008–09 the 5 most common countries of birth were: Australia; Sudan; New Zealand; Somalia; and Kenya.

(d) In 2009–10 the 5 most common countries of birth were Australia; New Zealand; Sudan; Kenya; and Somalia.

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,300 in 2006–07; 2,500 in 2007–08; 3,300 in 2008–09; 3,800 in 2009–10; 4,700 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A18: Support periods: client group, by reporting period, 2006–07 to 2010–11 (per cent)**

Client group	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	10.9	11.1	10.9	10.3	9.3
Male alone, 25+	26.8	25.5	24.4	25.1	25.2
Female alone, under 25	13.3	13.5	13.2	12.6	11.9
Female alone, 25+	18.5	18.6	17.4	18.1	18.3
Couple no children	2.7	2.9	3.3	3.5	3.8
Couple with children	3.7	4.1	4.8	4.8	5.2
Male with children	1.3	1.3	1.4	1.6	1.8
Female with children	22.3	22.3	23.4	23.1	23.2
Other	0.5	0.6	1.1	1.0	1.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>203,100</b>	<b>214,800</b>	<b>208,500</b>	<b>227,100</b>	<b>238,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,600 in 2006–07; 5,500 in 2007–08; 3,900 in 2008–09; 3,600 in 2009–10; 3,300 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A19: Support periods: main reason for seeking assistance, by reporting period, 2006–07 to 2010–11 (per cent)**

Main reason for seeking assistance	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Interpersonal relationships</i>	44.8	44.0	44.6	43.7	42.0
Time out from family/other situation	7.9	7.4	7.5	7.4	6.7
Relationship/family breakdown	9.8	10.2	10.4	10.1	9.9
Interpersonal conflict	2.7	2.8	2.7	2.5	2.3
Sexual abuse	0.6	0.6	0.7	0.5	0.4
Domestic/family violence	22.4	21.6	22.0	22.0	21.7
Physical/emotional abuse	1.4	1.4	1.2	1.2	1.0
<i>Financial</i>	13.9	14.1	13.3	15.9	18.2
Gambling	0.3	0.3	0.2	0.2	0.2
Budgeting problems	4.3	4.6	4.1	5.1	6.6
Rent too high	0.9	1.1	1.4	1.3	1.4
Other financial difficulty	8.5	8.1	7.6	9.2	10.0
<i>Accommodation</i>	18.3	19.4	19.6	19.0	19.7
Overcrowding issues	2.6	2.9	3.3	3.2	3.3
Eviction/asked to leave	6.9	7.1	6.9	6.6	6.7
Emergency accommodation ended	3.1	2.8	2.1	2.3	2.2
Previous accommodation ended	5.7	6.6	7.2	6.9	7.4
<i>Health</i>	9.4	9.3	8.8	7.9	7.1
Mental health issues	1.8	1.8	1.8	1.9	1.9
Problematic drug/alcohol/substance use	5.7	5.5	5.0	4.2	3.4
Psychiatric illness	0.7	0.7	0.8	0.7	0.6
Other health issues	1.1	1.2	1.2	1.1	1.1
<i>Other reasons</i>	13.5	13.2	13.8	13.5	13.0
Gay/lesbian/transgender issues	0.1	0.2	0.3	0.2	0.2
Recently left institution	1.2	1.4	1.4	1.2	1.3
Recent arrival to area with no means of support	3.1	2.8	2.6	2.1	1.9
Itinerant	2.4	2.4	2.8	2.6	2.8
Other	6.7	6.5	6.7	7.3	6.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>199,300</b>	<b>211,800</b>	<b>205,000</b>	<b>222,100</b>	<b>233,800</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 8,400 in 2006–07; 8,500 in 2007–08; 7,400 in 2008–09; 8,600 in 2009–10; 8,100 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A20: Support periods: main reason for seeking assistance, by client group, 2010–11 (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
<i>Interpersonal relationships</i>	39.6	17.4	58.2	53.6	22.8	18.5	25.6	61.0	47.4
Time out from family/ other situation	10.5	7.5	11.8	4.6	5.7	4.4	3.3	4.1	6.7
Relationship/ family breakdown	20.9	5.3	21.8	4.8	8.9	6.5	16.1	8.4	15.1
Interpersonal conflict	4.0	2.2	3.7	1.9	3.0	2.1	2.0	1.4	2.2
Sexual abuse	0.1	—	0.8	0.6	0.1	0.2	0.2	0.5	0.5
Domestic/family violence	3.4	2.0	18.6	40.1	4.5	5.0	3.4	45.2	22.1
Physical/emotional abuse	0.7	0.4	1.5	1.7	0.6	0.3	0.6	1.3	0.9
<i>Financial</i>	12.5	28.6	9.1	18.1	23.9	25.8	24.9	11.4	8.9
Gambling	0.1	0.5	—	0.1	0.1	0.1	—	—	—
Budgeting problems	4.3	11.2	3.0	6.2	8.8	9.1	8.1	3.9	2.0
Rent too high	0.8	1.1	0.8	1.1	2.2	3.6	2.2	1.7	0.9
Other financial difficulty	7.2	15.8	5.3	10.7	12.7	12.9	14.6	5.7	6.0
<i>Accommodation</i>	24.0	19.1	17.7	11.3	32.8	39.6	33.8	18.8	20.7
Overcrowding issues	2.8	1.1	3.2	1.3	6.5	10.3	7.5	5.2	3.5
Eviction/asked to leave	8.4	5.1	6.2	3.7	11.8	16.6	11.5	7.0	8.5
Emergency accommodation ended	3.1	3.0	1.9	1.4	2.9	2.6	2.7	1.6	3.0
Previous accommodation ended	9.6	9.9	6.4	4.9	11.6	10.1	12.1	5.0	5.6
<i>Health</i>	6.7	15.6	3.7	6.7	5.9	2.9	3.7	1.7	3.5
Mental health issues	2.1	3.7	1.4	2.2	0.9	0.7	0.8	0.5	1.3
Problematic drug/alcohol/substance use	3.7	8.4	1.5	2.6	3.1	0.6	1.2	0.5	1.4
Psychiatric illness	0.4	1.6	0.2	0.7	0.3	0.2	0.5	0.1	0.3
Other health issues	0.5	1.9	0.7	1.2	1.6	1.4	1.2	0.6	0.5
<i>Other reasons</i>	17.1	19.3	11.3	10.3	14.7	13.2	12.0	7.1	19.5
Gay/lesbian/ transgender issues	1.1	0.1	0.7	0.2	0.1	—	—	—	—
Recently left institution	2.8	2.5	0.6	0.7	0.8	0.5	1.2	0.2	3.4
Recent arrival to area with no means of support	2.4	3.1	1.1	1.2	2.8	3.3	1.9	0.9	1.7
Itinerant	3.5	4.6	2.3	2.0	4.1	2.1	2.9	1.2	3.0
Other	7.3	9.1	6.6	6.2	7.0	7.3	5.9	4.7	11.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>21,400</b>	<b>58,200</b>	<b>27,500</b>	<b>42,700</b>	<b>8,900</b>	<b>12,100</b>	<b>4,100</b>	<b>54,200</b>	<b>2,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 10,200.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A21: Closed support periods: length of support, by reporting period, 2006–07 to 2010–11 (per cent)**

Length of support	2006–07	2007–08	2008–09	2009–10	2010–11
1 week or less	50.6	47.0	43.9	46.6	46.0
>1 week–1 month	17.2	15.8	16.2	14.3	14.3
>1–3 months	18.4	21.4	22.5	21.5	20.8
>3–6 months	7.1	8.2	9.0	9.0	9.2
>6 months	6.7	7.5	8.5	8.5	9.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>177,900</b>	<b>187,000</b>	<b>176,800</b>	<b>188,400</b>	<b>203,100</b>
<b>Mean length (days)</b>	<b>50</b>	<b>56</b>	<b>63</b>	<b>64</b>	<b>68</b>
<b>Median length (days)</b>	<b>7</b>	<b>10</b>	<b>14</b>	<b>11</b>	<b>12</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A22: Closed support periods: mean and median length of support by client group, by reporting period, 2006–07 to 2010–11 (days)**

Client group	Mean					Median				
	2006–07	2007–08	2008–09	2009–10	2010–11	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	55	62	65	71	76	12	16	17	18	18
Male alone, 25+	33	39	40	45	48	3	4	5	3	3
Female alone, under 25	61	69	72	74	79	13	18	21	21	21
Female alone, 25+	34	44	48	47	53	2	4	7	5	5
Couple no children	57	69	63	64	71	20	27	25	20	22
Couple with children	97	102	105	93	106	40	44	42	39	36
Male with children	80	85	96	74	84	30	35	36	28	23
Female with children	68	73	83	85	91	18	25	30	28	29
Other	89	103	112	108	111	18	29	40	31	32

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,500 in 2006–07; 3,900 in 2007–08; 2,800 in 2008–09; 2,400 in 2009–10; 2,300 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A23: Closed support periods in which clients were accommodated<sup>(a)(b)</sup>; total length of accommodation, by reporting period, 2006–07 to 2010–11 (per cent)**

Length of accommodation	2006–07	2007–08	2008–09	2009–10	2010–11
1 day to 1 week	44.2	41.7	39.7	39.5	38.5
>1 week–1 month	25.2	24.1	24.0	23.2	22.9
>1–3 months	17.6	19.8	21.3	21.3	21.4
>3–6 months	6.1	7.3	7.3	7.8	8.4
>6 months	6.9	7.2	7.6	8.2	8.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>62,200</b>	<b>56,600</b>	<b>49,200</b>	<b>47,800</b>	<b>48,600</b>
<b>Mean length (days)</b>	<b>50</b>	<b>54</b>	<b>57</b>	<b>60</b>	<b>65</b>
<b>Median length (days)</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>4,300</b>	<b>6,700</b>	<b>6,000</b>	<b>5,200</b>	<b>4,900</b>
<b>Total closed support periods with accommodation (number)</b>	<b>66,600</b>	<b>63,400</b>	<b>55,200</b>	<b>53,000</b>	<b>53,500</b>

(a) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report). If Victoria is excluded from the calculations: in 2006–07 the mean length of accommodation was 42 days, the median length of accommodation was 9 days; in 2007–08 the mean length of accommodation was 48 days, the median length of accommodation was 10 days; in 2008–09 the mean length of accommodation was 54 days, the median length of accommodation was 12 days; in 2009–10 the mean length of accommodation was 57 days, the median length of accommodation was 13 days; in 2010–11 the mean length of accommodation was 61 days, the median length of accommodation was 14 days.

