

SAAP National Data Collection

**Annual report
2000–01**

Australia

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SAAP NDCA REPORT SERIES 6

SAAP National Data Collection

**Annual report
2000–01**

Australia

Australian Institute of Health and Welfare
Canberra

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Preface

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

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

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

The fact that 94% of agencies in Australia provided data in 2000–01 is testimony to their collective commitment to, and confidence in, the collection. A 93% participation rate was recorded in 1999–00. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency increased from 79% in 1999–00 to 82% in 2000–01.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this fifth annual report and the release of 2000–01 data are one step towards this goal.

Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

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The SAAP Data Sub-committee (comprising government, community and expert representatives) and the Commonwealth Department of Family and Community Services provided valuable support and comments throughout the development and drafting of the report. The authors also acknowledge the assistance provided by Amanda Nobbs and Ainsley Morrissey in preparing the report for publication. Chris Pirie undertook final editing with considerable care.

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

Abbreviations and symbols

Abbreviations

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

Symbols in tables

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

Glossary

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

Closed support period	A <i>support period</i> that had finished before the end of the reporting period – 30 June.
English proficiency group 1 countries	Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America.
English proficiency group 2-4 countries	Countries, excluding Australia, that are not included in <i>English proficiency group 1</i> .
Homeless person	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> • damages, or is likely to damage, their health; or • threatens their safety; or • marginalises them through failing to provide access to: <ul style="list-style-type: none"> - adequate personal amenities, or - the economic and social supports that a home normally affords; or • places 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. <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
Occasion of support	See <i>support period</i> .
Ongoing support relationship	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the <i>agency</i> for the purpose of providing additional assistance.</p> <p>An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i>.</p> <p>This definition is used to help establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
Record	A unit of analysis. In any particular situation, it can refer to a <i>client</i> , an <i>occasion of support</i> , and so on.

Recurrent allocations	<p>Amounts of money specifically allocated during the reporting period by a State or Territory department either:</p> <ul style="list-style-type: none"> • to SAAP <i>agencies</i> to fund salaries and associated on-costs, and ongoing operating costs; or • for use by each State or Territory for such purposes as training, research, evaluation, administration, and asset replacement or purchase.
Referral	<p>For the purposes of the National Data Collection, a formal referral process—not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.</p>
Support	<p>Assistance, other than <i>supported accommodation</i>, provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the <i>client</i>. For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a <i>client</i> for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.</p>
Support period	<p>A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> • the <i>client</i> ends the relationship with the <i>agency</i>; or • the <i>agency</i> ends the relationship with the <i>client</i>. <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>
Supported accommodation	<p>Accommodation paid for, or provided directly by, a SAAP <i>agency</i>. The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds—at a motel, for example.</p>
Young client (or young person)	<p>A <i>client</i> aged under 25 years at the commencement of <i>support</i>.</p>

Summary

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

The Australian Institute of Health and Welfare has developed a scheme that adjusts for incomplete coverage in the Client Collection. It adjusts estimates to allow for agency non-participation, for clients who do not consent to provide complete information for support periods, for clients who give valid consent for some support periods but not for others, and for clients who do not give consent in any of their periods of support. It should be noted, however, that, while estimates are adjusted for agency non-participation and client non-consent, no allowance has been made for agencies that provide forms for some but not all of their support periods.

Early in 2001 the SAAP Data Sub-committee reviewed the annual reports for the Supported Accommodation Assistance Program. As a consequence, annual reports such as those published in 2000 will no longer be produced for each State and Territory. Instead, the national report has been expanded slightly to include more State and Territory data, and the tables previously published in the State and Territory annual reports are contained in supplements published in conjunction with this national annual report. A further report that includes coverage of the general demand for SAAP services, unmet demand and casual client information will be published in 2002.

Funding

Funding for the 1,238 SAAP agencies operating across Australia during 2000-01 was provided jointly by the Commonwealth and the State and Territory governments. For the 2000-01 financial year, the total recurrent allocation under SAAP in Australia was \$268.5m (Table 2.1). Recurrent funding to agencies was \$251.4m; in real terms, this was 13% more than the funding provided in 1996-97 (Table 8.1).

Level of support

It is estimated that SAAP agencies in Australia supported 91,200 clients, to whom they provided 168,200 occasions of support during 2000-01 (Table 3.1). The average number of support periods per client was 1.8. On a daily basis, there were between 15,100 and 16,900 support periods (Table 3.2).

There were more female clients (54%) than male clients (46%). The average age of male clients was 32 years and the average for female clients was 30 years (Table 3.3). Most SAAP clients (84%) were born in Australia (Table 3.4). Australian-born clients and those born in the main English-speaking countries averaged more support periods each than other clients (Table 3.5).

Repeat use of SAAP services was less likely among female clients than male clients: males averaged 2.0 support periods each while females averaged around 1.6 (Table 3.7). There were also some differences in repeat usage within age groups. Furthermore, on average Indigenous clients had more support periods each (2.1) than other clients (Table 3.5). Overall, Indigenous Australians were over-represented among SAAP clients relative to their

population size: less than 2% of Australians identified as Indigenous Australians in June 2000; this compares with 16% of SAAP clients in 2000–01.

Overall, for every 10,000 people aged 10 and over, there were 55 SAAP clients. The highest prevalence of SAAP use was among people aged 18 and 19 years, for whom there were 141 SAAP clients for every 10,000 in the general population. The next highest rates of use were by 15 to 17 year-olds and 20 to 24 year-olds, for whom there were 118 and 108 SAAP clients, respectively, for every 10,000 in these age groups.

Nationally, males aged 25 years and over presenting alone at SAAP agencies accounted for the largest proportion of all support periods (34%), followed by 19% for female clients with children (Table 3.8). Overall, 6% of support periods were for couples with or without children, while males with children accounted for just 1% of all support periods.

The most common main reasons clients gave for seeking assistance were domestic violence (in 23% of support periods), eviction or the ending of previous accommodation (11%), and relationship or family breakdown and financial difficulty (10% each) (Figure 3.3). Reasons varied considerably according to the composition of the assisted client group.

Support provided

Of the 168,200 support periods in 2000–01, almost 155,000 finished before 30 June 2001 (Table 2.1 and Chapter 4). Of these closed support periods, 40% lasted for 1 day or less, and a further 20% lasted from 2 to 7 days (Table 4.1). A significant proportion (14%) of closed support periods lasted from 1 to 3 months. This pattern was not consistent across the States and Territories. For example, only 19% of support periods in South Australia lasted for 1 day or less, while 23% of support periods in Tasmania were for 1 to 3 months.

Around 5,000 of the closed support periods reported during 2000–01 involved total accommodation of less than 1 day (Table 4.4). A further 92,800 support periods included some accommodation of 1 day or longer. In 33% of these support periods the accommodation was for 1 day only and in 29% it was for 2 to 7 days; in 7%, accommodation lasted for over 3 months. While the vast majority of support periods with overnight accommodation (90%) involved stays in crisis or short-term accommodation, just 50% of the total number of nights of accommodation was provided in this accommodation type (Table 4.4). Males with children and couples with children tended to be accommodated for longer than other clients (Table 4.3).

The services commonly provided to clients varied markedly according to the person or group being assisted, due to their varying needs. However, the three broad types of support services most often provided during 2000–01 were housing and accommodation services (in 76% of all support periods), general support and advocacy (also in 76%), and basic support services (70%) (Table 4.5). Within the program, SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation assistance, being provided in 65% of support periods.

Meeting the needs of clients

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. On average, clients requested six different types of services during a support period (derived from Table 5.2). SAAP agencies directly provided services for 87% of requests during 2000–01. In addition to this, agencies were able to refer clients to other organisations for a further 6% of requests. Consequently, nearly 797,900 (or 93%) of the 854,400 expressed needs were met at least to some extent. Direct provision of

requested services was particularly high for basic support services such as meals and shower facilities (provided in 96% of cases) and general support and advocacy services (provided in 94% of cases). Agencies were least successful in meeting requests for specialist services: 18% of such needs were neither provided for nor referred on to other organisations.

Overall, there were 56,400 requests for services, or 7%, that were not provided or referred on (Table 5.2). Housing and accommodation services accounted for the largest proportion of these unmet needs (29%), followed by specialist services (19%) (Table 5.3). Unaccompanied males aged 25 or over had the highest number of support periods with unmet needs throughout the year, at 7,500 support periods. However, this client group had proportionately fewer identified unmet needs compared with other groups.

Circumstances of clients before and after support

Across all closed support periods, clients' source of income did not vary much from before to after support (Table 6.1). However, among clients who specifically requested assistance to obtain or maintain a government pension or benefit, the proportion of support periods in which clients had no income and were not awaiting a government payment fell from 20% before support to 7% by the end of support.

Across all closed support periods, the most common forms of client accommodation immediately before support were SAAP or other emergency accommodation (in 18% of support periods) and private rental (16%) (Table 6.3). Public and community housing showed the greatest increase in use following support, from 10% of support periods before support to 16% after. Living in a car, tent, park, street or squat showed the greatest decrease, from 9% of support periods before support to 3% after. Different patterns of use of accommodation types were observed in the various States and Territories, although the main shifts in accommodation types from before to after support were similar (Table 6.2).

For clients who specifically sought assistance to obtain independent housing, there were more marked changes in accommodation type before and after support. In particular, accommodation in public or community housing nearly tripled (rising from 8% of support periods before to support to 21% after) (Table 6.3). The proportion of support periods in which clients were renting privately also increased (from 17% before to 26% after).

The most common living situations for clients before receiving SAAP support were with a spouse or partner, either with or without children (in 24% of support periods); living short-term with relatives or friends (17%); or living alone (18%) (Table 6.4). After support, it was most common for clients to be living alone (in 20% of support periods); alone with children (18%); or with a spouse or partner, with or without children (16%).

Overall, there was little difference in the profile of clients' employment status before and after receiving support. However, for clients who specifically requested employment assistance, the proportion of support periods in which they were employed in some capacity doubled from around 9% before support to 18% after support (Table 6.5).

Support provided to accompanying children

Comprehensive data on services provided to children accompanying clients to SAAP agencies have been available only since January 2001. For support periods active in the 6 months from 1 January 2001, children accompanied clients to SAAP agencies and required assistance in 12,500 periods (Table 7.2). In these support periods, an average of 2 accompanying children required and/or received assistance, so that overall there were 24,700 accompanying child support periods. Eighty-nine per cent of these accompanying

child support periods occurred when females presented with children at a SAAP service. Accompanying child support periods were divided evenly between boys and girls, with the vast majority (90%) being for children aged under 13 years (Tables 7.1 and 7.2).

The two broad types of services most commonly provided to accompanying children were accommodation and basic support services (including meals, transport and hygiene-related facilities) – provided in 65% and 62% of accompanying child support periods, respectively (Table 7.2). In support periods ending in the 6 months from 1 January 2001, agencies reported that accompanying children required some 76,900 distinct types of services, with a child requiring on average four types of services per support period (derived from Table 7.3). Of these requests for services, over 91% (70,200) were provided to some extent. In addition to this, agencies were able to refer children on for another 5% (or 3,600) of the services they required, leaving just over 4% (or 3,100) of requested services that were neither provided nor referred on. Unmet requests for services were spread over a number of service types, with counselling services (23%) accounting for the greatest proportion (Table 7.4). Levels of service provision and requests remaining unmet at the end of support varied depending on whether children were accompanying a male or female client or a couple.

Longitudinal analysis

The number of support periods has fluctuated throughout the 5 years of the National Data Collection. In 1996–97 there were an estimated 156,500 support periods (Table 8.2). This increased to 164,300 in 1997–98, but dropped back over the next 2 years, returning almost to the 1996–97 level in 1999–00 (Figure 8.1). In 2000–01 there was a rise to 168,200 support periods. The number of clients provided with SAAP services showed a similar pattern, although the changes were less pronounced in the last 3 years. The highest number of clients was recorded in 1997–98 (94,100) and the lowest in 1996–97 (83,200) (Table 8.2). Similarly, the prevalence of SAAP use in the community was highest in 1997–98, with 59 SAAP clients for every 10,000 people aged 10 or over, and lowest in 1996–97, with 53 SAAP clients per 10,000 people aged 10 or over (Table 8.3).

Over the 5 years of the collection there has been a steady increase in the number of support periods in which support plans have been used, from 46% of completed support periods in 1996–97 to 62% in 2000–01 (Table 8.5). There were no obvious sustained trends in the duration of support: after increasing slightly over the first 4 years, the median length of support dropped back to 4 days in 2000–01, the same as it was in 1996–97 (Table 8.6).

1 Introduction

The Supported Accommodation Assistance Program

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

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

In 2000–01, 1,238 non-government, community or local government organisations were funded nationally under the program (Table 2.2). Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

The SAAP National Data Collection

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

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

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. A glossary of terms is therefore included at the beginning of this report. In addition, readers are encouraged to consult Appendix 1, which contains important information about estimation methods, measurement of concepts, examples for table interpretation, and counting rules used in the analyses in this report. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 2000–01. The National Data Collection Agency's (NDCA's) collectors' manual (AIHW 2001) also contains information that can aid in the use and interpretation of the data presented here.

Structure and content of this report

Early in 2001 the SAAP Data Sub-committee reviewed the annual reports for the Supported Accommodation Assistance Program. As a consequence, annual reports for each State and

Territory such as those published last year will no longer be produced. Instead, the national report has been expanded to include more State and Territory data, and the tables previously published in the State and Territory annual reports are presented in supplements published in conjunction with the national annual report. A further report that includes coverage of the general demand for SAAP services, unmet demand and casual client information for 2000-01 will be published in 2002.

Data in this report primarily relate to the financial year ending 30 June 2001. However, comprehensive data on services provided to children accompanying clients to SAAP agencies have been available only since January 2001, and consequently tables using this data refer to the 6 month period from this date. Although most tables provide information about both completed and ongoing support periods, analyses of the duration of support and accommodation and of data items relating to client circumstances after support are necessarily limited to completed support periods only. In addition, a number of tables contain data for the 5 years that the National Data Collection has been conducted. It should be noted that while most estimates are adjusted for client non-consent and/or agency non-participation (see Appendix 1), no allowance has been made for agencies that provide forms for some but not all of their support periods.

The analyses in this report are divided into seven main areas. Chapter 2 provides details of resources allocated under SAAP; Chapter 3 presents a discussion of the number of support periods provided by SAAP agencies and the characteristics of clients, including why they sought assistance; and Chapter 4 provides analyses of the length of support periods and accommodation and the type of support provided to clients. Chapter 5 contains analyses of the services required by clients and how agencies met these needs, while the circumstances of clients before and after support periods in terms of income source, accommodation, living situation, and employment are examined in Chapter 6. The support provided to children accompanying a parent or guardian to a SAAP agency is discussed in Chapter 7. Finally, Chapter 8 presents comparisons of data from 1996-97 to 2000-01. Detailed tables follow the discussion in each chapter.

Estimates presented in this report are subject to revision. Revised tables, along with the reports themselves, are posted on the website of the Australian Institute of Health and Welfare (www.aihw.gov.au). Regional tables and counts for all data items collected are available in hard copy or electronic format on request from the NDCA (NDCA@aihw.gov.au).

2 Funding

In 2000–01 funding for the SAAP agencies operating across Australia was provided jointly by the Commonwealth (through the Department of Family and Community Services) and the State and Territory governments. This chapter analyses information about the resources allocated to the 1,238 SAAP agencies funded during 2000–01. Not all of these agencies were operating throughout the year: at 30 June 2001, 1,227 were operating.

Total funding

Data provided by the Commonwealth and State and Territory government departments show that the total recurrent allocation under the Supported Accommodation Assistance Program in Australia was \$268.5m in 2000–01 (Table 2.1). Of this amount, \$251.4m represented recurrent allocations to SAAP agencies; the remaining \$17.2m was allocated for purposes such as administration, training, data collection, research and evaluation (Table 8.1).¹

Table 2.1 shows the distribution of all recurrent SAAP funds by State and Territory and compares this with the distribution of the Australian population and of support periods provided by agencies. These last two items are used here to indicate the level of need for SAAP services and the amount of support provided by agencies. People's need for support depends on a number of factors, including climate and geographic and social environments. However, population size is used here as a proxy for the level of need for SAAP services because currently there are no nationally accepted estimates of either the number of homeless people or their need for SAAP support. The number of support periods is used only as a broad summary measure of the amount of support provided by agencies, recognising that the level of assistance provided varies considerably with each support period.

Current funding is based on a combination of funding levels that were agreed on and implemented at SAAP's inception in 1985 and growth funds for SAAP IV which are based on State and Territory populations. Consequently, in 2000–01 the distribution of funds varied from the proportions of the population in the various States and Territories, with the four smallest jurisdictions getting relatively more funding than the larger States (Table 2.1). In particular, Tasmania, the Australian Capital Territory and the Northern Territory had 10% of the funding but only 5% of the population aged 10 and over at 30 June 2000. On the other hand, 25% of the population aged 10 and over lived in Victoria, while that State had 21% of SAAP funding.

Levels of funding are reflected to a large extent in the amount of support provided, as measured by the number of support periods. There was, however, some divergence. In particular, while Queensland had 16% of the funding allocation, Queensland agencies supplied 23% of support periods. Conversely, agencies in the four smallest States and Territories provided 14% of support periods but had 19% of the funds. These differences between the distributions of support periods and funding may reflect different approaches to service provision, rather than differences in the relative amount of support provided.

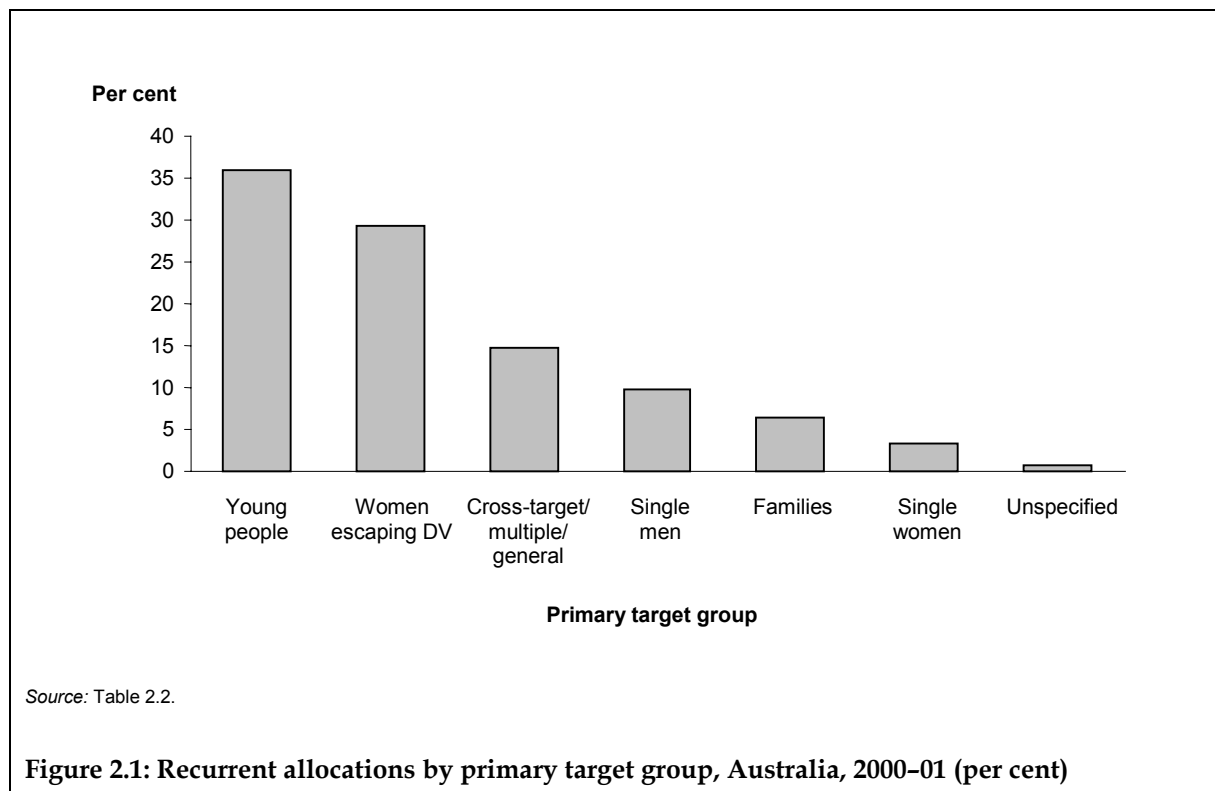
¹ The amount that can be used for administrative purposes by State and Territory funding departments is determined by a formula set out under their bilateral SAAP agreements with the Commonwealth Government.

Funding to agencies

Agencies receive recurrent funds for salaries and ongoing operating costs to enable them to provide support to clients. The size of an agency and the types of services it provides affect the level of funding allocated. Caution is therefore recommended when comparing average funding per agency or using such figures to measure efficiency, since different agencies provide different services.

As noted, the total recurrent allocation for all SAAP agencies across Australia in 2000–01 was \$251.4m. Table 2.2 shows recurrent allocations to SAAP agencies and mean (average) funding per agency by State and Territory, region and primary target group. In general, the number of agencies funded increases with the level of funding. Overall, the average level of funding per agency was \$203,000 (Table 2.2). There was, however, a considerable range in the average funding level per agency across the States and Territories. Agencies in the Australian Capital Territory received the highest average funding per agency at \$265,200, while agencies in Victoria received the lowest at \$160,500. Average funding was between \$184,100 and \$261,100 per agency in the other States and Territories.

Over half (55%) of all agencies were located in capital cities; 22% were located in 'other rural areas'. This compares with 7% in other metropolitan centres, 9% in large rural centres and 7% in remote areas. In capital city areas, agencies were funded at an average cost of \$232,200, while agencies in other metropolitan areas received average funding of \$191,800. Agencies in large rural centres were allocated, on average, \$198,400. The allocation of funds to agencies in 'other rural areas' and remote areas was lower per agency than for other regions, with average allocations of \$144,500 and \$171,000 respectively.



As expected from their large number, and as Figure 2.1 illustrates, agencies targeting young people (39% of agencies) received the largest proportion of SAAP recurrent allocations, with

36% of the total funds, or \$90.1 m (Table 2.2). Agencies targeting women escaping domestic violence (23% of agencies) received the next largest allocation of recurrent funds, at 29% or \$73.4m. The small number of agencies targeting single women only (4%, or 43) received the smallest overall proportion of recurrent funds, at 3% or around \$8.5m. In terms of funding per agency, agencies targeting women escaping domestic violence had the highest average allocation (\$259,300). Agencies for single men also tended to have relatively large allocations, averaging \$250,700, while family agencies and agencies with cross-target, multiple or general target groups were allocated the lowest average amounts per agency (\$150,700 and \$161,600 respectively). Agencies for single women and young people were allocated an average of \$197,200 and \$189,000 respectively.