(b) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,300 in 2006–07; 1,300 in 2007–08; 3,100 in 2008–09; 1,700 in 2009–10; 1,600 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A24: Closed support periods in which clients were accommodated<sup>(a)(b)</sup>; mean and median length of accommodation by client group, by reporting period, 2006–07 to 2010–11 (days)**

Client group	Mean					Median				
	2006–07	2007–08	2008–09	2009–10	2010–11	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	44	48	47	56	60	11	13	13	14	16
Male alone, 25+	37	41	41	44	51	9	11	12	12	14
Female alone, under 25	51	55	54	59	65	11	13	13	13	14
Female alone, 25+	35	41	41	42	41	7	7	8	8	7
Couple no children	66	84	61	69	74	16	23	14	18	23
Couple with children	148	165	167	157	177	87	94	91	97	99
Male with children	123	137	144	129	126	70	84	75	69	64
Female with children	65	70	79	81	86	15	18	22	21	22
Other	114	108	104	92	82	41	33	18	21	24

(a) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report).

(b) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,214 in 2006–07; 2,376 in 2007–08; 3,950 in 2008–09; 2,521 in 2009–10; 2,500 in 2010–11.
2. Table excludes accommodation that started and ended on the same date.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A25: Closed support periods: type of support required by clients, by reporting period, 2006–07 to 2010–11 (per cent)**

Type of support	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Housing/accommodation</i>	63.1	61.4	63.0	58.3	57.0
SAAP/CAP accommodation <sup>(a)(b)(c)</sup>	45.0	41.2	39.1	35.0	33.2
Assistance to obtain/maintain short-term accommodation	14.2	14.1	18.9	19.0	18.2
Assistance to obtain/maintain medium-term accommodation	9.8	10.9	10.5	10.0	10.6
Assistance to obtain/maintain independent housing	22.2	22.8	26.4	25.3	26.8
<i>Financial/employment</i>	39.5	38.9	40.4	41.6	43.0
Assistance to obtain/maintain government allowance	8.7	9.0	12.5	10.7	10.3
Employment and training assistance	5.5	5.4	6.0	6.4	6.3
Financial assistance/material aid	32.3	31.2	31.9	34.7	35.5
Financial counselling and support	8.9	9.4	10.3	8.9	9.2
<i>Personal support</i>	57.6	54.7	57.6	58.1	55.9
Incest/sexual assault	2.1	2.0	1.9	1.1	1.0
Domestic/family violence	20.5	19.9	21.2	21.3	19.7
Family/relationship	14.7	16.3	16.6	15.6	15.7
Emotional support	50.8	48.6	51.1	51.7	49.8
Assistance with problem gambling	0.7	0.5	0.4	0.3	0.4
<i>General support/advocacy</i>	78.4	79.0	78.6	78.5	77.6
Living skills/personal development	17.1	17.0	18.7	17.3	17.3
Assistance with legal issues/court support	10.2	10.1	10.3	10.9	9.9
Advice/information	70.9	71.5	71.7	71.0	71.1
Retrieval/storage/removal of belongings	16.0	15.0	15.6	14.6	13.8
Advocacy/liaison on behalf of client	36.4	37.3	40.8	42.6	41.7
<i>Specialist services</i>	30.0	26.2	27.2	25.6	24.9
Psychological services	6.3	4.7	4.6	4.6	4.4
Specialist counselling services	6.6	6.4	6.8	6.6	6.4
Psychiatric services	2.7	2.6	2.4	2.5	2.4
Pregnancy support	1.4	1.4	1.3	1.2	1.1
Family planning support	1.1	1.1	0.9	0.9	0.8
Drug/alcohol support or intervention	7.3	6.2	7.4	6.5	5.6
Physical disability services	0.3	0.2	0.2	0.3	0.2
Intellectual disability services	0.3	0.3	0.3	0.3	0.3
Culturally specific services	5.7	5.2	5.6	5.8	5.3
Interpreter services	1.2	1.1	1.1	1.4	1.4
Assistance with immigration services	0.9	0.8	0.9	0.9	0.9
Health/medical services	13.6	11.6	11.9	11.5	12.4
<i>Basic support/other n.e.s.</i>	49.2	47.4	49.1	49.3	46.9
Meals	33.7	31.2	32.0	29.5	27.1
Laundry/shower facilities	31.7	28.3	28.4	26.3	24.3
Recreation	17.9	16.2	16.5	16.0	14.4
Transport	21.9	20.7	21.2	21.2	19.5
Other	11.2	12.5	16.1	18.4	19.3
<i>No needs recorded</i>	0.5	0.5	0.7	0.6	1.0
<b>Total (number)</b>	<b>172,400</b>	<b>181,000</b>	<b>171,200</b>	<b>180,900</b>	<b>192,400</b>

(a) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report). If Victoria is excluded from the calculations, the proportion of closed support periods in which 'SAAP/CAP accommodation' was required was 58% in 2006–07; 51% in 2007–08; 51% in 2008–09; 47% in 2009–10; 45% in 2010–11.

(b) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.

(c) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

**Notes**

- Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 5,500 in 2006–07; 5,900 in 2007–08; 5,600 in 2008–09; 7,600 in 2009–10; 10,600 in 2010–11.
- Clients were able to receive multiple types of support, so the percentages do not add to 100.
- A client may require more than one type of support within a broad type of assistance.
- Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
- Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A26: Closed support periods: type of support required by clients, by client group, 2010–11 (per cent)**

Type 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
<i>Housing/accommodation</i>	69.7	51.0	65.1	46.3	65.2	66.2	58.0	63.2	62.9
SAAP/CAP accommodation <sup>(a)(b)(c)</sup>	43.0	35.1	37.0	25.6	20.6	24.7	21.1	34.3	32.1
Assistance to obtain/maintain short-term accommodation	24.9	14.2	22.2	12.6	24.9	22.1	19.4	19.0	23.1
Assistance to obtain/maintain medium-term accommodation	16.8	9.0	14.5	5.5	12.1	13.8	8.8	10.9	12.4
Assistance to obtain/maintain independent housing	28.1	18.2	29.5	21.1	41.4	46.0	40.5	36.5	31.5
<i>Financial/employment</i>	47.1	46.2	42.7	38.5	49.6	49.9	48.2	45.4	32.6
Assistance to obtain/maintain government allowance	17.3	7.6	15.9	7.8	7.7	7.6	6.8	12.6	10.5
Employment and training assistance	16.7	4.0	13.1	3.2	6.4	6.1	4.7	5.0	8.1
Financial assistance/material aid	32.8	40.9	30.4	33.0	41.4	41.9	41.5	38.1	24.5
Financial counselling and support	11.8	5.8	11.0	6.7	12.1	17.3	12.3	12.5	8.9
<i>Personal support</i>	53.5	36.8	64.9	64.1	47.6	51.7	46.2	72.2	52.6
Incest/sexual assault	0.5	0.1	2.2	1.3	0.5	0.7	0.4	1.8	0.7
Domestic/family violence	3.9	1.3	18.6	37.1	4.9	7.0	4.5	42.8	15.9
Family/relationship	19.8	6.9	25.0	13.7	13.1	17.4	15.5	21.7	22.3
Emotional support	49.3	35.2	56.4	56.1	44.3	46.8	43.5	63.3	43.2
Assistance with problem gambling	0.4	0.8	0.2	0.3	0.2	0.4	0.3	0.3	0.1
<i>General support/advocacy</i>	82.4	72.6	82.2	75.9	80.4	81.0	82.0	84.2	67.8
Living skills/personal development	33.8	12.6	30.6	12.6	14.2	15.5	12.0	16.9	17.4
Assistance with legal issues/court support	7.8	3.9	8.7	14.7	4.3	5.8	6.2	18.0	6.8
Advice/information	73.3	65.4	74.4	69.6	75.0	76.4	75.1	79.2	60.6
Retrieval/storage/removal of belongings	18.6	25.0	11.4	8.8	6.7	5.7	4.3	9.1	7.9
Advocacy/liaison on behalf of client	40.7	33.0	42.8	43.3	47.2	52.0	49.6	54.6	43.7
<i>Specialist services</i>	26.9	25.5	26.6	26.3	16.1	16.5	12.7	27.2	26.1
Psychological services	4.7	5.0	4.9	5.4	2.6	3.0	3.3	3.8	7.1
Specialist counselling services	5.1	3.0	7.1	7.8	2.9	5.0	4.3	10.9	7.2
Psychiatric services	2.8	4.3	1.5	2.4	1.3	0.9	1.0	0.8	1.4
Pregnancy support	0.2	—	2.9	0.6	1.6	2.0	0.4	2.2	3.7
Family planning support	0.7	0.1	1.8	0.3	0.7	1.6	0.5	1.6	2.5
Drug/alcohol support or intervention	10.1	8.2	4.8	4.8	4.0	3.1	3.6	2.8	4.6
Physical disability services	0.1	0.2	0.1	0.3	0.3	0.5	0.2	0.3	0.4
Intellectual disability services	0.6	0.1	0.4	0.2	0.1	0.4	0.2	0.2	0.8
Culturally specific services	3.7	1.1	6.1	8.1	3.4	4.1	3.3	9.3	5.7
Interpreter services	0.2	0.3	1.0	2.6	1.0	1.0	0.9	2.8	1.6
Assistance with immigration services	0.3	0.1	1.0	1.8	0.2	0.4	0.3	2.0	1.5
Health/medical services	15.7	17.2	13.9	10.1	7.7	7.1	4.7	10.8	10.4
<i>Basic support/other n.e.s.</i>	56.2	54.9	51.3	42.3	33.5	31.6	27.8	42.6	41.5
Meals	40.0	38.0	30.4	22.7	12.9	8.7	8.8	19.6	15.8
Laundry/shower facilities	35.1	36.6	26.5	19.0	9.6	5.4	4.9	17.8	14.4
Recreation	25.6	14.2	21.9	13.0	5.2	4.1	3.9	12.6	10.1
Transport	30.3	11.6	29.3	17.9	14.1	14.1	11.9	23.7	19.0
Other	15.2	23.5	15.3	20.4	14.5	16.3	15.2	22.0	21.1
<i>No needs recorded</i>	0.7	0.6	0.7	1.2	1.0	2.2	2.0	1.6	2.2
<b>Total (number)</b>	<b>17,500</b>	<b>51,600</b>	<b>22,200</b>	<b>36,000</b>	<b>7,500</b>	<b>9,300</b>	<b>3,300</b>	<b>42,400</b>	<b>1,900</b>

(a) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report).

(b) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.