2.1 Tables

Table 2.1: SAAP funding: total recurrent allocations, Australian population and support periods, by State and Territory, Australia, 2000–01

State/ Territory	Australian population 10+		Total recurrent allocation		Support periods	
	Number	%	\$'000	%	Number	%
NSW	5,587,400	33.7	91,853	34.2	48,700	28.9
Vic	4,138,400	25.0	55,970	20.8	42,300	25.2
Qld	3,067,700	18.5	42,960	16.0	38,500	22.9
WA	1,624,200	9.8	25,673	9.6	15,000	8.9
SA	1,306,300	7.9	24,045	9.0	10,800	6.4
Tas	406,000	2.5	11,229	4.2	5,000	3.0
ACT	268,500	1.6	9,636	3.6	2,800	1.6
NT	160,400	1.0	7,171	2.7	5,200	3.1
Total	16,559,100	100.0	268,537	100.0	168,200	100.0

Notes

1. 'Australian population 10+' refers to the estimated resident population aged 10 and over at 30 June 2000 (final estimates). Residents of external territories have been excluded from the total.
2. 'Total recurrent allocations' includes funds not allocated to agencies; for example, funds allocated for administration, training, research and evaluation.
3. 'Total recurrent allocations' for 2000–01 includes \$1,931,000 provided through the Partnerships Against Domestic Violence Program.
4. Support period figures have been weighted to adjust for agency non-participation.

Sources: SAAP Client Collection; FaCS unpublished data; ABS 2001a.

Table 2.2: SAAP agencies: recurrent allocations and mean funding per agency, by State and Territory, region and primary target group, Australia, 2000–01

	Agencies (number)	Agencies (%)	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
State/ Territory					
NSW	403	32.6	84,561,000	33.6	209,800
Vic	330	26.7	52,964,000	21.1	160,500
Qld	196	15.8	42,268,000	16.8	215,700
WA	118	9.5	24,757,000	9.8	209,800
SA	84	6.8	21,929,000	8.7	261,100
Tas	39	3.2	9,693,000	3.9	248,500
ACT	33	2.7	8,751,000	3.5	265,200
NT	35	2.8	6,443,000	2.6	184,100
Total	1,238	100.0	251,367,000	100.0	203,000
Region					
Capital city	684	55.3	158,847,000	63.2	232,200
Other metropolitan centre	87	7.0	16,688,000	6.6	191,800
Large rural centre	112	9.0	22,226,000	8.8	198,400
Other rural area	273	22.1	39,461,000	15.7	144,500
Remote area	82	6.6	14,025,000	5.6	171,000
Unspecified ^(a)	120,000	—	..
Total	1,238	100.0	251,367,000	100.0	203,000
Primary target group					
Young people	477	38.5	90,131,000	35.9	189,000
Single men only	98	7.9	24,572,000	9.8	250,700
Single women only	43	3.5	8,480,000	3.4	197,200
Families	108	8.7	16,277,000	6.5	150,700
Women escaping domestic violence	283	22.9	73,373,000	29.2	259,300
Cross-target/multiple/general	229	18.5	37,011,000	14.7	161,600
Unspecified ^(b)	1,523,000	0.6	..
Total	1,238	100.0	251,367,000	100.0	203,000

(a) An additional \$120,000 allocated to agencies in New South Wales from the Partnerships Against Domestic Violence Program could not be allocated across 'region'.

(b) An additional \$1,523,000 allocated to the Australian Capital Territory for recurrent payment of award wages could not be allocated across primary target group.

Notes

1. 'Recurrent allocation' excludes funds not allocated to agencies; for example, funds allocated for administration, training, research and evaluation.
2. Recurrent allocations to agencies for 2000–01 include \$1,440,000 provided through the Partnerships Against Domestic Violence Program.
3. Tasmania has been undertaking a restructure process since January 2000, with implementation of the restructure commencing in July 2001. Some recurrent funds for Tasmania for 2000–01 were therefore not yet allocated to agencies.

Source: SAAP Administrative Data Collection.

3 Level of support

SAAP agencies in Australia supported an estimated 91,200 clients during 2000–01 (Table 3.1). The total number of support periods, at 168,200, exceeded the number of clients as each client can receive support or supported accommodation on more than one occasion. Sixty-three per cent of clients had only one support period during the year, while the average number of support periods per client was 1.8. Nationally, out of every 10,000 people aged 10 and over in the general population, 55 people became SAAP clients.

Daily support

The daily level of support provided by SAAP agencies can be examined by looking at the number of support periods active on the 15th of each month. In Australia SAAP agencies provided a fairly constant level of service throughout 2000–01, with the daily number of support periods remaining within the range of 15,100 to 16,900 (Table 3.2). Overall, agencies in New South Wales provided the most support periods in 2000–01 (Table 3.1). However, Victoria provided the most support periods on a daily basis (between 4,900 and 5,700 a day). An explanation for this is the higher median length of support in Victoria (8 days) compared with New South Wales (3 days) (Table 4.1).

Client characteristics

Figure 3.1 shows the age and gender distribution of SAAP clients in Australia during 2000–01. In all age groups under 40 years there were more female than male clients. As a consequence, more females (48,400) than males (41,200) received services (Table 3.3). The largest group of clients for both males and females was 20 to 24 year-olds, with 16% of all clients being in this age group. In contrast, less than 5% of all clients were over the age of 54. The average age of clients was 32 for males and 30 for females.

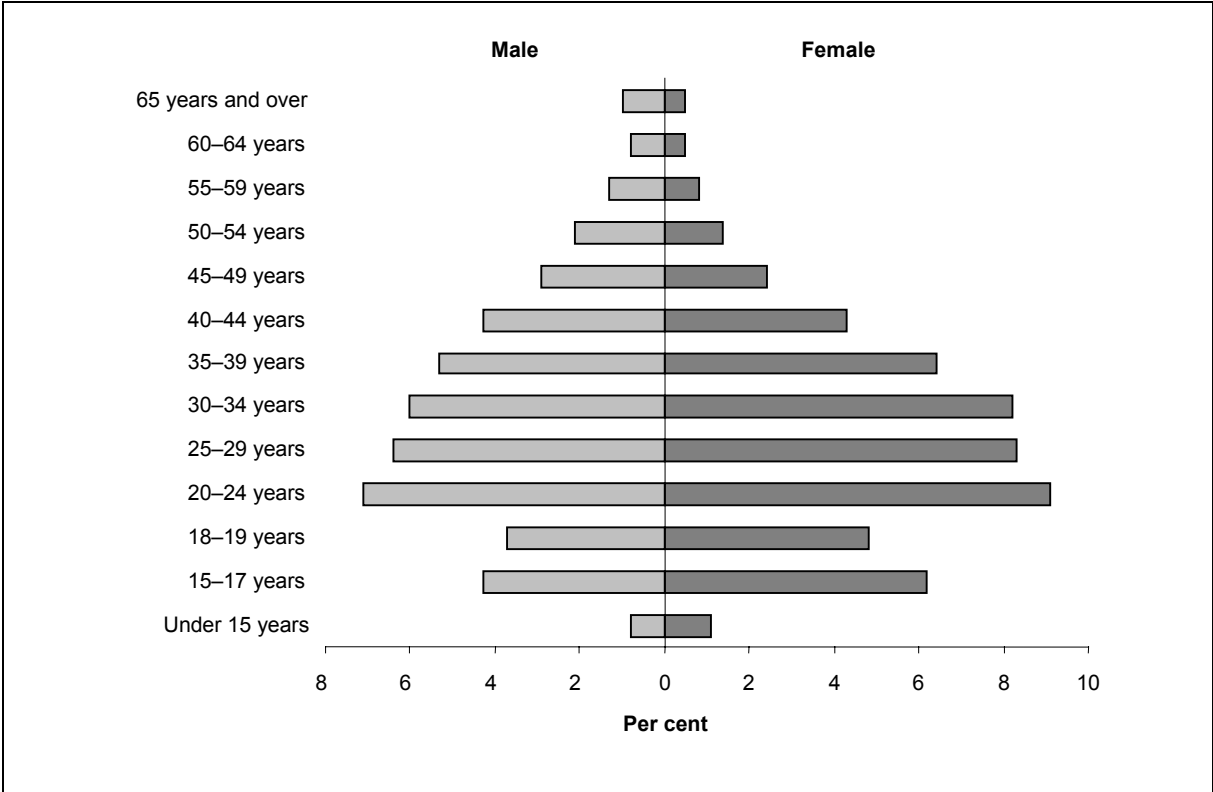
Eighty-four per cent of SAAP clients were born in Australia (Table 3.4). The next most common places of birth were Oceania, 'other Europe and the former Soviet Union', and South-East Asia (3% each). Two per cent of SAAP clients were born in the United Kingdom, Ireland and associated islands. The distributions of male and female clients by country of birth were generally similar. However, the percentages of female clients from South-East Asia and North-East Asia were more than double those for males.

People born in Australia were more likely to become SAAP clients than those born elsewhere: only 73% of the Australian population aged over 10 years were Australian-born, compared with 84% of SAAP clients. On the other hand, people born in the United Kingdom and Ireland, 'other Europe and the former Soviet Union', and various parts of Asia were under-represented among SAAP clients.

There was some variation between male and female clients in terms of cultural and linguistic diversity. While slightly more male (6%) than female clients (4%) were born in English proficiency group 1 countries, clients born overseas in other countries (English proficiency groups 2–4) comprised a higher percentage of female clients than male clients.² Twelve per

² English proficiency group 1 countries are Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America. English proficiency groups 2–4 refer to all other countries (excluding Australia).

cent of the 47,400 female clients were born in these countries, compared with 8% of the 40,100 male clients (Table 3.5). Further, a higher proportion of female clients than male clients were Indigenous Australians (20% of female clients compared with 11% of male clients). Overall, Indigenous Australians were over-represented as SAAP clients relative to their population size: less than 2% of Australians identified as Indigenous Australians in June 2000, compared with around 16% of SAAP clients in 2000-01.



Source: Table 3.3.

Figure 3.1: SAAP clients by age and gender, Australia, 2000-01 (per cent all clients)

Table 3.6 shows the cultural and linguistic diversity of SAAP clients across the States and Territories. Reflecting the large proportion of Indigenous people in the general population, the Northern Territory had the largest proportion of Indigenous clients (45%, compared with 16% nationally). This over-representation was even more pronounced among female clients: 63% of female clients in the Northern Territory were Indigenous Australians compared with 20% nationally. The lowest percentage of Aboriginal and Torres Strait Islander clients was recorded in Victoria (5%). On the other hand, Victoria had the highest proportion of clients born overseas in countries in English proficiency groups 2-4 (14% compared with 10% nationally). The percentage of male clients who were born in these countries was smaller than the corresponding percentage of female clients in all jurisdictions except Tasmania and the Northern Territory.

SAAP use

As mentioned, 63% of all clients had just one support period during 2000-01, and clients averaged 1.8 support periods each (Table 3.1). Agencies in Queensland reported the highest

average number of support periods, at 2.3 per client. The lowest averages were recorded in Victoria and Tasmania (1.8).

The pattern of repeat use varied with age and gender (Table 3.7). Overall, 69% of female clients had one support period while the corresponding figure for male clients was 65%. Consequently males averaged slightly more support periods, at 2.0 each, with females averaging around 1.6 support periods each. Males aged 45 to 64 years had a greater number of support periods (2.3) on average than other male clients. For females, those aged 15 to 24 years returned more often to SAAP agencies than other females, averaging around 1.7 support periods per client. Clients under 15 years of age and clients over 65 years of age returned less often than others to SAAP services: 74% of both these client groups had only one support period.

The average number of support periods per client also varied according to cultural and linguistic diversity. In general, Australian-born clients, and those born in the main English-speaking countries (English proficiency group 1) averaged 1.8 support periods each (Table 3.5). Clients from countries in English proficiency groups 2-4 had fewer support periods each, averaging 1.5; this compares with clients from Indigenous backgrounds, who averaged 2.1 support periods.

In Australia during 2000-01, for every 10,000 people aged 10 or over in the general population, 55 people used SAAP services (Table 3.7). There was, however, a large variation across the States and Territories. After adjusting for different age distributions, the number of SAAP clients per 10,000 people aged 10 and over ranged from 46 in New South Wales to 168 in the Northern Territory. These differences largely reflect the varying usage of SAAP services by clients of different cultural backgrounds and the different population profiles in the States and Territories (see Table 3.5 in the State and Territory supplements associated with this publication).

The proportion of people accessing support varied considerably by age and gender. People aged from 15 to 24 years were more likely to go to SAAP agencies than people in other age groups (Table 3.7). The highest rate of use was by 18 and 19 year-olds, with 141 clients for every 10,000 people in this age bracket. The next highest usage rates were by 15 to 17 year-olds and 20 to 24 year-olds, among whom there were 118 and 108 clients, respectively, for every 10,000 people. Females were more likely to use SAAP services than males: there were 58 female clients for every 10,000 females aged 10 and over in the general population and 50 male clients per 10,000 males.

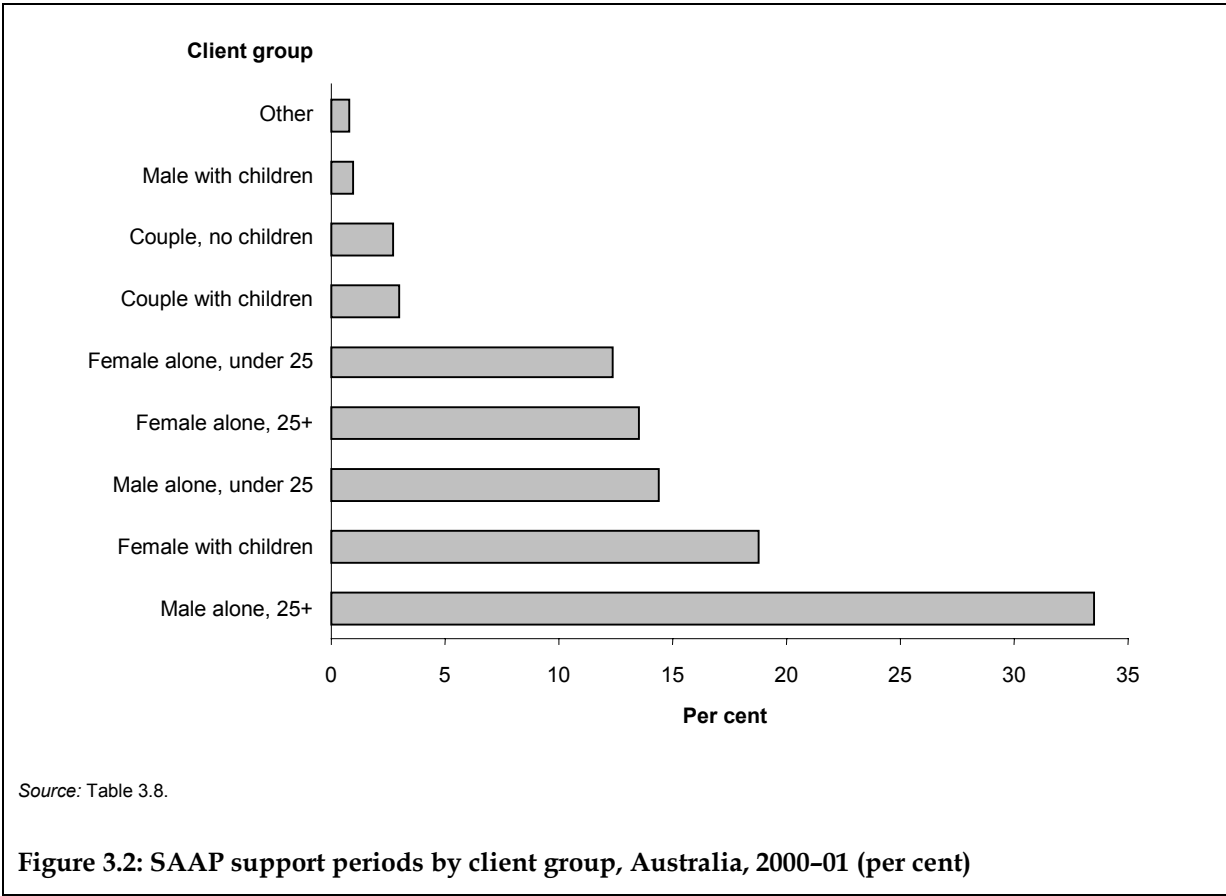
Client groups

Figure 3.2 gives a breakdown of the number of support periods provided to the main client groups. Nationally, one-third (34%) of support periods were provided to males aged 25 years and over presenting alone at SAAP agencies and 19% were provided to female clients with children. Unaccompanied males and females under 25 years accounted for 14% and 12% of support periods respectively; unaccompanied females aged 25 years and over also accounted for 14%. Overall, 6% of support periods were for couples with or without children, while males with children accounted for just 1% of all support periods.

Client group profiles varied between States and Territories. For example, agencies in New South Wales more commonly supported unaccompanied males compared with other States and Territories, with 60% of their support periods being for this client group (Table 3.8). At the same time, agencies in New South Wales had the lowest percentage of support periods for unaccompanied females, at 23%. Conversely, agencies in Western Australia provided the lowest percentage of support periods to unaccompanied males (34%) and the highest – along

with the Northern Territory – to unaccompanied females (32%). Victorian agencies provided almost double the national average of support periods to couples with or without children (11%, compared with 6% nationally). Support periods provided to females with children ranged from 14% in New South Wales to 27% in Western Australia.

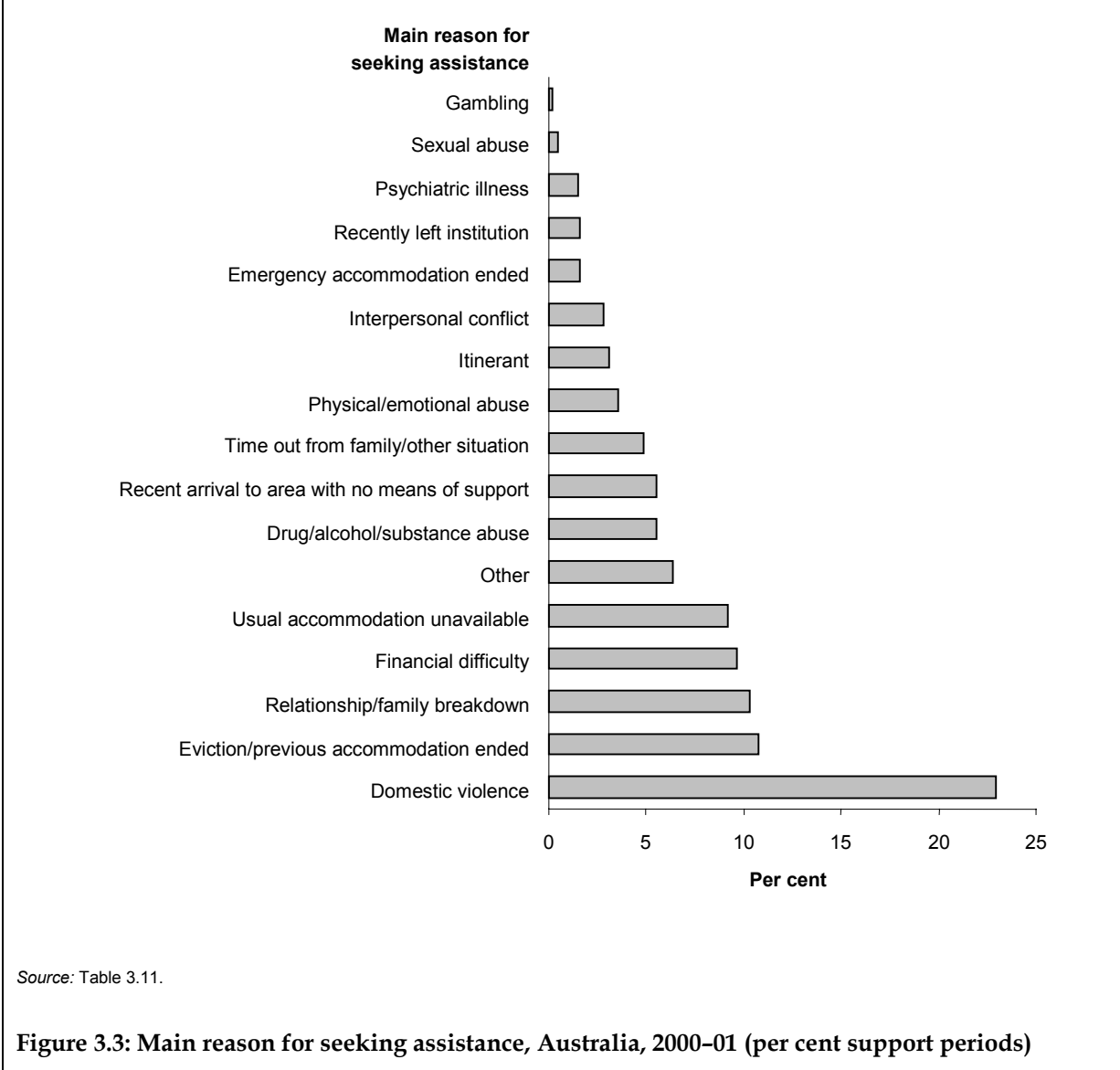
The client profile within agencies of various target groups is shown in Table 3.9. As might be expected, agencies with specific target groups tended to provide services predominantly to that group. Consequently, 80% of support periods at agencies targeting young people were for people under 25 presenting on their own, while agencies targeting single men were overwhelmingly used by unaccompanied males aged 25 or over (84% of their support periods). Similarly, agencies that targeted women escaping domestic violence were mainly used by females with children (accounting for 55% of support periods in these agencies) and unaccompanied females (42%). Almost half (49%) of the support periods provided by cross-target group agencies were to unaccompanied men aged over 25 years.



Main reason for seeking assistance

In addition to recording client characteristics, the SAAP Client Collection collects information on the main reasons clients seek assistance from general SAAP agencies. Overall, the most common main reasons clients gave for seeking assistance in 2000-01 were domestic violence (in 23% of support periods), eviction or the ending of previous accommodation (11%), and relationship or family breakdown and financial difficulty (both 10%) (Figure 3.3). Drug and alcohol abuse was cited as the main reason for seeking assistance in 6% of support periods. This may, however, understate the importance of substance abuse in homelessness since data on reasons for seeking assistance are not

collected from high-volume agencies, which often support single men (see Table 3.11 for reasons given by unaccompanied males).



There were only small variations across the States and Territories in the proportions citing most of the main reasons for seeking assistance. Domestic violence, however, ranged from 14% of cases in Tasmania to 30% in both South Australia and the Northern Territory (Table 3.10). There was also substantial variation in the proportions of support periods for which eviction or the ending of previous accommodation was given as the main reason (from 5% in the Northern Territory to 15% in Victoria) and in the proportions citing drug, alcohol or substance abuse (from 2% in South Australia to 11% in Western Australia).

The main reason given for seeking support varied considerably according to the client group. In 54% of support periods for females with children and 45% for unaccompanied females 25 years and over, assistance was sought primarily because of domestic violence (Table 3.11). Unaccompanied people under 25 most often reported relationship or family breakdown as their main reason for seeking assistance (in 17% and 21% of support periods

for males and females respectively). For unaccompanied male clients aged 25 years or over, the most common main reasons for seeking assistance were financial difficulty (20%) and drug, alcohol or substance abuse (15%). Among couples with children, eviction or the ending of previous accommodation was the most common main reason for seeking assistance (in 28% of support periods for this client group). Eviction or the ending of previous accommodation was also the prime reason for couples without children, being cited in 23% of their support periods.