(c) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

**Notes**

1. Number excluded due to errors and omissions (weighted): 11,400 (including those with no information on support requirements or provision).
2. Clients were able to receive multiple types of support, so the percentages do not add to 100.
3. A client may require more than one type of support within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A27: Type of support required by clients in closed support periods, by provision, 2010–11**

**Part a: Individual types of support (percentage of closed support periods)**

Type of support	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total		
<i>Housing/accommodation</i>								
SAAP/CAP accommodation <sup>(a)(b)(c)</sup>	4.6	9.1	13.7	81.3	5.0	86.3	100.0	63,900
Assistance to obtain/maintain short-term accommodation	7.2	10.0	17.2	61.3	21.5	82.8	100.0	34,900
Assistance to obtain/maintain medium-term accommodation	10.7	11.1	21.8	50.8	27.3	78.1	100.0	20,300
Assistance to obtain/maintain independent housing	6.9	8.5	15.4	61.9	22.6	84.5	100.0	51,500
<i>Financial/employment</i>								
Assistance to obtain/maintain government allowance	4.6	7.9	12.5	63.2	24.4	87.6	100.0	19,900
Employment and training assistance	12.1	16.0	28.1	47.6	24.3	71.9	100.0	12,200
Financial assistance/material aid	1.9	4.3	6.2	83.1	10.7	93.8	100.0	68,300
Financial counselling and support	5.8	13.7	19.5	62.4	18.1	80.5	100.0	17,700
<i>Personal support</i>								
Incest/sexual assault	8.2	17.8	26.0	49.6	24.4	74.0	100.0	2,000
Domestic/family violence	2.7	3.3	6.0	83.6	10.4	94.0	100.0	37,900
Family/relationship	3.5	4.2	7.7	81.8	10.6	92.4	100.0	30,100
Emotional support	1.2	0.7	1.9	93.2	5.0	98.2	100.0	95,800
Assistance with problem gambling	8.9	12.2	21.1	65.6	13.3	78.9	100.0	800
<i>General support/advocacy</i>								
Living skills/personal development	3.5	1.8	5.3	89.3	5.4	94.7	100.0	33,300
Assistance with legal issues/court support	4.6	13.0	17.6	55.4	27.0	82.4	100.0	19,100
Advice/information	0.6	0.3	0.9	92.3	6.8	99.1	100.0	136,900
Retrieval/storage/removal of belongings	1.4	1.6	3.0	93.5	3.5	97.0	100.0	26,500
Advocacy/liaison on behalf of client	1.2	1.7	2.9	86.2	10.9	97.1	100.0	80,200
<i>Specialist services</i>								
Psychological services	10.4	25.4	35.8	41.7	22.5	64.2	100.0	8,500
Specialist counselling services	7.6	33.1	40.7	35.6	23.7	59.3	100.0	12,300
Psychiatric services	11.5	36.3	47.8	37.9	14.3	52.2	100.0	4,500
Pregnancy support	7.4	14.1	21.5	49.6	28.9	78.5	100.0	2,200
Family planning support	7.8	13.6	21.4	55.9	22.8	78.7	100.0	1,600
Drug/alcohol support or intervention	9.8	14.3	24.1	52.0	23.9	75.9	100.0	10,700
Physical disability services	10.8	36.2	47.0	27.5	25.4	52.9	100.0	500
Intellectual disability services	18.7	31.4	50.1	29.5	20.4	49.9	100.0	500
Culturally specific services	2.8	6.1	8.9	71.5	19.6	91.1	100.0	10,100
Interpreter services	1.1	5.6	6.7	54.8	38.4	93.2	100.0	2,700
Assistance with immigration issues	4.1	13.1	17.2	43.5	39.3	82.8	100.0	1,700
Health/medical services	4.7	24.5	29.2	52.8	17.9	70.7	100.0	23,800
<i>Basic support/other n.e.s.</i>								
Meals	0.5	1.1	1.6	95.2	3.2	98.4	100.0	52,200
Laundry/shower facilities	0.6	0.5	1.1	97.9	1.1	99.0	100.0	46,800
Recreation	1.4	1.0	2.4	95.1	2.5	97.6	100.0	27,800
Transport	2.5	1.4	3.9	92.5	3.6	96.1	100.0	37,400
Other	1.8	1.9	3.7	86.2	10.1	96.3	100.0	37,100

(continued)

**Table A27 (continued): Type of support required by clients in closed support periods, by provision, 2010–11**

**Part b: Broad types of support (percentage of distinct types of support required)**

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation <sup>(a)(b)</sup>	6.6	9.3	15.9	67.7	16.4	84.1	100.0	170,700	109,700
Financial/ employment	4.0	7.5	11.5	73.0	15.5	88.5	100.0	118,100	82,700
Personal support	2.1	2.2	4.3	88.3	7.5	95.8	100.0	166,700	107,500
General support/ advocacy	1.4	1.8	3.2	88.0	8.8	96.8	100.0	296,000	149,400
Specialist services	6.7	21.6	28.3	49.9	21.8	71.7	100.0	79,300	47,900
Basic support/ other n.e.s.	1.2	1.1	2.3	93.6	4.0	97.6	100.0	201,400	90,200
<b>Total (%)</b>	<b>3.0</b>	<b>5.1</b>	<b>8.2</b>	<b>81.2</b>	<b>10.7</b>	<b>91.8</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>31,400</b>	<b>53,100</b>	<b>84,500</b>	<b>837,700</b>	<b>109,900</b>	<b>947,600</b>	..	<b>1,032,100</b>	<b>190,500</b>

(a) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report).

(b) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.

(c) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

*Notes for tables A27 and A28*

- Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 7,600 in 2009–10; 10,600 in 2010–11.
- In broad groups of support types, a client may require more than one type of support within the group. The percentages for broad groups relate to all needs and not to support periods. For individual types of support, a need can be recorded only once within a support period, so the percentages relate to support periods.
- Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
- Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A28: Broad types of support required in closed support periods, by provision, 2009–10 (percentage of distinct types of support required)**

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation <sup>(a)(b)</sup>	7.4	8.2	15.6	68.2	16.2	84.4	100.0	161,300	105,500
Financial/ employment	4.7	7.3	12.0	72.1	15.9	88.0	100.0	109,800	75,300
Personal support	2.5	2.0	4.5	87.7	7.8	95.5	100.0	163,000	105,100
General support/ advocacy	1.6	1.6	3.2	88.8	8.0	96.8	100.0	283,000	142,000
Specialist services	8.0	20.7	28.7	48.3	23.0	71.3	100.0	77,000	46,300
Basic support/ other n.e.s.	1.5	1.2	2.7	94.1	3.3	97.4	100.0	201,500	89,200
<b>Total (%)</b>	<b>3.5</b>	<b>4.7</b>	<b>8.2</b>	<b>81.4</b>	<b>10.4</b>	<b>91.8</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>34,900</b>	<b>47,200</b>	<b>82,100</b>	<b>810,200</b>	<b>103,300</b>	<b>913,500</b>	..	<b>995,600</b>	<b>179,900</b>

**Table A29: Closed accompanying child support periods: type of support required for accompanying children, by reporting period, 2006–07 to 2010–11 (per cent)**

Type of support	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Accommodation</i>	65.7	62.5	64.3	60.2	57.7
SAAP/CAP accommodation <sup>(a)(b)(c)</sup>	65.7	62.5	64.3	60.2	57.7
<i>School liaison/child care</i>	28.5	25.3	23.8	22.6	20.6
School liaison	12.6	10.9	11.1	10.9	10.2
Child care	20.1	17.7	16.2	16.0	14.8
<i>Personal support</i>	21.1	19.5	19.2	19.6	18.1
Help with behavioural problems	8.1	7.6	8.4	9.3	9.2
Sexual/physical abuse support	2.8	1.8	2.5	3.0	2.8
Skills education	6.2	5.9	5.6	7.3	6.5
Structured play/skill development	13.4	13.1	12.3	13.3	12.2
<i>General support/advocacy</i>	43.6	47.1	49.4	51.3	54.3
Access arrangements	4.5	4.4	4.3	4.5	4.1
Advice/information	29.3	33.0	36.1	39.6	41.5
Advocacy	27.6	28.4	31.5	31.8	35.9
<i>Specialist services</i>	20.3	20.1	20.4	20.9	19.6
Specialist counselling	5.7	4.8	5.4	6.1	5.5
Culturally specific services	8.3	8.3	8.3	9.1	7.8
Health/medical services	10.2	10.2	10.7	11.3	11.0
<i>Basic support/other n.e.s.</i>	60.6	56.2	53.2	54.9	52.2
Meals	39.5	37.3	34.6	33.1	29.7
Showers/hygiene	36.2	34.2	31.1	29.9	27.5
Recreation	29.4	26.6	25.5	25.2	23.6
Transport	37.3	34.3	31.8	29.1	27.0
Other	14.8	14.7	17.8	22.3	24.4
<i>No needs recorded</i>	0.8	0.7	0.4	0.8	1.3
<b>Total (number)</b>	<b>44,200</b>	<b>47,100</b>	<b>46,700</b>	<b>47,800</b>	<b>50,300</b>

(a) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report). If Victoria is excluded from the calculations, the proportion of closed accompanying child support periods in which 'SAAP/CAP accommodation' was required was 70% in 2006–07; 65% in 2007–08; 65% in 2008–09; 62% in 2009–10; and 60% in 2010–11.

(b) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.

(c) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

*Notes*

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 38,100 in 2006–07; 40,300 in 2007–08; 43,400 in 2008–09; 47,500 in 2009–10; 53,800 in 2010–11. In the majority of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple types of support, so the percentages do not add to 100.
3. An accompanying child may require more than one type of support within a broad type of assistance.
4. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
5. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A30: Type of support required for accompanying children in closed support periods, by provision, 2010–11**

**Part a: Individual types of support (percentage of closed accompanying child support periods)**

Type of support	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<i>Accommodation</i>								
SAAP/CAP accommodation <sup>(a)(b)(c)</sup>	4.2	11.3	15.5	80.2	4.3	84.5	100.0	29,000
<i>School liaison/child care</i>								
School liaison	3.6	8.3	11.9	67.0	21.1	88.1	100.0	5,200
Child care	2.7	9.5	12.2	76.5	11.3	87.8	100.0	7,400
<i>Personal support</i>								
Help with behavioural problems	3.9	8.9	12.8	62.1	25.2	87.3	100.0	4,600
Sexual/physical abuse support	2.5	9.9	12.4	44.0	43.7	87.7	100.0	1,400
Skills education	1.9	5.4	7.3	78.8	14.0	92.8	100.0	3,300
Structured play/skill development	2.1	3.1	5.2	89.5	5.3	94.8	100.0	6,100
<i>General support/advocacy</i>								
Access arrangements	4.8	17.4	22.2	56.2	21.6	77.8	100.0	2,100
Advice/information	0.7	0.6	1.3	90.2	8.5	98.7	100.0	20,900
Advocacy	0.6	1.1	1.7	86.5	11.7	98.2	100.0	18,000
<i>Specialist services</i>								
Specialist counselling	4.8	37.6	42.4	33.0	24.6	57.6	100.0	2,800
Culturally specific services	2.3	9.1	11.4	72.4	16.3	88.7	100.0	3,900
Health/medical services	2.6	27.6	30.2	37.1	32.7	69.8	100.0	5,500
<i>Basic support/other n.e.s.</i>								
Meals	0.5	1.5	2.0	95.5	2.5	98.0	100.0	15,000
Showers/hygiene	0.4	—	0.4	98.3	1.2	99.5	100.0	13,900
Recreation	0.9	1.9	2.8	94.4	2.8	97.2	100.0	11,800
Transport	0.8	1.0	1.8	95.7	2.5	98.2	100.0	13,600
Other	1.1	11.3	12.4	75.6	12.0	87.6	100.0	12,300