3.1 Tables

Table 3.1: SAAP support periods and clients, by State and Territory, Australia, 2000–01

State/ Territory	Support periods		Clients			
	Number	Number	%	Mean no. of support periods per client	Per 10,000 population aged 10+	
				Number	Actual	Age- standardised
NSW	48,700	25,500	62.4	2.03	45	46
Vic	42,300	27,300	66.3	1.75	65	65
Qld	38,500	17,900	63.3	2.31	58	58
WA	15,000	9,600	61.5	1.86	59	57
SA	10,800	7,500	62.6	1.85	57	60
Tas	5,000	3,500	63.9	1.76	85	90
ACT	2,800	2,000	56.4	2.17	74	68
NT	5,200	3,100	58.0	2.11	190	168
Total	168,200	91,200	63.4	1.81	55	55

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Number of clients within a State or Territory relates to clients that *ever* received assistance from a SAAP agency in that State or Territory. Since a client may have support periods in more than one State or Territory, State and Territory figures do not sum to the national figure.
3. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within a particular State or Territory.
4. 'Per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June 2000 (final estimates). Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2000 has been used as the reference population.
5. Support period figures have been weighted to adjust for agency non-participation.
6. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2001a.

Table 3.2: Number of SAAP support periods active on the 15th of the month, by month and State and Territory, Australia, 2000–01

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
15 July 2000	3,900	5,500	2,200	1,600	1,600	600	300	300	16,100
15 August 2000	4,200	5,700	2,400	1,700	1,600	600	300	300	16,900
15 September 2000	4,100	5,500	2,400	1,600	1,600	600	300	300	16,400
15 October 2000	4,000	5,000	2,200	1,500	1,500	600	300	300	15,500
15 November 2000	4,100	5,200	2,400	1,500	1,500	600	300	300	15,800
15 December 2000	4,000	5,100	2,400	1,500	1,400	600	300	300	15,600
15 January 2001	3,800	4,900	2,300	1,500	1,300	600	300	300	15,100
15 February 2001	4,000	5,200	2,400	1,600	1,500	600	300	300	16,000
15 March 2001	4,100	5,300	2,500	1,600	1,600	600	400	300	16,400
15 April 2001	3,900	5,100	2,400	1,600	1,600	700	300	300	15,900
15 May 2001	4,100	5,300	2,400	1,700	1,700	700	400	300	16,400
15 June 2001	4,100	5,000	2,300	1,600	1,700	700	400	400	16,100

Notes

1. Number excluded due to errors and omissions (weighted): 1,395.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.3: SAAP clients, by age and gender, Australia, 2000–01

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	Number
Under 15 years	0.8	1.1	1.8	2.0	1.9	1,700
15–17 years	4.3	6.2	9.3	11.5	10.5	9,400
18–19 years	3.7	4.8	8.0	8.9	8.5	7,600
20–24 years	7.1	9.1	15.3	16.9	16.2	14,500
25–29 years	6.4	8.3	13.9	15.3	14.7	13,100
30–34 years	6.0	8.2	13.0	15.2	14.2	12,700
35–39 years	5.3	6.4	11.6	11.9	11.8	10,600
40–44 years	4.3	4.3	9.4	8.0	8.7	7,700
45–49 years	2.9	2.4	6.3	4.4	5.3	4,700
50–54 years	2.1	1.4	4.7	2.6	3.6	3,200
55–59 years	1.3	0.8	2.9	1.4	2.1	1,900
60–64 years	0.8	0.5	1.7	0.9	1.3	1,100
65 years and over	1.0	0.5	2.2	0.9	1.5	1,300
<i>Total</i>	<i>46.0</i>	<i>54.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	41,200	48,400	41,200	48,400	..	89,600
Mean age (years)	32.3	29.6	..	30.8
Median age (years)	30	28	..	29

Notes

1. Number excluded due to errors and omissions (weighted): 1,613.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 3.4: SAAP clients: birthplace by gender, Australia, 2000-01

Birthplace	Male	Female	Total	Australian population 10+	
	%	%	%	Number	%
Australia	85.3	83.6	84.4	74,800	73.3
Oceania (excluding Australia)	3.5	3.0	3.2	2,900	2.8
UK, Ireland and associated islands	3.0	1.7	2.3	2,100	7.3
Other Europe and the former Soviet Union	3.0	3.0	3.0	2,700	7.1
Middle East and North Africa	1.2	1.6	1.4	1,200	1.3
South-East Asia	1.3	3.5	2.5	2,200	3.3
North-East Asia	0.3	1.0	0.7	600	1.8
Southern Asia	0.6	0.6	0.6	500	1.2
North America	0.3	0.2	0.3	200	0.5
South and Central America and Caribbean	0.4	0.7	0.6	500	0.5
Africa (excluding North Africa)	1.1	1.1	1.1	1,000	0.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>
Total (%)	46.0	54.0	100.0
Total (number)	40,700	47,900	..	88,700	..

Notes

1. Number excluded due to errors and omissions (weighted): 2,544.
2. 'Australian population 10+' refers to the estimated resident population aged 10 and over at 30 June 2000 (preliminary estimates) and includes people resident in the external territories.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection, ABS 2001a.

Table 3.5: SAAP clients and support periods per client, by cultural and linguistic diversity and gender of client, Australia, 2000–01

Cultural and linguistic diversity	Male	Female	Total	Australian population 10+		
Clients	%	%	%	Number	%	Number
Indigenous Australians	10.7	20.3	15.9	13,900	1.9	306,500
Australian-born non-Indigenous people	74.7	63.5	68.6	60,000	71.5	11,836,600
People born overseas, English proficiency group 1	6.2	4.0	5.0	4,400	10.4	1,719,700
People born overseas, English proficiency groups 2–4	8.3	12.2	10.4	9,100	16.3	2,699,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	<i>100.0</i>	..
Total (%)	45.9	54.1	100.0
Total (number)	40,100	47,400	..	87,500	..	16,562,500

Support periods	Mean number per client			Total number		
Indigenous Australians	2.30	1.94	2.05	30,200
Australian-born non-Indigenous people	1.99	1.57	1.78	109,700
People born overseas, English proficiency group 1	2.01	1.54	1.80	7,800
People born overseas, English proficiency groups 2–4	1.70	1.43	1.53	13,800
<i>Total</i>	<i>2.00</i>	<i>1.63</i>	<i>1.80</i>
Total support periods (%)	51.5	48.5	100.0
Total support periods (number)	83,200	78,300	..	161,500

Notes

1. Number excluded due to errors and omissions (weighted): 3,717 clients.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4). English proficiency groups are based on country of birth—see Glossary.
3. 'Australian population 10+' refers to the estimated resident population aged 10 and over at 30 June 2000 (preliminary estimates). The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived as the Australian-born population minus the number of Indigenous Australians.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2001a; ABS 1998.

Table 3.6: SAAP clients: cultural and linguistic diversity and gender of client, by State and Territory, Australia, 2000–01 (per cent)

Cultural and linguistic diversity	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
Male clients										
									%	Number
Indigenous Australians	11.6	4.2	14.6	12.4	9.2	8.3	8.1	21.8	10.7	4,300
Australian-born non-Indigenous people	72.1	81.8	74.6	69.1	76.5	81.5	75.9	65.2	74.7	30,000
People born overseas, English proficiency group 1	7.8	3.2	6.5	9.3	7.1	4.1	7.1	6.0	6.2	2,500
People born overseas, English proficiency groups 2–4	8.5	10.8	4.4	9.2	7.2	6.2	8.9	6.9	8.3	3,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	32.8	25.9	22.2	8.7	8.2	3.8	2.4	3.3	100.0	..
Total (number)	13,100	10,400	8,900	3,500	3,300	1,500	1,000	1,300	..	40,100
Female clients										
Indigenous Australians	20.5	5.3	25.6	47.0	17.9	9.9	13.3	63.1	20.3	9,600
Australian-born non-Indigenous people	62.4	74.9	63.3	36.8	67.7	83.1	69.5	29.4	63.5	30,100
People born overseas, English proficiency group 1	4.2	3.4	4.5	5.7	3.9	3.2	3.6	1.9	4.0	1,900
People born overseas, English proficiency groups 2–4	13.0	16.4	6.6	10.5	10.5	3.8	13.6	5.7	12.2	5,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	24.1	32.9	17.3	12.3	8.3	3.8	2.0	3.5	100.0	..
Total (number)	11,400	15,600	8,200	5,800	3,900	1,800	900	1,700	..	47,400
All clients										
Indigenous Australians	15.7	4.9	19.9	34.0	13.9	9.2	10.7	44.8	15.9	13,900
Australian-born non-Indigenous people	67.5	77.7	69.2	48.9	71.7	82.4	72.8	45.3	68.6	60,000
People born overseas, English proficiency group 1	6.1	3.3	5.5	7.0	5.4	3.6	5.4	3.7	5.0	4,400
People born overseas, English proficiency groups 2–4	10.6	14.2	5.4	10.0	9.0	4.9	11.2	6.2	10.4	9,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	28.1	29.7	19.5	10.6	8.2	3.8	2.2	3.4	100.0	..
Total (number)	24,600	26,000	17,100	9,300	7,200	3,300	1,900	3,000	..	87,500

Notes

1. Number excluded due to errors and omissions (weighted): 3,717 clients.
2. For derivation of cultural and linguistic diversity see the counting rules (Appendix 1, Section A1.4).
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 3.7: SAAP clients: number of support periods per client by age and gender of client, Australia, 2000–01 (per cent)

Number of support periods	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
Male clients									
								%	Number
1	71.5	65.2	67.4	64.7	63.2	64.6	70.3	64.5	26,500
2	16.9	19.7	18.1	18.7	18.4	17.1	15.0	18.2	7,500
3	5.1	7.1	6.6	7.4	7.6	6.9	5.9	7.3	3,000
4	2.7	3.3	3.1	3.5	4.0	3.3	3.2	3.6	1,500
5	1.1	1.8	1.7	1.7	2.0	1.8	1.1	1.9	800
6+	2.6	2.9	3.3	4.1	4.8	6.2	4.5	4.6	1,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	1.8	9.3	8.0	15.3	47.9	15.6	2.2	100.0	..
Total (number)	700	3,800	3,300	6,300	19,700	6,400	900	..	41,200
Mean number of support periods	1.63	1.74	1.72	1.84	2.08	2.27	2.12	..	2.01
Per 10,000 population	10	92	118	91	67	29	9	..	50
Female clients									
1	75.8	65.5	68.3	67.2	69.0	73.8	80.9	68.9	33,400
2	14.4	18.9	18.7	19.1	18.3	15.8	11.5	18.1	8,800
3	5.2	7.9	7.2	6.5	7.1	5.3	4.3	6.9	3,300
4	1.5	3.8	2.7	3.1	2.7	2.2	1.1	2.8	1,400
5	1.1	1.6	1.1	1.5	1.2	1.2	0.3	1.3	600
6+	2.0	2.3	2.1	2.6	1.7	1.7	2.0	2.0	1,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	2.0	11.5	8.9	16.9	50.5	9.3	0.9	100.0	..
Total (number)	1,000	5,600	4,300	8,200	24,500	4,500	400	..	48,400
Mean number of support periods	1.47	1.68	1.62	1.69	1.62	1.59	1.45	..	1.63
Per 10,000 population	13	141	163	123	84	21	3	..	58
All clients									
1	74.0	65.4	67.9	66.1	66.4	68.4	73.9	66.9	59,900
2	15.5	19.2	18.4	18.9	18.3	16.6	13.8	18.2	16,300
3	5.1	7.6	6.9	6.9	7.3	6.2	5.4	7.0	6,300
4	2.1	3.6	2.8	3.3	3.3	2.9	2.5	3.2	2,900
5	1.1	1.7	1.4	1.6	1.6	1.6	0.8	1.6	1,400
6+	2.3	2.5	2.6	3.3	3.1	4.4	3.6	3.2	2,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	1.9	10.5	8.5	16.2	49.3	12.2	1.5	100.0	..
Total (number)	1,700	9,400	7,600	14,500	44,200	10,900	1,300	..	89,600
Mean number of support periods	1.54	1.70	1.66	1.76	1.82	1.99	1.90	..	1.80
Per 10,000 population	11	118	141	108	77	26	6	..	55

Notes

1. Number excluded due to errors and omissions (weighted): 1,614.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 2000 (final estimates). For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2001a.