(continued)

**Table A30 (continued): Type of support required for accompanying children in closed support periods, by provision, 2010–11**

**Part b: Broad types of support (percentage of distinct types of support required)**

Broad type of support	Not provided			Provided				Distinct types of support required (number)	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total	Total		
Accommodation <sup>(a)(b)</sup>	4.2	11.3	15.5	80.2	4.3	84.5	100.0	29,000	29,000
School liaison/ child care	3.1	9.0	12.1	72.6	15.3	87.9	100.0	12,600	10,400
Personal support	2.6	5.9	8.5	75.0	16.5	91.5	100.0	15,400	9,100
General support/ advocacy	0.9	1.7	2.6	86.9	10.6	97.5	100.0	41,000	27,300
Specialist services	3.0	23.9	26.9	47.5	25.6	73.1	100.0	12,200	9,800
Basic support/ other n.e.s.	0.7	3.0	3.7	92.3	4.1	96.4	100.0	66,500	26,300
<b>Total (%)</b>	<b>1.8</b>	<b>6.2</b>	<b>8.0</b>	<b>83.0</b>	<b>9.0</b>	<b>92.0</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>3,200</b>	<b>10,900</b>	<b>14,100</b>	<b>146,800</b>	<b>15,900</b>	<b>162,700</b>	..	<b>176,800</b>	<b>49,700</b>

(a) Accommodation data are reported differently in Victoria to other jurisdictions (see Box 1.1 in the main report).

(b) In South Australia, a large number of agencies do not provide accommodation, they provide support services only.

(c) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

*Notes for tables A30 and A31*

- Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 47,500 in 2009–10; 53,800 in 2010–11. In the majority of these, 'no assistance' was indicated as required for the accompanying child.
- In broad groups of support types, an accompanying child may require more than one type of support within the group. The percentages for broad groups relate to all needs and not to support periods. For individual types of support, a need can be recorded only once within a support period, so the percentages relate to accompanying child support periods.
- Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
- Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A31: Broad types of support required for accompanying children in closed support periods, by provision, 2009–10 (percentage of distinct types of support required)**

Broad type of support	Not provided			Provided				Distinct types of support required (number)	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total	Total		
Accommodation <sup>(a)</sup>	7.0	9.9	16.9	78.6	4.5	83.1	100.0	28,800	28,800
School liaison/ child care	3.7	7.1	10.8	72.8	16.4	89.2	100.0	12,800	10,800
Personal support	2.3	6.0	8.3	74.4	17.3	91.7	100.0	15,800	9,400
General support/ advocacy	1.2	1.5	2.7	86.5	10.7	97.2	100.0	36,300	24,500
Specialist services	3.4	20.4	23.8	48.7	27.5	76.2	100.0	12,700	10,000
Basic support/ other n.e.s.	0.9	1.5	2.4	94.1	3.5	97.6	100.0	66,800	26,300
<b>Total (%)</b>	<b>2.5</b>	<b>5.1</b>	<b>7.6</b>	<b>83.2</b>	<b>9.1</b>	<b>92.4</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>4,400</b>	<b>8,800</b>	<b>13,200</b>	<b>144,100</b>	<b>15,800</b>	<b>159,900</b>	..	<b>173,100</b>	<b>47,400</b>

**Table A32: Closed support periods: main source of income immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)**

Main 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
<b>2009–10</b>				
No income	17.7	7.7	8.5	6.1
Government payments	73.8	83.5	83.3	85.2
Other	8.4	8.8	8.2	8.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>18,900</b>	<b>17,700</b>	<b>170,100</b>	<b>158,500</b>
<b>2010–11</b>				
No income	16.7	7.2	8.0	5.9
Government payments	74.9	83.2	83.9	85.5
Other	8.4	9.5	8.1	8.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>19,900</b>	<b>18,800</b>	<b>184,300</b>	<b>173,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 18,300 before support (including 'Don't know'), 30,000 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 18,800 before support (including 'Don't know'), 30,100 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A33: Closed support periods: main source of income immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (per cent)**

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
<b>2009–10</b>							
No income	6.4	6.3	6.1	5.4	4.4	6.1	9,600
Government payments	86.9	85.1	83.7	82.9	83.0	85.2	135,100
Other	6.7	8.6	10.2	11.8	12.6	8.7	13,800
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>72,900</b>	<b>22,500</b>	<b>34,500</b>	<b>14,800</b>	<b>13,800</b>	<b>..</b>	<b>158,500</b>
<b>2010–11</b>							
No income	6.5	6.4	5.4	4.7	4.4	5.9	10,100
Government payments	86.8	85.4	84.7	83.4	83.6	85.5	148,000
Other	6.7	8.2	9.9	11.9	12.0	8.6	14,900
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>79,500</b>	<b>23,800</b>	<b>35,800</b>	<b>16,400</b>	<b>17,500</b>	<b>..</b>	<b>173,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 30,000 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 30,100 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A34: Closed support periods: employment status in the week before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)**

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
<b>2009–10</b>				
Employed full/part time	10.8	20.7	9.3	11.1
Unemployed (looking for work)	33.5	29.6	26.1	25.4
Not in labour force	55.6	49.7	64.6	63.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>11,400</b>	<b>10,500</b>	<b>169,200</b>	<b>155,700</b>
<b>2010–11</b>				
Employed full/part time	11.1	20.2	9.4	11.0
Unemployed (looking for work)	31.7	28.7	26.5	26.2
Not in labour force	57.2	51.1	64.1	62.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>12,000</b>	<b>11,100</b>	<b>182,500</b>	<b>169,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 19,200 before support (including 'Don't know'), 32,800 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 20,600 before support (including 'Don't know'), 33,600 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A35: Closed support periods: employment status in the week after a support period, by length of support, by reporting period, 2009–10 to 2010–11 (per cent)**

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
<b>2009–10</b>							
Employed full/part time	7.0	11.3	13.9	16.6	19.5	11.1	17,200
Unemployed (looking for work)	32.4	21.5	20.6	17.2	15.5	25.4	39,600
Not in labour force	60.6	67.2	65.5	66.3	65.0	63.5	98,900
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>72,200</b>	<b>21,900</b>	<b>33,700</b>	<b>14,400</b>	<b>13,400</b>	..	<b>155,700</b>
<b>2010–11</b>							
Employed full/part time	7.2	11.1	13.8	16.7	17.6	11.0	18,700
Unemployed (looking for work)	34.0	21.5	20.0	17.3	18.1	26.2	44,400
Not in labour force	58.9	67.5	66.2	66.0	64.3	62.8	106,400
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>78,400</b>	<b>23,200</b>	<b>34,900</b>	<b>15,900</b>	<b>17,100</b>	..	<b>169,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 32,800 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 33,600 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A36: Closed support periods: type of house/dwelling immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)**

Type of house/dwelling	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
			<b>2009–10</b>	
<i>Improvised dwelling/sleeping rough</i>	8.2	2.4	12.1	7.1
Improvised dwelling/car/tent/squat	5.6	1.7	6.3	3.2
Street/park/in the open	2.6	0.8	5.8	3.9
<i>House/dwelling</i>	87.1	94.7	83.4	89.4
House/flat	71.6	80.7	65.6	69.8
Caravan	2.6	2.1	1.8	1.5
Boarding/rooming house	6.7	7.4	9.2	11.0
Hostel/hotel/motel	6.3	4.5	6.8	7.0
<i>Institutional setting</i>	4.7	2.9	4.4	3.5
Hospital	0.8	0.4	0.9	0.5
Psychiatric institution	0.6	0.3	0.5	0.3
Prison/youth training centre	1.2	0.6	1.1	0.5
Other institutional setting	2.1	1.6	1.9	2.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>46,000</b>	<b>38,900</b>	<b>169,800</b>	<b>142,800</b>
			<b>2010–11</b>	
<i>Improvised dwelling/sleeping rough</i>	8.4	2.3	11.6	6.3
Improvised dwelling/car/tent/squat	5.8	1.7	6.3	3.2
Street/park/in the open	2.6	0.7	5.3	3.2
<i>House/dwelling</i>	87.2	95.2	84.2	90.4
House/flat	71.2	81.8	66.2	70.4
Caravan	2.7	2.1	1.9	1.6
Boarding/rooming house	6.7	6.7	9.0	10.4
Hostel/hotel/motel	6.7	4.6	7.1	8.0
<i>Institutional setting</i>	4.3	2.5	4.3	3.3
Hospital	0.7	0.3	0.9	0.5
Psychiatric institution	0.7	0.3	0.5	0.3
Prison/youth training centre	1.3	0.6	1.2	0.6
Other institutional setting	1.5	1.3	1.7	1.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>52,300</b>	<b>45,100</b>	<b>184,100</b>	<b>156,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 18,700 before support (including 'Don't know'), 45,600 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 19,000 before support (including 'Don't know'), 46,500 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A37: Closed support periods: type of tenure immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)**

Type of tenure	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
			<b>2009–10</b>	
<i>SAAP/CAP funded accommodation</i> <sup>(a)</sup>	12.1	10.4	11.5	14.0
SAAP/CAP crisis/short-term accommodation	8.4	4.9	7.3	7.5
SAAP/CAP medium/long-term accommodation	2.0	3.9	1.9	3.9
Other SAAP/CAP funded accommodation	1.8	1.7	2.3	2.6
<i>No tenure</i>	12.5	5.0	16.9	10.7
Institutional setting	3.1	1.8	3.0	2.1
Improvised dwelling/sleeping rough	6.8	1.9	10.7	5.5
Other	2.6	1.4	3.2	3.1
<i>Tenure</i>	75.4	84.5	71.6	75.2
Purchasing/purchased own home	3.3	2.6	4.4	4.0
Private rental	31.7	40.7	26.9	29.9
Public housing rental	7.9	13.7	10.2	13.0
Community housing rental	3.5	6.4	4.9	6.9
Rent-free accommodation	8.8	5.3	7.9	5.8
Boarding	20.2	15.7	17.2	15.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>44,200</b>	<b>37,600</b>	<b>160,400</b>	<b>135,400</b>
			<b>2010–11</b>	
<i>SAAP/CAP funded accommodation</i> <sup>(a)</sup>	11.3	9.7	10.7	13.6
SAAP/CAP crisis/short-term accommodation	7.8	4.6	6.9	7.3
SAAP/CAP medium/long-term accommodation	1.8	3.7	1.8	3.7
Other SAAP/CAP funded accommodation	1.7	1.4	2.0	2.6
<i>No tenure</i>	12.6	4.6	17.0	10.4
Institutional setting	3.0	1.6	3.1	2.0
Improvised dwelling/sleeping rough	7.3	1.8	10.2	5.1
Other	2.3	1.2	3.7	3.3
<i>Tenure</i>	76.1	85.7	72.3	76.0
Purchasing/purchased own home	2.9	2.3	4.1	3.7
Private rental	33.1	41.0	28.6	31.2
Public housing rental	7.7	14.9	10.7	14.0
Community housing rental	3.1	6.8	4.6	6.7
Rent-free accommodation	9.1	5.4	7.6	5.5
Boarding	20.2	15.3	16.6	15.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>50,200</b>	<b>43,700</b>	<b>173,400</b>	<b>148,400</b>

(a) 'SAAP/CAP funded accommodation' refers to what is now known as 'specialist homelessness accommodation'.