Table 3.8: SAAP support periods: client group by State and Territory, Australia, 2000–01 (per cent)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male alone, under 25	13.8	15.7	13.7	10.8	17.5	18.6	18.7	10.3	14.4	23,300
Male alone, 25+	46.3	19.5	41.3	23.2	24.1	25.8	29.1	27.8	33.5	54,400
Female alone, under 25	10.8	14.3	11.0	11.2	15.3	15.2	18.0	12.9	12.4	20,100
Female alone, 25+	11.7	12.8	13.2	21.2	12.3	12.7	11.1	19.2	13.5	21,900
Couple, no children	1.3	5.7	2.1	1.9	1.9	2.7	0.8	1.3	2.7	4,400
Couple with children	1.2	5.1	2.8	2.5	3.5	2.7	3.0	3.2	3.0	4,800
Male with children	0.7	1.6	0.8	0.5	1.1	1.6	0.8	0.8	1.0	1,600
Female with children	13.5	24.1	14.6	27.2	23.7	19.9	15.3	24.1	18.8	30,600
Other	0.6	1.2	0.5	1.5	0.6	0.6	3.2	0.4	0.8	1,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	28.9	25.1	23.0	8.9	6.4	3.0	1.6	3.1	100.0	..
Total (number)	47,000	40,900	37,400	14,400	10,400	4,900	2,700	5,000	..	162,600

Notes

1. Number excluded due to errors and omissions (weighted): 5,519.
2. Figures have been weighted to adjust for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections.

Table 3.9: SAAP support periods: client group by primary target group of agency, Australia, 2000–01 (per cent)

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	41.0	13.1	0.9	3.4	0.4	9.1	14.4	23,300
Male alone, 25+	2.4	83.8	0.8	6.6	0.7	48.9	33.5	54,400
Female alone, under 25	39.2	0.3	18.0	3.6	8.8	5.6	12.4	20,100
Female alone, 25+	2.1	1.1	59.6	5.7	33.6	14.1	13.5	21,900
Couple, no children	3.4	0.5	0.7	4.7	0.2	5.2	2.7	4,400
Couple with children	1.6	0.1	1.0	25.0	0.7	4.0	3.0	4,800
Male with children	0.6	0.5	0.2	5.5	0.2	1.5	1.0	1,600
Female with children	8.4	0.4	18.3	43.3	55.0	10.6	18.8	30,600
Other	1.4	0.3	0.4	2.2	0.5	0.9	0.8	1,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	20.9	20.7	2.1	4.8	20.5	31.0	100.0	..
Total (number)	33,900	33,600	3,500	7,800	33,300	50,500	..	162,600

Notes

1. Number excluded due to errors and omissions (weighted): 5,519.
2. Figures have been weighted to adjust for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections.

Table 3.10: SAAP support periods: main reason for seeking assistance by State and Territory, Australia, 2000–01 (per cent)

Main reason for seeking assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Usual accommodation unavailable	7.8	8.5	10.2	10.3	9.6	11.1	13.0	10.9	9.2	10,900
Time out from family/other situation	4.6	3.4	7.1	5.1	5.4	6.3	7.3	6.0	5.0	5,900
Relationship/family breakdown	11.8	11.2	9.7	7.6	9.9	11.5	10.8	6.3	10.4	12,400
Interpersonal conflict	2.3	3.1	3.1	2.5	3.5	3.4	2.4	2.1	2.8	3,300
Physical/emotional abuse	2.6	2.8	3.7	5.8	3.7	3.6	3.5	8.2	3.6	4,300
Domestic violence	18.3	24.3	23.1	27.8	30.3	14.4	15.1	29.6	23.0	27,400
Sexual abuse	0.5	0.5	0.4	0.4	0.7	0.5	0.7	0.6	0.5	600
Financial difficulty	10.7	7.4	13.0	9.6	5.1	7.9	6.6	12.9	9.5	11,300
Gambling	0.6	0.1	0.1	—	0.1	0.2	0.2	0.1	0.2	300
Eviction/previous accommodation ended	9.1	15.1	9.4	6.2	11.8	13.3	10.6	4.5	10.7	12,800
Drug/alcohol/substance abuse	9.2	2.8	3.1	10.5	2.2	4.8	5.2	3.5	5.5	6,600
Emergency accommodation ended	1.8	2.2	0.8	0.7	1.7	1.9	2.1	0.8	1.6	1,900
Recently left institution	1.8	1.4	1.5	1.2	2.5	2.4	2.4	1.2	1.6	1,900
Psychiatric illness	2.2	1.1	1.2	1.0	0.7	2.9	2.7	0.6	1.5	1,700
Recent arrival to area with no means of support	5.8	3.9	6.9	4.4	5.5	7.1	7.9	7.5	5.4	6,400
Itinerant	3.4	3.3	2.5	2.7	3.5	2.9	3.2	2.0	3.1	3,700
Other	7.3	8.9	4.3	4.1	4.0	5.7	6.3	3.3	6.4	7,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	25.6	28.8	16.7	12.1	6.8	3.9	2.3	3.7	100.0	..
Total (number)	30,500	34,300	19,900	14,400	8,100	4,700	2,700	4,400	..	119,000

Notes

1. Number excluded due to errors and omissions (weighted): 4,203.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. The percentage reporting 'gambling' as their main reason may be an underestimate: this reason was not collected for the first half of the year by agencies using the electronic reporting tool.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 3.11: SAAP support periods: main reason for seeking assistance by client group, Australia, 2000–01 (per cent)

Main reason for seeking assistance	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	14.5	12.4	10.2	5.0	13.4	10.6	12.5	4.3	6.2	9.2
Time out from family/other situation	8.1	3.3	9.0	3.9	4.2	4.1	3.6	2.9	4.8	4.9
Relationship/family breakdown	16.9	6.8	20.5	5.1	8.4	5.3	18.6	6.7	14.4	10.3
Interpersonal conflict	3.9	2.4	5.0	2.2	3.0	2.9	2.5	1.7	1.9	2.8
Physical/emotional abuse	1.5	0.8	4.3	6.1	1.3	0.8	2.1	5.9	3.0	3.6
Domestic violence	1.2	0.6	12.6	45.1	2.2	4.4	3.9	54.3	12.3	22.9
Sexual abuse	0.2	—	1.4	0.8	0.1	0.2	0.3	0.5	0.7	0.5
Financial difficulty	9.2	19.5	5.3	5.6	15.2	15.4	15.6	4.8	6.6	9.6
Gambling	0.2	0.8	—	0.2	0.1	0.1	0.1	—	0.4	0.2
Eviction/previous accommodation ended	15.9	8.5	11.7	5.4	23.2	28.0	19.2	7.7	10.5	10.8
Drug/alcohol/substance abuse	5.6	14.6	3.1	4.0	3.1	1.6	2.1	0.7	15.8	5.5
Emergency accommodation ended	2.1	1.9	1.9	1.0	2.0	2.3	3.0	1.0	1.4	1.6
Recently left institution	3.1	3.3	1.1	1.2	0.9	0.8	1.6	0.2	0.5	1.6
Psychiatric illness	1.4	3.4	0.9	2.3	0.3	0.3	0.7	0.2	0.3	1.5
Recent arrival to area with no means of support	5.6	10.8	2.9	3.4	8.0	10.6	4.9	2.6	5.9	5.5
Itinerant	3.6	4.5	3.2	3.4	5.3	2.8	1.3	1.1	3.1	3.1
Other	7.1	6.5	7.0	5.3	9.4	9.9	8.1	5.2	12.3	6.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (%)	15.4	20.7	15.0	15.0	3.0	3.9	1.1	24.9	1.0	100.0
Total (number)	17,700	23,800	17,300	17,300	3,400	4,500	1,300	28,600	1,100	114,900

Notes

1. Number excluded due to errors and omissions (weighted): 8,226.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. The percentage reporting 'gambling' as their main reason may be an underestimate: this reason was not collected for the first half of the year by agencies using the electronic reporting tool.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

4 Support provided

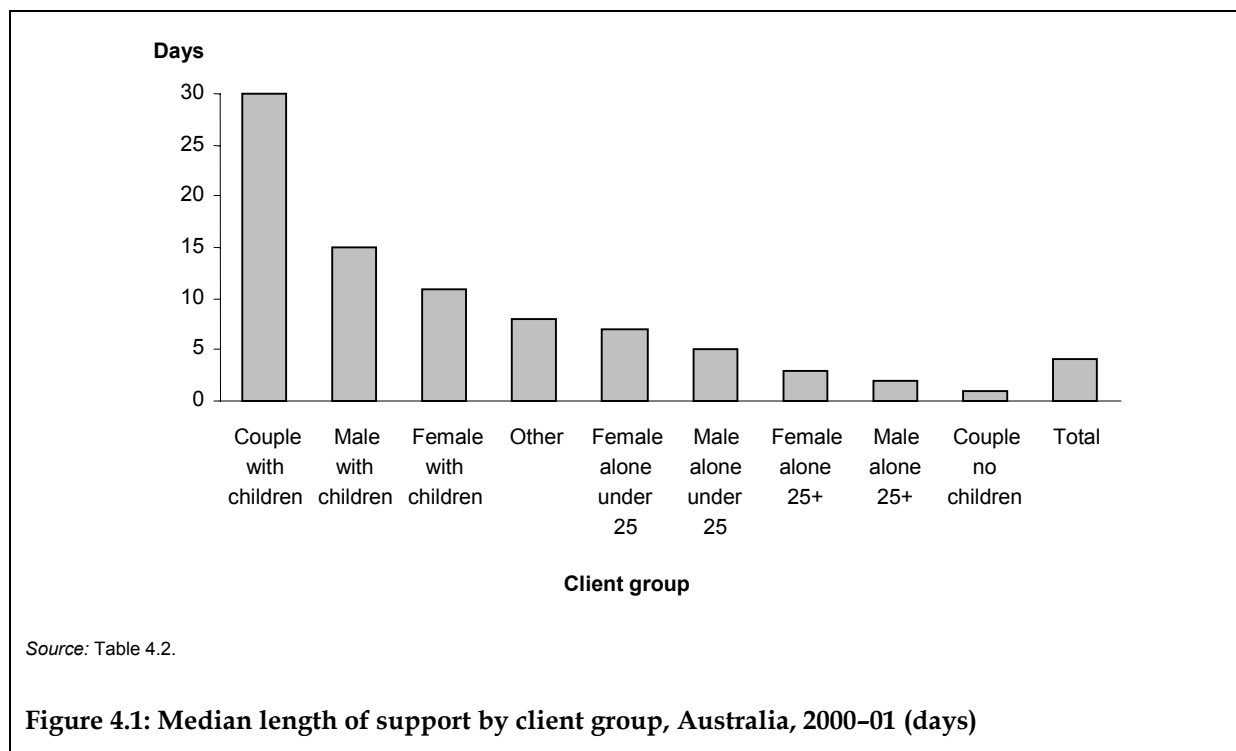
The diverse nature of client needs is reflected in the considerable range of services SAAP agencies provide for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally provided on an ongoing basis to clients. Some 168,200 support periods were provided in Australia during 2000–01 (Table 2.1). Almost 155,000 of these were closed support periods—that is, they finished before 30 June 2001 (Table 4.1; figure includes 1,400 closed support periods with missing data in the table [see note 1]). In this chapter, the length of support and accommodation is examined for completed support periods. In addition, an overview is presented on the types of services provided to clients by SAAP agencies across all support periods.