*Notes*

1. Number excluded due to errors and omissions (weighted): 28,100 before support (including 'Don't know'), 53,000 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 29,700 before support (including 'Don't know'), 54,700 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A38: Closed support periods: type of house/dwelling occupied immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (per cent)**

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
<b>2009–10</b>							
Improvised dwelling/sleeping rough	11.6	5.1	2.8	2.5	2.6	7.1	10,100
House/dwelling	85.2	89.8	93.8	94.1	94.4	89.4	127,700
Institutional setting	3.2	5.1	3.4	3.4	2.9	3.5	5,000
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>64,700</b>	<b>19,400</b>	<b>31,700</b>	<b>13,800</b>	<b>13,200</b>	<b>..</b>	<b>142,800</b>
<b>2010–11</b>							
Improvised dwelling/sleeping rough	10.1	4.9	3.0	2.3	2.5	6.3	9,900
House/dwelling	86.6	90.5	94.1	94.8	94.9	90.4	141,600
Institutional setting	3.3	4.6	3.0	2.9	2.5	3.3	5,100
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>71,500</b>	<b>20,400</b>	<b>32,700</b>	<b>15,300</b>	<b>16,700</b>	<b>..</b>	<b>156,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 45,600 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 46,500 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A39: Closed support periods: type of tenure immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (per cent)**

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
<b>2009–10</b>							
SAAP/CAP funded accommodation <sup>(a)</sup>	16.4	15.1	12.8	10.3	8.2	14.0	19,000
No tenure	15.8	9.8	5.8	5.3	5.2	10.7	14,500
Tenure	67.8	75.1	81.4	84.5	86.6	75.2	101,800
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>60,900</b>	<b>18,200</b>	<b>30,200</b>	<b>13,300</b>	<b>12,700</b>	<b>..</b>	<b>135,400</b>
<b>2010–11</b>							
SAAP/CAP funded accommodation <sup>(a)</sup>	16.3	15.3	11.8	10.1	7.8	13.6	20,200
No tenure	15.3	9.1	6.0	4.9	4.8	10.4	15,400
Tenure	68.5	75.6	82.2	85.0	87.4	76.0	112,700
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>67,200</b>	<b>19,100</b>	<b>31,200</b>	<b>14,600</b>	<b>16,200</b>	<b>..</b>	<b>148,400</b>

(a) 'SAAP/CAP funded accommodation' refers to what is now known as 'specialist homelessness accommodation'.

*Notes*

1. Number excluded due to errors and omissions (weighted): 53,000 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 54,700 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A40: Closed support periods: living situation immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)**

Living situation	Before	After
		<b>2009–10</b>
With both parents	2.3	1.8
With one parent and parent's spouse/partner	1.6	1.1
With one parent	3.8	3.3
With foster family	0.3	0.2
With relatives/friends temporary	14.5	10.3
With relatives/friends long-term	3.9	5.1
With spouse/partner	8.2	6.5
With spouse/partner and child(ren)	11.3	8.8
Alone	25.6	28.9
Alone with child(ren)	12.5	18.1
With other unrelated persons	15.0	14.7
Other	1.1	1.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>168,800</b>	<b>142,800</b>
		<b>2010–11</b>
With both parents	2.3	1.8
With one parent and parent's spouse/partner	1.6	1.0
With one parent	3.6	3.0
With foster family	0.2	0.2
With relatives/friends temporary	14.4	9.9
With relatives/friends long-term	3.6	4.7
With spouse/partner	8.2	6.4
With spouse/partner and child(ren)	11.1	8.9
Alone	26.5	30.0
Alone with child(ren)	13.2	18.7
With other unrelated persons	14.0	14.0
Other	1.3	1.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>181,500</b>	<b>155,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 19,600 before support (including 'Don't know'), 45,600 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 21,600 before support (including 'Don't know'), 47,400 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A41: Closed support periods: student status immediately before and after a support period, by age, by reporting period, 2009–10 to 2010–11 (per cent)**

Student status	5–17 years		18+ years		Total	
	Before	After	Before	After	Before	After
<b>2009–10</b>						
Not a student	51.3	49.6	95.2	94.6	90.7	90.3
Primary/secondary student	39.8	39.1	0.9	0.8	4.9	4.5
Post-secondary student/employment training	8.9	11.2	3.9	4.6	4.4	5.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>17,100</b>	<b>14,700</b>	<b>150,600</b>	<b>139,900</b>	<b>167,700</b>	<b>154,600</b>
<b>2010–11</b>						
Not a student	48.5	47.5	94.7	94.1	90.3	89.8
Primary/secondary student	42.3	41.0	1.0	0.9	4.9	4.5
Post-secondary student/employment training	9.2	11.5	4.3	5.1	4.8	5.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>17,100</b>	<b>15,400</b>	<b>164,900</b>	<b>154,100</b>	<b>181,900</b>	<b>169,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 19,300 before support (including 'Don't know'), 32,500 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 19,900 before support (including 'Don't know'), 32,300 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Table excludes closed support periods for clients aged 4 years and under.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A42: Closed support periods: existence of a case management plan by the end of a support period, by reporting period, 2006–07 to 2010–11 (per cent)**

Case management plan	2006–07	2007–08	2008–09	2009–10	2010–11
Yes	55.1	59.5	60.7	60.6	59.5
No, client did not agree to one	10.2	7.6	7.0	6.9	6.2
No, support period too short	33.2	31.9	28.4	28.1	29.8
No, other reason	1.6	0.9	4.0	4.5	4.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>160,600</b>	<b>169,900</b>	<b>166,100</b>	<b>177,100</b>	<b>189,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 17,300 in 2006–07; 17,100 in 2007–08; 10,700 in 2008–09; 11,300 in 2009–10; 14,000 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A43: Closed support periods where a case management plan was in place by the end of a support period: achievement of goals, by reporting period, 2006–07 to 2010–11 (per cent)**

Achievement of goals	2006–07	2007–08	2008–09	2009–10	2010–11
All goals achieved	38.3	39.3	44.0	45.5	45.1
Most or some goals achieved	54.6	54.1	50.4	49.2	49.3
No goals achieved	7.1	6.6	5.5	5.3	5.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>87,500</b>	<b>99,800</b>	<b>100,000</b>	<b>106,900</b>	<b>112,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 900 in 2006–07; 1,300 in 2007–08; 700 in 2008–09; 500 in 2009–10; 300 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

## Appendix 2 The SAAP National Data Collection

The 2010–11 data from government-funded specialist homelessness agencies was collected in the SAAP National Data Collection (SAAP NDC). In 2010–11, the SAAP NDC consisted of three distinct components, each of which can be thought of as a separate collection—the Client Collection; the Administrative Data Collection; and the Demand for Accommodation Collection (see Box A2.1). This report mainly presents analysis of the Client Collection. Some analysis of funding using the Administrative Data Collection is also included to provide context. A further report, *People turned away from government-funded specialist homelessness accommodation 2010–11* (AIHW 2011j), contains data from the Demand for Accommodation Collection.

### Box A2.1: The SAAP National Data Collection

The SAAP NDC consists of distinct components, each of which can be thought of as a separate collection. In 2010–11, three collections were run:

- The Client Collection—collects information about clients and their accompanying children. Data are recorded by service providers (agencies) during, or immediately following, contact with clients and are then returned after support has ended or, for ongoing clients, at the end of the reporting period (30 June). Data collected include information on: demographics, such as age, sex and country of birth for clients and accompanying children; the types of support required by, and provided to, each client and accompanying child; and the client's situation before and after receiving support. Some data items require consent from the client to collect. Data are collected in relation to support periods. A support period is a discrete period of time over which a person receives ongoing support from a government-funded specialist homelessness agency. A person may have one or more periods of support within a year. To calculate the number of people associated with these periods of support, a statistical linkage key (SLK) is created for each person receiving support where consent was provided to record this information. In this way, people with multiple periods of support can be ascertained and estimates of the number of people can be made.
- The Administrative Data Collection—sets the scope for the SAAP NDC and contains information about the agencies providing accommodation and support to people who are homeless or at risk of homelessness. The departments that administer the government response to homelessness in each state and territory determine which agencies are included in the collection (are in-scope) and provide agency details such as the client target group of each agency, whether the agency is required to participate in data collection, and details of funding.
- The Demand for Accommodation Collection—measures the level of turn-away from specialist homelessness accommodation by collecting information about the number of met and unmet requests for accommodation. It is conducted annually over 2 separate weeks.

See Appendix 5 for more information.

A new collection reflecting the changed arrangements under the NAHA and the national partnership agreements replaced the SAAP NDC on 1 July 2011. However, for continuity in reporting data from the SAAP NDC, the terminology and labels of data produced under the SAAP V agreement have been retained in this report. For example, 'SAAP/CAP accommodation' continues to be reported as a type of support but now refers to what is known as 'specialist homelessness accommodation'.

## **Funding to agencies**

In 2010–11, 1,547 specialist homelessness agencies received government funding for all or part of the year (Table A1). Not all funded agencies were required to participate in data collection. In 2010–11, 1,447 agencies were required to participate (Table A2).

Funding to agencies in 2010–11 was provided jointly by the Australian Government and the state and territory governments under the NAHA and national partnership agreements. The states and territories were also able to provide additional funding over and above the amounts determined in these agreements.

Readers should note that not all jurisdictions have included NPAH and other partnership agreement funding or agencies for the 2009–10 or 2010–11 year (see AIHW 2011b, c, d, e, f, g, h, i:Table A1).

## **Agency participation and client consent**

The participation of agencies in the SAAP NDC has generally been high, as have the rates of consent and valid consent obtained from clients (Table A2). This is important as, to ensure that the data collected accurately reflect the work done, it is essential that there is both a high level of participation in the collection among funded agencies and a high level of consent provided by clients. A weighting system has been developed to adjust for incomplete responses, both in terms of agencies that did not participate and clients who did not consent (see Appendix 3 for further detail).

Readers should note that the number and profile of agencies change each year as a result of agency closures, the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or target groups. Inclusion or exclusion from the collection and changes in agency status and type are determined by the state and territory governments responsible for administering the government response to homelessness.

## **Consent for accompanying children**

Consent in the case of accompanying children is more complicated than that for clients. Young children are not able to understand the purpose of the collection and cannot, therefore, give informed consent. In addition, the question concerning the age at which young people are able to give consent has no simple, universally accepted answer.

For the purposes of the SAAP NDC, consent can be obtained from either the parent/guardian or the child, depending on family circumstances and whether or not the child is judged able to comprehend what is being asked of her/him. In cases where there is a

strong objection from the parent/guardian about the data collection, the wishes of the parent/guardian take precedence.

Consent is obtained at the client support period level, not the accompanying child support period level, and a client may choose to provide consent for their details to be recorded but not wish to record those of their accompanying child.

## Appendix 3 Weighting

In order to provide accurate data about all clients presenting at specialist homelessness agencies, the data collected in the Client Collection must be adjusted for agency non-participation and, if necessary, client non-consent.

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

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

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

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

- for client and accompanying child level estimates, only one weight is derived because valid consent is required to derive these estimates. A weight is derived for each record with at least one period with valid consent. Note that consent is not obtained separately for accompanying children and is the same as the consent recorded for the parent/guardian. In estimates of numbers of clients and accompanying children, inaccuracies caused by identical statistical linkage keys for a small number and changing linkage key information for the same client or accompanying child are not considered in the adjustment scheme.

In this report and its supplements, all estimates of clients, support periods, accompanying children and accompanying child support periods obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just outlined.

## Appendix 4 Interpretation of tables

When interpreting the tables in this report, the following should be noted:

- the main unit used in the table (for example, percentages, numbers or dollars) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table
- in tables by state and territory, the number of clients in each state and territory is calculated based on their first visit in that state or territory. The support periods for a particular client may have been at agencies in more than one state or territory. Consequently, the number of clients by state and territory does not sum to the national figure. The same is true for accompanying children
- records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third the size of the number of records included in the table)
- components may not add to totals because of rounding. For rounding conventions, refer to Appendix 5
- in a number of tables clients may have more than one response so the percentages will not add to 100. A note to the table will indicate whether this is the case.

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

- the number of records excluded from the table because of errors and omissions in the data
- any additional information needed to interpret the table.

## Appendix 5 Counting rules and glossary

Accurate interpretation of the analyses presented in this report requires an understanding of the concepts and terms used in the SAAP NDC.

In this report, the following rules and definitions have been used. For detailed descriptions of categories and other terms used in this report, please refer to the collectors manual (AIHW 2005).

<b>Accommodated client</b>	A client is considered to be accommodated during a support period if the support type of 'SAAP/CAP accommodation' (specialist homelessness accommodation) was provided and/or a date of accommodation was provided.
<b>Accommodation period</b>	<p>The period during which a client was in specialist homelessness accommodation (also referred to as a period of accommodation). A client may have no accommodation periods or one or more accommodation periods within a support period.</p> <p>The dates on which each accommodation period began and ended during the support period are collected for clients, but not for accompanying children. It can, however, be reasonably assumed that an accompanying child will have the same accommodation period start and end dates as their parent(s) or guardian(s) in the majority of cases.</p>
<b>Accompanying child</b>	<p>A person aged under 18 years who:</p> <ul style="list-style-type: none"><li>· has a parent or guardian who is a client; and</li><li>· accompanies that client to a an agency any time during that client's support period; and/or</li><li>· receives assistance directly as a consequence of a parent or guardian's support period.</li></ul> <p>Tables detailing the characteristics of individual accompanying children generally present data collected during the child's first accompanying child support period in the reporting period.</p>
<b>Accompanying child requiring assistance</b>	An accompanying child is said to require assistance if any information concerning the need for or provision of support (including referrals) has been reported for the child (refer to question 23 of the client form, Appendix 7).
<b>Accompanying child support period</b>	<p>Each support period in which the child either accompanies a parent or guardian to an agency or receives assistance as a result of a parent or guardian's support period.</p> <p>Within an accompanying child support period, the child may receive one-off assistance and/or support over a period of time. Because the child may not be supported for the entire duration of a parent's or guardian's support period, it is not possible to assess the exact length of support for an accompanying child. However, it can be reasonably</p>

	<p>assumed that an accompanying child will have the same support period start and end dates as their parent(s) or guardian(s) in the majority of cases.</p> <p>The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.</p>
<b>Age</b>	<p>The age of the client or accompanying child is calculated from their date of birth and is either their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.</p>
<b>Agency</b>	<p>An organisation or establishment that receives a specified amount of NAHA/national partnership funds to provide specialist homelessness services to people experiencing or at risk of homelessness. Agencies may also receive funding from other sources.</p> <p>Agency inclusion is determined by the state and territory departments responsible for administering the government response to homelessness. Not all funded agencies are required to participate in data collection (see participating agency).</p>
<b>Alpha code</b>	<p>A predetermined combination of letters from a client's or accompanying child's name, together with a letter designating their sex. See also valid alpha code and statistical linkage key.</p>
<b>At imminent risk of homelessness</b>	<p>Includes people who are at risk of losing their housing because of factors that do not pose a threat to their safety; for example, interpersonal conflicts that do not involve violence. A person who requires the support of an agency worker to maintain their current housing situation and live independently in the community may also be considered to be at risk of becoming homeless.</p>
<b>Client</b>	<p>A person who is homeless or at imminent risk of homelessness who:</p> <ul style="list-style-type: none"> <li>· is accommodated by an agency; or</li> <li>· enters into an ongoing support relationship with an agency; or</li> <li>· receives support or assistance from an agency which entails generally 1 hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day.</li> </ul> <p>This includes people who are aged 18 years or older and people of any age not accompanied by a parent or guardian.</p> <p>Client records from operational agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none"> <li>· the client's support period ended in the reporting period; or</li> <li>· the client's support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the AIHW before the data entry close-off date for the reporting</li> </ul>

period; and

- a valid statistical linkage key was provided.

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

**Closed accompanying child support periods**

An accompanying child support period associated with a closed support period.

**Closed support period**

A support period that had finished on or before the end of the reporting period—30 June.

**Client group**

For the purposes of this report clients are grouped into the following categories based on the family unit the person was supported with:

- Male alone, under 25—males aged under 25 years who presented 'alone or with unrelated person(s)'
- Male alone, 25+—males aged 25 years and over who presented 'alone or with unrelated person(s)'
- Female alone, under 25—females aged under 25 years who presented 'alone or with unrelated person(s)'
- Female alone, 25+—females aged 25 years and over who presented 'alone or with unrelated person(s)'
- Couple no children—refers to a married or defacto couple presenting together without children or other family members
- Couple with children—refers to a married or defacto couple presenting together with at least one child who either accompanies them or is provided with assistance as a consequence of their parent or guardian's support
- Male with children—a single male presenting with at least one child who either accompanies them or is provided with assistance as a consequence of their parent or guardian's support
- Female with children—a single female presenting with at least one child who either accompanies them or is provided with assistance as a consequence of their parent or guardian's support
- Other—used to record all other groups of related individuals. For example, siblings and multigenerational families.

**Homeless person**

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

- damages, or is likely to damage, their health; or
- threatens their safety; or

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

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

**House/dwelling**

The Client Collection specifies 10 categories of house or dwelling type for clients:

- improvised dwelling/car/tent/squat
- street/park/in the open
- house/flat
- caravan
- boarding/rooming house
- hostel/hotel/motel
- hospital
- psychiatric institution
- prison/youth training centre
- other institutional setting.

**Income source**

The Client Collection specifies 22 distinct categories for the main income source of clients. In this report, the categories are combined into three groups:

- no income—including no income and no income, registered/awaiting benefit
- government payments—including Newstart; Youth Allowance; Community Development Employment Program (CDEP); ABSTUDY; Austudy; Disability Support Pension; Age Pension; Parenting Payment; Department of Veterans' Affairs (DVA) payment (support or pension); and any other government allowance or benefit
- other income—including Workcover or compensation; maintenance or child support; wages or salary or income from a client's own business; spouse or partner's income; and any other income source not specified above.

**Informed consent**

For the purposes of the SAAP NDC, informed consent is a statement by the client that he or she agrees to have personal information

recorded and sent to the AIHW for analysis. The protocols of the collection state that the client must be given appropriate information about why the information is being recorded and what the information will be used for.

**Length of accommodation**

Accommodation length is obtained by summing the individual accommodation period lengths reported for a support period. An individual accommodation length is obtained by subtracting the accommodation start date from the accommodation finish date for those periods with valid dates. If a client starts and ends accommodation on the same date, the length of accommodation is recorded as zero.

A support period with accommodation may begin before the start of the financial year. For this report, length of accommodation is the total length of accommodation within a support period, not the length of accommodation within the financial year.

**Length of support**

The length of support is calculated by subtracting the support period start date from the support period finish date.

A support period may begin before the start of the financial year. For this report, length of support refers to the length of the entire support period, not the length of support within the financial year.

The categories used in this report are:

- 1 week or less—less than 1 day to 7 days
- >1 week–1 month—8 days to 28 days
- >1 month–3 months—29 days to 91 days
- >3 months–6 months—92 days to 182 days
- >6 months—183 days and onwards.

**Living situation**

The Client Collection specifies 11 distinct categories for the living situation of clients and allows agencies to record other types of living situation not listed on the data form:

- with both parents
- with one parent and parent's spouse/partner
- with one parent
- with foster family
- with relatives/friends temporary
- with relatives/friends long-term
- with spouse/partner
- with spouse/partner and child(ren)
- alone with child(ren)
- alone
- with other unrelated persons
- other.