Length of support

Nationally, 40% of all closed support periods lasted for 1 day or less and a further 20% lasted from 2 to 7 days (Table 4.1). At the longer end of the spectrum, 14% of closed support periods lasted for 1 to 3 months and 11% lasted more than 3 months. This pattern was not consistent throughout Australia. In particular, in Queensland 55% of support periods lasted 1 day or less and only 6% were for more than 3 months. In contrast, in South Australia only 19% of support periods were for 1 day or less, while 20% lasted longer than 3 months. In Victorian agencies, clients seemed either to have very short periods of support or very long ones, with 41% of closed support periods being for 1 day or less and 18% being for more than 3 months. These differences across the States and Territories are reflected in the mean and median lengths of support. While the national median length of support was 4 days, South Australia had the longest median, at 15 days, and Queensland the shortest, at 1 day.

Because means are affected much more than medians by a small number of large values, the mean, or average, number of days of support is considerably longer than the median. The average length of support ranged from 22 days in Queensland and the Northern Territory to 70 days in South Australia. Overall, the average length of support was 40 days.

Patterns of support length also varied between client groups. As illustrated in Figure 4.1, clients with children tended to have longer periods of support than other clients, with couples with children having the longest periods of support among all client groups. Furthermore, unaccompanied females tended to have longer support periods than their male counterparts. More particularly, 50% of support periods for couples with children were for at least 30 days, while half of the support periods for unaccompanied females under 25 years lasted 7 days or less (Table 4.2). The comparable figure for unaccompanied males under 25 years was 5 days. Couples without children and unaccompanied males aged 25 or over tended to have shorter support periods than other client groups: half of the support periods for these clients were for less than 1 and 2 days respectively.



Length of accommodation

Data were collected not only on the duration of support but also on the length of accommodation provided. In all, 5,000 closed support periods had accommodation that started and ended on the same date, while 92,800 involved accommodation of 1 day or longer (Table 4.4). In 33% of these latter support periods the accommodation was for 1 day only; in 29% it was for 2 to 7 days; in 20% clients were accommodated for 1 to 4 weeks; and in 11% accommodation lasted from 1 to 3 months. Accommodation was for more than 3 months in less than 7% of support periods with accommodation of 1 day or longer. Overall, in 53% of support periods where accommodation lasted at least 1 day, the accommodation lasted for 1 to 4 days.

The patterns for the duration of accommodation for the various client groups were somewhat similar to those for the duration of support (Table 4.3). People with children who were accommodated tended to have relatively long stays compared with other client groups. Thus, couples with children and males with children had relatively high median lengths of accommodation, at 38 and 15 days respectively (excluding same-day accommodation). However, females with children had median stays nearer to those of young unaccompanied clients: females with children had a median stay of 7 days compared with 6 days for single people aged under 25. Unlike total length of support, unaccompanied males and females had similar accommodation patterns, but again younger clients tended to stay longer than older clients. Unaccompanied people 25 years and over had the shortest median length of accommodation: half of those accommodated for at least 1 day stayed for 3 days or less.

Type of accommodation

Clients requiring accommodation during a support period may be housed in crisis or short-term housing, medium- to long-term housing or other types of SAAP accommodation. Clients could be accommodated on more than one occasion during a support period and in

more than one type of accommodation. Among closed support periods in which accommodation of at least 1 day was provided directly by a SAAP agency, clients were housed in crisis or short-term accommodation at some time during the support period in 90% of cases (Table 4.4). Clients were housed in longer term accommodation in only around 7% of support periods. In a small percentage of cases (2%) clients were accommodated in other types of SAAP accommodation at some time during a support period. As might be expected, 87% of accommodation in crisis or short-term housing lasted 4 weeks or less, while in the longer term housing 81% of support periods involved stays of more than 4 weeks (Table 4.4).

Although the vast majority of support periods with accommodation involved some stays in crisis or short-term accommodation, in terms of nights of accommodation just 50% of accommodation was provided in this type of accommodation (Table 4.4). Importantly, 47% of nights of accommodation was provided in medium- to long-term accommodation. The remaining 3% was in other SAAP accommodation or in accommodation of an unreported type.

As noted, 5,000 support periods involved same-day accommodation only. In 4,800 support periods clients had only same-day accommodation in crisis accommodation, and this was also the case for 1,300 support periods with unknown types of accommodation (Table 4.4). Within a support period clients may have several instances of accommodation starting and ending on the same date. Alternatively, in some support periods clients may have both same day accommodation in a crisis accommodation facility and later have longer periods of accommodation in other types of SAAP accommodation.

Type of support

There are six broad types of services provided to SAAP clients. The three most often provided during 2000–01 were housing or accommodation services (in 76% of all support periods), general support or advocacy (also in 76% of support periods), and basic support services (in 70%) (Table 4.5). The main form of housing service provided was SAAP or CAP accommodation (in 65% of support periods), but assistance was also provided to help clients obtain or maintain other types of short-term accommodation or independent housing (in 20% and 17% of support periods respectively). Among the individual service types, a number were provided in more than 50% of support periods. Along with SAAP or CAP accommodation, these included advice or information, meals, and laundry or shower facilities (provided in 63%, 55% and 53% of support periods respectively).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 29% of support periods (Table 4.5). Health or medical services, and drug and alcohol support or intervention services were the most commonly provided specialist services—provided in 15% and 14% of support periods respectively. In contrast, eight of the 11 identified specialist services were provided in 2% or fewer support periods each. No services were provided directly to the client by the agency in 2% of support periods. However, agencies may have arranged referrals for clients in these cases. This question of how agencies meet the needs of clients is examined further in Chapter 5.

In 2000–01 the pattern of service use differed between client groups. At the broad level, unaccompanied males aged 25 or over were proportionately more often provided with accommodation services than other clients (in 85% of their support periods), while couples without children received these services relatively less frequently (in 63% of their support periods). Couples without children and people with children were more likely than others to use financial or employment services than other groups, while women, either with or without children, were relatively more often provided with counselling services.

Unaccompanied people aged 25 or more received both basic and specialist services relatively frequently.

At the finer level, the clients most often provided with SAAP or CAP accommodation were unaccompanied males 25 years or over: 80% of support periods for these clients involved SAAP or CAP accommodation. In contrast, couples without children received SAAP or CAP accommodation in less than 34% of their support periods. Unaccompanied men 25 years or over were also the most frequent recipients of meals (in 75% of their support periods), laundry or shower facilities (73%), and drug or alcohol support (23%). Men in this group, along with younger unaccompanied males, were also provided with psychiatric services (in 3% of cases) more often than other client groups. At the same time, older unaccompanied males were less likely than other clients to receive assistance to obtain or maintain independent housing (in 9% of their support periods), domestic violence counselling (in 1%) and brokerage services (2%).

Unaccompanied males and females under the age of 25 years were proportionately more often provided with living skills or personal development assistance than other clients (in 27% of their support periods) (Table 4.5). On the other hand, female clients presenting either with or without children were more likely than others to receive emotional support or other counselling (in at least 46% of support periods), while unaccompanied females aged 25 years and over and females with children were much more likely than other groups to receive domestic violence counselling—in 25% and 38% of their support periods respectively. Overall, males seeking assistance with children were more likely than other groups to have no services provided directly by the agency: 5% of this group had no services directly provided, compared with 3% or less for all other groups.

4.1 Tables

Table 4.1: SAAP closed support periods: length of support by State and Territory, Australia, 2000–01 (per cent)

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Less than 1 day	12.6	35.7	13.1	9.2	9.4	13.3	2.7	7.4	17.6	27,100
1 day	24.0	5.1	42.0	22.5	9.5	9.1	23.5	17.2	21.9	33,500
2 days	7.3	2.3	4.2	13.0	4.6	4.9	7.3	12.0	5.7	8,800
3 days	6.4	1.8	3.3	9.2	3.9	3.8	3.9	8.7	4.6	7,000
4 days	3.6	1.4	2.6	4.3	3.0	3.2	3.5	5.3	2.9	4,400
5 days	3.0	1.0	2.0	2.9	2.3	3.0	2.5	4.2	2.2	3,400
6 days	2.5	1.0	1.9	2.7	2.4	3.0	2.4	3.7	2.1	3,100
7 days	2.8	1.5	1.9	2.2	2.6	3.0	2.8	3.0	2.2	3,400
>1–2 weeks	9.5	5.4	7.4	8.1	11.5	11.1	11.4	9.8	8.1	12,400
>2–4 weeks	8.3	7.7	6.1	7.2	11.0	11.1	11.5	9.7	7.9	12,100
>4–13 weeks	12.2	19.4	9.6	10.4	20.2	22.5	15.5	13.8	14.1	21,600
>13–26 weeks	3.9	9.2	3.3	3.7	8.9	6.9	5.8	3.4	5.5	8,400
>26–52 weeks	2.3	5.3	1.8	2.6	6.6	3.5	4.2	1.3	3.2	5,000
>52 weeks	1.7	3.3	0.8	2.2	4.0	1.6	3.1	0.5	2.0	3,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	29.3	24.9	23.4	8.7	6.0	2.8	1.6	3.2	100.0	..
Total (number)	45,000	38,200	35,900	13,400	9,200	4,300	2,400	4,900	..	153,300
Mean length (days)	33	61	22	37	70	45	61	22	..	40
Median length (days)	3	8	1	3	15	12	9	4	..	4

Notes

1. Number excluded due to errors and omissions (weighted): 1,400.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 4.2 SAAP closed support periods: length of support by client group, Australia, 2000–01 (per cent)

Length of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	18.8	15.6	17.6	20.1	38.9	23.2	25.4	13.8	21.4	17.6	26,100
1 day	15.7	31.4	13.9	22.1	12.8	5.1	7.5	10.5	12.6	20.4	30,300
2 days	5.8	7.2	5.5	7.1	2.8	2.2	3.5	6.6	6.6	6.4	9,500
3 days	4.9	6.4	3.9	5.6	1.7	1.7	2.2	5.1	4.0	5.3	7,800
4 days	3.0	3.1	2.9	2.9	1.5	1.3	1.1	2.7	1.5	2.8	4,200
5 days	2.3	2.3	2.4	2.5	1.1	0.7	0.7	2.2	1.6	2.2	3,300
6 days	2.4	2.1	2.0	1.9	1.2	1.1	1.3	2.1	1.1	2.1	3,100
7 days	2.3	2.3	2.3	2.2	2.3	2.5	1.9	2.3	0.9	2.3	3,400
>1–2 weeks	9.1	8.7	8.1	7.2	4.7	4.3	6.3	7.8	6.5	8.0	11,900
>2–4 weeks	9.1	6.8	9.2	7.5	7.2	7.0	8.2	8.9	7.2	7.9	11,800
>4–13 weeks	15.1	9.2	17.4	12.7	14.2	21.8	21.1	19.5	15.0	14.0	20,800
>13–26 weeks	5.7	2.6	7.2	4.5	5.8	15.1	10.4	9.4	7.9	5.6	8,300
>26–52 weeks	3.3	1.3	4.3	2.4	4.2	9.7	6.5	6.1	9.5	3.4	5,000
>52 weeks	2.3	1.0	3.2	1.3	1.5	4.2	3.9	3.0	4.0	2.0	3,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	14.3	34.8	12.0	13.8	2.7	2.6	0.9	18.1	0.8	100.0	..
Total (number)	21,300	51,600	17,800	20,400	4,000	3,900	1,400	26,900	1,200	..	148,600
Mean length (days)	43	23	54	32	36	84	67	60	72	..	40
Median length (days)	5	2	7	3	1	30	15	11	8	..	4

Notes

1. Number excluded due to errors and omissions (weighted): 6,259.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 4.3: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Australia, 2000–01 (per cent)