<b>Main reason for seeking assistance</b>	<p>This report presents individual main reasons and includes a subtotal for five distinct groupings. The subtotals are:</p> <ul style="list-style-type: none"> <li>· Interpersonal relationships—time out from family/other situation; relationship/family breakdown; interpersonal conflict; sexual abuse; domestic/family violence; physical/emotional abuse</li> <li>· Financial—gambling; budgeting problems; rent too high; other financial difficulty</li> <li>· Accommodation—overcrowding issues; eviction/asked to leave; emergency accommodation ended; previous accommodation ended</li> <li>· Health—mental health issues; problematic drug/alcohol/substance use; psychiatric illness; other health issues</li> <li>· Other reasons—gay/lesbian/transgender issues; recently left institution; recent arrival to area with no means of support; itinerant; other.</li> </ul>
<b>Mean</b>	<p>For non-funding support periods or client-level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.</p> <p>For funding items, the mean is the total funding as reported, divided by the relevant number of units.</p>
<b>Median</b>	<p>The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value and half are above it.</p>
<b>Missing values</b>	<p>Records that are not available for analysis are shown in table notes. The number of such records for each table is calculated in the following order of precedence:</p> <ul style="list-style-type: none"> <li>· records not available because of errors</li> <li>· records not available because of omissions.</li> </ul> <p>In tables involving subpopulations, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are generally not included in the missing count for these tables.</p>
<b>Not employed</b>	<p>Either ‘unemployed (looking for work)’ or ‘not in the labour force’.</p>
<b>Ongoing support period</b>	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> <li>· no support end-date is provided</li> <li>· no after-support information is provided</li> <li>· the corresponding client form was received in the month following the end of the reporting period.</li> </ul>

<b>Ongoing support relationship</b>	<p>Ongoing support periods are generally not included in tables relating to duration of support or accommodation.</p> <p>An ongoing support relationship exists between an agency and a person if some assistance has been provided to that person, and it is expected that future contact will occur between the person and the agency for the purpose of providing additional assistance. Future contact can be assumed if:</p> <ul style="list-style-type: none"> <li>· a definite appointment has been made with the person to work through particular problems/issues; or</li> <li>· an agreement has been reached with the person to work through particular problems/issues even if a specific appointment has not been made; or</li> <li>· the agency expects the client to return for more assistance within a month.</li> </ul> <p>However, an invitation to return to the agency in the future if the need arises does not constitute an ongoing support relationship. It is seen to be an offer to enter into a new support period or to provide assistance at some future time.</p>
<b>Participating agency/ participation rate</b>	<p>The participation status of an agency is determined by their status in the Administrative Data Collection as well as by their participation in the SAAP NDC during the reference period.</p> <p>The Administrative Data Collection contains information on all funded agencies. These agencies fall into one of two categories—non-participating agencies and participating agencies.</p> <p>Non-participating agencies are funded, but are not required to participate in data collection. They are excluded from the calculation of the participation rate, but are included in tables relating to agency funding.</p> <p>Participating agencies are those that are required to return data for the reference period. With some exceptions, these form the basis for the calculation of the participation rate. Participating agencies are not considered ‘in scope’ for the reference period if they were not able to participate in the collection for that year. For example, the Administrative Data Collection indicated that they were closed for the entire reference period and they did not return any data.</p>
<b>Per 10,000 population</b>	<p>Calculated by dividing the population in the designated group by the estimated resident Australian population in that group and multiplying by 10,000.</p>
<b>Percentages</b>	<p>Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.</p>
<b>Primary target group</b>	<p>Refers to the primary target group of the agency; that is, the primary characteristics of persons to whom a service is targeted. There are six classifications used by the SAAP NDC. These are:</p>

- young people
- single men only
- single women only
- families
- women and children escaping domestic violence
- cross-target/multiple/general.

**Referral**

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

**Rounding**

Weighted numbers of support periods and clients are generally rounded to the nearest 100.

Percentages in tables are rounded to 1 decimal place. Percentages in text are rounded to the nearest whole number.

Figures may not add or match between tables and text due to rounding.

**Statistical linkage key (SLK)**

A derived variable that allows demographic data about the same client to be combined across support periods without the name of the client being recorded.

See also valid statistical linkage key.

**Support/service**

Assistance, other than supported accommodation, provided to a client or accompanying child as part of a support period.

See also type of support/service.

**Support period**

Commences when a client begins to receive support and/or supported accommodation from an agency. The support period is considered to finish when:

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

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

Support periods from operational agencies are included in the analyses presented in this report if:

- the client's support period ended in the reporting period; or
- the client's support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support

period was unknown and the record was entered by the AIHW before the data entry close-off date for the reporting period.

**Support period with accommodation**

A support period in which a support type of 'SAAP/CAP accommodation' was provided and/or a date of 'SAAP/CAP accommodation' was provided.

**Tenure**

Tenure describes a person's legal right to occupy a dwelling; that is, whether the dwelling they occupied immediately before and after support was owned, being purchased or rented. If a dwelling was being rented, information is also collected on whether that renting is in the private rental market, public housing or community housing. Clients may also be boarding or living rent-free or have no tenure.

**Type of support**

The Client Collection specifies 34 distinct types of support for clients and 17 distinct types of support for accompanying children and allows agencies to record other types not listed on the data form.

For clients, this report presents individual service or support types and includes a subtotal for six distinct groupings. The major classifications for clients are:

- housing or accommodation—'SAAP/CAP accommodation'; assistance to obtain or maintain short-term accommodation; assistance to obtain or maintain medium-term accommodation; and assistance to obtain or maintain independent housing
- financial or employment—assistance to obtain or maintain a government allowance; employment and training assistance; financial assistance or material aid; and financial counselling and support
- personal support—incest or sexual assault support; domestic or family violence support; family or relationship support; emotional support; and assistance with problem gambling
- general support or advocacy—living skills or personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; and advocacy or liaison on behalf of client
- specialist services—psychological services; specialist counselling services; psychiatric services; pregnancy support; family planning support; drug or alcohol support or intervention; physical disability services; intellectual disability services; culturally specific services; interpreter services; assistance with immigration issues; and health or medical services
- basic support and other not elsewhere specified (n.e.s.)—meals; laundry or shower facilities; recreation; transport; and other support.

For accompanying children, this report presents individual service or support types and includes a subtotal for six distinct groupings. The major classifications for accompanying children are:

- accommodation—‘SAAP/CAP accommodation’
- school liaison or child care—school liaison; and child care
- personal support—help with behavioural problems; sexual or physical abuse support; skills education; and structured play or skill development
- general support or advocacy—access arrangements; advice or information; and advocacy
- specialist services—specialist counselling; culturally specific services; and health or medical services
- basic support and other not elsewhere specified (n.e.s.)—meals; showers or hygiene; recreation; transport; and other support.

Note that support for accompanying children is recorded on only one parent’s/guardian’s form when a couple presents to an agency.

For further information, refer to Appendix 7 for the form and to the collectors manual (AIHW 2005) for the definitions.

<b>Unaccompanied client</b>	A client who presented ‘alone or with an unrelated person(s)’.
<b>Unmet need</b>	An unmet need occurs when an agency worker assesses that a client needs a support service during their support period, and that service is not provided or referred.
<b>Valid alpha code</b>	An alpha code that is given with informed consent, containing only letters from the alphabet or the numeral ‘2’ (to indicate a short name) and ends in either M or F to indicate the sex.
<b>Valid consent</b>	Refers to a valid statistical linkage key.
<b>Valid date of birth</b>	For the purposes of the SAAP NDC, a valid date of birth is one that is provided with informed consent; and has the day and month of birth completed and not estimated; and the year of birth completed either estimated or not estimated.
<b>Valid statistical linkage key (SLK)</b>	For the purposes of the SAAP NDC, a valid SLK comprises a valid alpha code and valid date of birth.

# Appendix 6 Abbreviations and symbols

## Abbreviations

ABS	Australian Bureau of Statistics
ACT	Australian Capital Territory
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
NAHA	National Affordable Housing Agreement
No.	number
NPAH	National Partnership Agreement on Homelessness
NSW	New South Wales
NT	Northern Territory
Qld	Queensland
SA	South Australia
SAAP	Supported Accommodation Assistance Program
SAAP NDC	SAAP National Data Collection
SHS	Specialist Homelessness Services collection
SLK	statistical linkage key
Tas	Tasmania
THM	Transitional Housing Management program
VHDC	Victorian Homelessness Data Collection
Vic	Victoria
WA	Western Australia

## Symbols in tables

..	not applicable
—	nil or rounded to zero (including null cells)
n.a.	not available
n.e.s.	not elsewhere specified

# Appendix 7 Client Collection form



**SAAP  
NDCA**

**CLIENT FORM**

JULY 2010 – JUNE 2011

★ indicates questions that require the informed consent of the client.

AGENCY ID	<input type="text"/>							
SUPPORT PERIOD	D	D	M	M	Y	Y	Y	Y
Date commenced	<input type="text"/>							
Date finished	<input type="text"/>							
SUPPORT PERIOD ONGOING AT 30 JUNE 2011 Yes <input type="checkbox"/> 1								
CONSENT OBTAINED Yes <input type="checkbox"/> 1 No <input type="checkbox"/> 2								

- Where a name is not long enough please fill in any remaining squares with a 2.  
*For example, a male client called Ng Tien will have the alpha code G2 IE2 M.*
- Where a part of the name is missing or unknown please substitute a 9.  
*For example, a female client known to you only as Jane will have the code AN 999 F.*
- Do not count hyphens, apostrophes, blank spaces or any other such character as a letter of the alphabet.

★ ALPHA CODE

Letters of first name	<input type="text"/>	<input type="checkbox"/> M/F for male or female					
	1st	2nd	3rd	4th	5th	6th	
Letters of last name	<input type="text"/>						

- Complete date as best you can.
- If day unknown, tick box "day unknown".
- If month unknown, tick box "month unknown".
- If year unknown, provide best estimate and tick box "estimated year".

★ DATE OF BIRTH OF CLIENT

D	D	M	M	Y	Y	Y	Y
<input type="text"/>							
<input type="checkbox"/>							
day unknown		month unknown		estimated year			

<p><b>1 Sex of client</b></p> <p>female <input type="checkbox"/> 1</p> <p>male <input type="checkbox"/> 2</p>	<p><b>3 Source of referral/information</b></p> <p><i>please tick one box only</i></p> <p>self <input type="checkbox"/> 13</p> <p>family/friends <input type="checkbox"/> 16</p> <p>school/other education institution <input type="checkbox"/> 2</p> <p>community services department <input type="checkbox"/> 3</p> <p>police/legal unit/correction institution <input type="checkbox"/> 17</p> <p>health services <input type="checkbox"/> 18</p> <p>psychiatric unit <input type="checkbox"/> 7</p> <p>telephone/crisis referral agency <input type="checkbox"/> 8</p> <p>SAAP agency/worker <input type="checkbox"/> 9</p> <p>other government department <input type="checkbox"/> 10</p> <p>other non-government organisation <input type="checkbox"/> 11</p> <p>other (please specify) _____ <input type="checkbox"/> 999</p> <p>don't know/no information <input type="checkbox"/> 0</p>
<p><b>2 Person(s) receiving assistance</b></p> <p><i>please tick one box only</i></p> <p><b>WITH</b> child(ren)</p> <p>person with child(ren) <input type="checkbox"/> 3</p> <p>couple with child(ren) <input type="checkbox"/> 4</p> <p><b>WITHOUT</b> child(ren)</p> <p>person alone or with unrelated person(s) <input type="checkbox"/> 1</p> <p>couple without child(ren) <input type="checkbox"/> 2</p> <p><b>OTHER</b></p> <p>please specify _____ <input type="checkbox"/> 999</p>	<p><b>IF CONSENT IS NOT OBTAINED PLEASE GO TO QUESTION 15</b></p>

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★ 4 Country of birth of client

Australia  1

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

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

no  1

yes, Aboriginal  2

yes, Torres Strait Islander  3

yes, both  4

★ 6 Presenting reasons for seeking assistance

**please tick as many circles as apply**

**Interpersonal relationships**

time out from family/other situation  2

relationship/family breakdown  3

interpersonal conflict  4

sexual abuse  7

domestic/family violence  6

physical/emotional abuse  5

**Financial**

gambling  20

budgeting problems  23

rent too high  24

other financial difficulty  21

**Accommodation**

overcrowding issues  27

eviction/asked to leave  25

emergency accommodation ended  11

previous accommodation ended  26

**Health**

mental health issues  28

problematic drug/alcohol/substance use  10

psychiatric illness  13

other health issues  29

**Other reasons**

gay/lesbian/transgender issues  30

recently left institution  12

recent arrival to area with no means of support  14

itinerant  15

other (please specify) \_\_\_\_\_  999

don't know/no information  0

★ 7 Main presenting reason for seeking assistance

**please write only ONE code number from Question 6**

eg

★ 8 Main income source before and after support

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

**Before** **After**

**No income**

no income  1

registered/awaiting benefit  2

**Government payments**

newstart  4

youth allowance  33

community development employment project (CDEP)  8

ABSTUDY  31

Austudy payment for students aged 25 years and over  28

disability support pension  12

age pension  13

parenting payment  34

DVA payment (pension or support)  35

other type of allowance or benefit  36

**Other income**

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

other (please specify) \_\_\_\_\_  999

client left without providing any information  98

don't know  99

★ 9 Labour force status before and after support

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

**Before** **After**

employed full time (35 hours per week or more)  1

employed part time (less than 35 hours per week)  2

unemployed (looking for work)  4

not in labour force (see manual)  5

client left without providing any information  98

don't know  99

★ 10 Student status before and after support

**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

client left without providing any information  98

don't know  99

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**\* 11 Type of house/dwelling immediately before and after this support period**

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

**Improvised dwelling/sleeping rough**

- improvised dwelling/car/tent/squat  1   
 street/park/in the open  2

**House/dwelling**

- house/flat  3   
 caravan  4   
 boarding/rooming house  5   
 hostel/hotel/motel  6

**Institutional setting**

- hospital  7   
 psychiatric institution  8   
 prison/youth training centre  9   
 other institutional setting  10   
 client left without providing any information 96   
 don't know  99

**\* 12 Type of tenure (legal right to occupy a dwelling) immediately before and after this support period**

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

**SAAP/CAP funded accommodation**

- SAAP/CAP crisis/short term accommodation (including THM crisis)  1   
 SAAP/CAP medium/long term accommodation  2   
 other SAAP/CAP funded accommodation (eg hostel, motel etc)  3

**No tenure**

- institutional setting  4   
 improvised dwelling/sleeping rough  5   
 other (no tenure) (please specify) \_\_\_\_\_  6

**Tenure**

- purchasing/purchased own home  7   
 private rental  8   
 public housing rental  9   
 community housing rental (including THM transitional)  10   
 rent-free accommodation  11   
 boarding  12   
 client left without providing any information 98   
 don't know  99

**\* 13 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 foster family  4   
 with relatives/friends temporary  16   
 with relatives/friends long-term  17   
 with spouse/partner  7   
 with spouse/partner and child(ren)  8   
 alone with child(ren)  9   
 living with other unrelated persons  13   
 other (please specify) \_\_\_\_\_  999   
 client left without providing any information 98   
 don't know  99

**\* 14 Location of client's last home**

- suburb/town   
 state   
 postcode   
 overseas  9998  
 don't know/no information  0

**15 Was a case management plan agreed to by the end of the support period?**

*please tick one box only*

- yes  1  **Go to question 16**  
 no, client did not agree to one  4  **Go to question 17**  
 no, support period too short  5  **Go to question 17**  
 no, other (please specify) \_\_\_\_\_  6  **Go to question 17**

**16 To what extent were the client's case management goals achieved by the end of the support period?**

*please tick one box only*

- not at all  1  
 some  2  
 most  3  
 all  4

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## 17 Support to client

*please tick as many circles as apply*

	Needs identified by worker	Provided	Referral arranged	
<b>Housing/accommodation</b>				
SAAP/CAP accommodation (including THMs and other SAAP managed properties)	<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"/>	39
assistance to obtain/maintain medium-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	49
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
<b>Financial/employment</b>				
assistance to obtain/maintain government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
<b>Personal support</b>				
incest/sexual assault support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	45
domestic/family violence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	46
family/relationship support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	47
emotional support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	48
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
<b>General support/advocacy</b>				
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
retrieval/storage/removal of personal belongings	<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"/>	30
<b>Specialist services</b>				
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
specialist counselling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	44
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
assistance with immigration services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
<b>Basic support</b>				
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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**18 If SAAP/CAP accommodation was provided (including THIMs and other SAAP managed properties) please provide details**

**Note:** If the client had more than 12 accommodation periods in this support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

**1 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**7 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**2 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**8 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**3 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**9 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**4 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**10 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**5 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**11 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**6 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

**12 Type of accommodation**  
*please tick one box only*

**Date of accommodation**  
*please complete all boxes*

crisis/short term  7 Start

medium/long term  8 Finish

other SAAP  9

D D M M Y Y Y Y

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- Accompanying children should be recorded on only one of the parent/guardian forms
- Complete a separate client form for each child aged 18 years and over

<p><b>* 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)</b></p> <ul style="list-style-type: none"> <li>• For short names fill in with 2's.</li> <li>• For missing names fill in with 9's.</li> </ul> <p><b>* DATE OF BIRTH OF CHILD(REN)</b></p> <ul style="list-style-type: none"> <li>• Complete date as best you can.</li> <li>• If day unknown, tick box "day unknown".</li> <li>• If month unknown, tick box "month unknown".</li> <li>• If year unknown, provide best estimate and tick box "estimated year".</li> </ul>	<p>Letters of first name</p> <table border="1"> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td></tr> </table> <p>Letters of last name</p> <table border="1"> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td></tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table> <p>day unknown month unknown estimated year</p>							1st	2nd	3rd	4th	5th	6th							1st	2nd	3rd	4th	5th	6th																	<p>Letters of first name</p> <table border="1"> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td></tr> </table> <p>Letters of last name</p> <table border="1"> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td></tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table> <p>day unknown month unknown estimated year</p>							1st	2nd	3rd	4th	5th	6th							1st	2nd	3rd	4th	5th	6th																																																																																																
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<p><b>* 22 Is the child of Aboriginal or Torres Strait Islander origin?</b></p>	<p>no <input type="checkbox"/> 1</p> <p>yes, Aboriginal <input type="checkbox"/> 2</p> <p>yes, Torres Strait Islander <input type="checkbox"/> 3</p> <p>yes, both <input type="checkbox"/> 4</p>	<p>no <input type="checkbox"/> 1</p> <p>yes, Aboriginal <input type="checkbox"/> 2</p> <p>yes, Torres Strait Islander <input type="checkbox"/> 3</p> <p>yes, both <input type="checkbox"/> 4</p>																																																																																																																																																																
<p><b>23 Support to child(ren)</b></p> <p>no assistance <input type="checkbox"/> 1</p> <p><i>Indicate above if no assistance was given or tick as many circles below as apply</i></p> <p><b>Accommodation</b> SAAP/CAP accommodation (including THMs and other SAAP managed properties) <input type="checkbox"/> 21</p> <p><b>School liaison/child care</b> school liaison <input type="checkbox"/> 4 child care <input type="checkbox"/> 3</p> <p><b>Personal support</b> help with behavioural problems <input type="checkbox"/> 1 sexual/physical abuse support <input type="checkbox"/> 24 skills education <input type="checkbox"/> 17 structured play/skill development <input type="checkbox"/> 22</p> <p><b>General support/advocacy</b> access arrangements <input type="checkbox"/> 5 advice/information <input type="checkbox"/> 15 advocacy <input type="checkbox"/> 18</p> <p><b>Specialist services</b> specialist counselling <input type="checkbox"/> 23 culturally specific services <input type="checkbox"/> 10 health/medical services <input type="checkbox"/> 19</p> <p><b>Basic support</b> meals <input type="checkbox"/> 11 showers/hygiene <input type="checkbox"/> 12 recreation <input type="checkbox"/> 13 transport <input type="checkbox"/> 14</p> <p>other (please specify) _____ <input type="checkbox"/> 999 other (please specify) _____ <input type="checkbox"/> 998</p>	<table border="1"> <thead> <tr> <th>Needs identified by worker</th> <th>Provided</th> <th>Referral arranged</th> <th></th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td>21</td></tr> <tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td>4</td></tr> <tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td>3</td></tr> <tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td>1</td></tr> <tr><td><input 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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)

**Note:** If the client had more than 5 accompanying children in a support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

<p>Letters of first name <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Letters of last name <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>M/F for male or female <input type="checkbox"/></p> <p>D D M M Y Y Y Y</p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>day unknown month unknown estimated year</p>	<p>Letters of first name <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Letters of last name <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>M/F for male or female <input type="checkbox"/></p> <p>D D M M Y Y Y Y</p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>day unknown month unknown estimated year</p>	<p>Letters of first name <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Letters of last name <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>M/F for male or female <input type="checkbox"/></p> <p>D D M M Y Y Y Y</p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>day unknown month unknown estimated year</p>																																																																																																																																																																																				
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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)

### RETURNING FORMS TO THE NDCA

- In the first week of each month, send the forms of *clients who have left the 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 2010 AND 31 DECEMBER 2010

- In the first week of July 2010 and in the first week of January 2011, you should notify the NDCA of clients who are still being supported as at 30 June 2010 and 31 December 2010.
- For clients who are ongoing at 30 June 2010, transfer the information from the old 2009–2010 form to the new 2010–2011 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 2010. 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 the materials sent to you, please return them in the NDCA Reply Paid envelope.

The SAAP National Data Collection Agency is managed by the Australian Institute of Health and Welfare

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