Length of accommodation	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	24.2	39.3	23.8	34.7	37.3	10.4	16.1	17.0	25.8	30.7	27,800
2 days	8.7	9.0	9.5	11.2	6.5	4.6	6.3	10.5	13.6	9.4	8,500
3 days	7.5	8.1	6.4	8.8	3.9	3.9	4.0	8.5	9.1	7.9	7,100
4 days	4.7	3.9	4.6	4.6	4.1	2.5	3.7	4.7	3.7	4.3	3,900
5 days	3.5	2.8	3.6	4.1	2.8	0.6	1.3	3.6	2.7	3.2	2,900
6 days	3.9	2.7	3.5	2.9	4.6	2.8	2.4	3.5	1.9	3.1	2,800
7 days	3.6	2.9	3.1	2.9	6.1	4.3	4.0	3.4	2.6	3.2	2,900
>1–2 weeks	12.5	10.8	11.5	9.6	7.1	6.3	11.1	11.2	9.5	10.9	9,900
>2–4 weeks	11.4	7.7	11.3	8.6	8.4	10.0	13.3	10.6	9.0	9.2	8,400
>4–13 weeks	13.2	8.8	13.6	9.1	10.0	22.9	20.8	16.0	9.1	11.4	10,300
>13–26 weeks	3.5	2.2	4.4	2.0	5.1	17.5	9.5	5.9	5.0	3.5	3,200
>26–52 weeks	2.1	1.1	2.9	1.1	3.1	10.8	4.1	3.8	4.5	2.1	1,900
>52 weeks	1.2	0.7	1.7	0.5	1.1	3.6	3.3	1.3	3.5	1.0	900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	14.3	42.2	10.4	13.1	1.4	1.6	0.5	15.9	0.6	100.0	..
Total (number)	13,000	38,200	9,400	11,900	1,200	1,500	500	14,400	500	..	90,600
Mean length (days)	28	20	35	17	31	87	57	37	50	..	27
Median length (days)	6	3	6	3	4	38	15	7	4	..	4
All accommodation starting and ending on the same date (number)	500	2,300	500	800	100	100	<50	600	100	..	4,800

Notes

1. Number excluded due to errors and omissions (weighted): 4,644.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 4.4: SAAP closed support periods in which clients were accommodated: total length of accommodation, by type of accommodation provided, Australia, 2000-01 (per cent)

Length of accommodation	Crisis/ short-term accommodation	Medium-/ long-term accommodation	Other SAAP	Unknown	Total	
					%	Number
1 day	34.4	1.0	69.2	25.1	32.8	30,400
2 days	9.2	0.9	3.8	10.0	8.6	7,900
3 days	7.4	0.7	3.3	4.9	6.8	6,300
4 days	4.7	1.1	1.7	4.0	4.3	4,000
5 days	3.5	0.5	1.0	3.1	3.3	3,000
6 days	3.2	1.2	2.9	3.1	3.1	2,900
7 days	3.2	1.2	3.3	3.5	3.1	2,900
>1-2 weeks	11.7	4.6	4.5	9.8	11.0	10,200
>2-4 weeks	9.5	7.7	2.7	10.2	9.2	8,500
>4-13 weeks	10.5	25.3	4.4	16.5	11.2	10,400
>13-26 weeks	2.0	22.5	1.8	4.9	3.5	3,200
>26-52 weeks	0.6	20.1	0.9	3.1	2.0	1,900
>52 weeks	0.2	12.9	0.6	1.7	1.1	1,000
Total	100.0	100.0	100.0	100.0	100.0	..
Total (%)	90.2	6.9	2.1	1.4
Total (number)	83,700	6,400	1,900	1,300	..	92,800
Mean length (days)	15	189	12	37	..	28
Median length (days)	3	107	1	6	..	4
Total accommodation (nights)	1,277,200	1,217,700	23,700	49,700	..	2,568,200
All accommodation starting and ending on the same date (number)	4,800	100	100	1,300	..	5,000

Notes

1. Number excluded due to errors and omissions (weighted): 1,980.
2. Clients were able to be accommodated on more than one occasion in each support period, so percentages across types of accommodation provided do not total 100.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 4.5: SAAP support periods: services provided to clients, by client group, Australia, 2000-01 (per cent)

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	76.8	85.0	70.9	71.2	63.1	68.1	65.3	71.2	64.2	76.2
SAAP/CAP accommodation	64.4	79.8	57.2	62.9	33.8	40.1	38.9	56.6	47.5	65.1
Assistance to obtain/maintain short-term accommodation	19.0	23.4	17.0	18.6	28.8	19.3	21.1	13.9	13.8	19.5
Assistance to obtain/maintain independent housing	15.8	8.6	19.0	12.7	24.6	36.2	29.6	26.9	22.7	16.5
Financial/employment	35.4	37.5	36.9	40.9	49.7	49.1	46.1	44.9	30.4	39.7
Assistance to obtain/maintain government payment	11.9	14.6	13.3	14.8	13.8	8.6	9.2	13.8	9.8	13.6
Employment/training assistance	7.3	1.5	6.4	1.1	3.5	3.5	3.0	1.9	4.1	3.1
Financial assistance/material aid	25.5	34.0	27.1	35.9	43.3	40.8	38.5	36.9	24.7	33.1
Financial counselling	7.6	5.6	7.6	5.2	7.4	16.8	12.1	10.2	7.1	7.4
Counselling	38.0	34.5	54.4	64.1	32.6	42.0	42.1	70.7	48.3	48.6
Incest/sexual assault	0.8	0.3	2.8	2.7	0.3	1.1	1.2	3.0	2.3	1.5
Domestic violence	1.4	0.5	8.4	25.2	2.9	5.0	3.8	37.5	9.1	12.2
Family/relationship	13.7	15.0	20.0	19.0	15.6	15.3	15.6	18.4	23.3	16.7
Emotional/other	32.1	21.7	46.1	50.8	22.5	38.3	37.3	63.4	42.4	38.8
Assistance with problem gambling	0.4	1.0	0.1	0.4	—	0.5	0.7	0.5	0.3	0.6
General support/advocacy	74.4	73.7	74.6	74.8	75.4	77.3	78.6	80.2	71.5	75.5
Living skills/personal development	27.2	9.0	27.0	8.4	8.8	12.4	11.2	11.1	13.9	14.3
Assistance with legal issues/court support	8.7	13.8	9.3	19.7	10.7	6.6	9.9	19.9	6.8	14.0
Advice/information	63.2	56.6	63.7	64.8	69.1	69.1	68.0	70.7	60.8	63.0
Retrieval/storage/removal of belongings	23.9	46.6	19.5	21.3	16.2	10.4	15.2	13.4	14.9	27.9
Advocacy/liaison on behalf of client	30.6	14.8	36.4	31.5	35.1	47.0	45.7	46.2	34.6	29.8
Brokerage services	3.8	1.5	5.0	2.7	5.7	5.8	7.5	3.9	3.9	3.2
Specialist services	22.0	33.8	26.1	32.4	20.2	16.2	15.7	27.6	33.6	28.7
Psychological services	1.2	0.8	1.3	1.0	0.4	1.3	0.7	1.0	2.9	1.0
Psychiatric services	2.2	2.7	1.2	1.8	0.4	0.6	1.4	0.7	1.2	1.8
Pregnancy support	0.1	—	3.7	0.9	2.3	2.5	0.1	2.8	4.1	1.3
Family planning support	0.3	0.1	1.7	0.2	1.1	1.0	0.9	1.4	1.3	0.6
Drug/alcohol support or intervention	11.5	23.2	8.9	13.1	11.8	2.9	6.2	3.3	17.5	13.5
Physical disability services	0.1	0.2	0.2	0.3	0.1	0.2	0.3	0.2	0.3	0.2
Intellectual disability services	0.2	0.1	0.2	0.2	0.1	0.2	0.2	0.2	0.2	0.2
Culturally appropriate support	5.3	12.5	7.8	18.4	9.9	5.1	4.3	13.8	5.7	11.5
Interpreter services	0.4	0.4	0.5	2.3	0.5	1.6	0.4	2.8	2.3	1.2
Assistance with immigration issues	0.2	0.1	0.4	1.2	0.4	1.3	0.1	1.2	1.9	0.6
Health/medical services	11.3	21.2	13.8	15.8	11.5	5.5	6.4	11.5	8.0	15.3
Basic support and services n.e.s.	67.9	83.2	63.0	70.0	44.4	38.7	43.6	61.6	56.6	69.7
Meals	54.8	75.0	44.6	55.5	26.1	12.6	21.6	37.4	34.4	54.6
Laundry/shower facilities	51.8	73.4	43.0	55.2	21.4	10.3	20.2	37.5	32.9	53.2
Recreation	32.3	26.3	26.6	18.5	4.8	4.6	10.7	22.1	16.1	23.9
Transport	31.4	13.6	41.0	34.9	18.7	22.6	22.1	46.1	26.3	29.1
Other	11.6	17.0	10.9	9.0	8.0	9.3	9.7	13.2	10.7	13.1
No services provided directly	2.5	1.4	2.3	1.2	3.1	2.5	4.5	1.4	2.4	1.7
Total (number)	23,000	53,500	19,600	21,400	4,400	4,700	1,600	29,900	1,400	159,400

Notes

1. Number excluded due to errors and omissions (weighted): 8,715 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. The percentages reporting assistance with problem gambling or immigration issues may be underestimates: information on these services was not specifically collected for the first half of the year by agencies using the electronic reporting tool. These services may have been reported under other categories.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

5 Meeting the needs of clients

One way that the performance of the Supported Accommodation Assistance Program can be assessed is by measuring the ability of agencies to meet the needs of their clients. This can only be measured after a client has finished receiving support. Therefore, it is necessary to look at closed support periods when examining the provision of requested services. This chapter focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away—that is, who did not receive any services—are not included since this topic will be covered in a separate publication to be released in 2002.

A client might request many services in a single support period. In some cases SAAP agencies might not be able to meet all of a client's requests directly. In these instances referrals to appropriate organisations might be arranged. However, for some required services it might not be possible either to provide the service or to refer the client on.

Expressed requests for services

Agencies provided information on the action they took to meet the needs of clients for 151,200 out of the 154,700 support periods that finished during 2000–01 (Table 5.1). In 99% of these support periods, or 149,400, agencies recorded at least one service as being requested by the client. In many cases several services were sought, so that overall 854,400 services were requested (Table 5.2, Part b).

As expected, the pattern observed for service provision in all support periods active in 2000–01 was largely repeated for services requested throughout completed support periods (Tables 4.5 and 5.1). At the broad level, housing and accommodation services were requested in 84% of closed support periods, while services relating to general support and advocacy were required in 66% and those relating to basic support services in 63% (Table 5.1). Financial and employment services and counselling services were required less frequently, being requested in 37% and 41% of closed support periods respectively. Specialist services were requested least, with 32% of closed support periods involving such requests.

Looking at individual service types, SAAP or CAP accommodation was requested more often than any other service, having been required in 71% of support periods by the time support finished (Table 5.1). Advice and information services, meals, and washing facilities were the only other services identified as being needed in more than 45% of support periods, with these services being requested in 54%, 48% and 48% of completed support periods respectively. Eleven service types were requested in 5% of cases or less; all but four of these related to specialist services.

The pattern of expressed requests varied considerably across the States and Territories. At the broad service level, the Australian Capital Territory recorded the highest level of requests in all six of the broad groups presented (Table 5.1). Moreover, identified need levels were at least 20 percentage points higher in the Australian Capital Territory than in the jurisdiction with the lowest recorded percentage of needs in each of the six groups. Apart from requests for SAAP or CAP accommodation, Queensland tended to have consistently low rates of request for services. Some of these differences may be explained by different approaches to service provision in the various States and Territories and by different types of agencies dominating service provision. For example, SAAP or CAP accommodation was required in at least 60% of closed support periods in all jurisdictions except Victoria (37%).

However, in Victoria a large proportion of the 2,600 properties in the parallel Transitional Housing Management program accommodate tenants provided with SAAP support. Consequently, these clients may not identify SAAP or CAP accommodation as being needed but may instead request assistance to maintain their housing—Victoria recorded high percentages of support periods with requests to obtain or maintain short-term and independent housing. Further, in Queensland there is a small number of high-volume agencies that specialise in providing overnight crisis accommodation but do not have the facilities to provide other services. In terms of support periods, these agencies dominate the profile of service provision for Queensland.

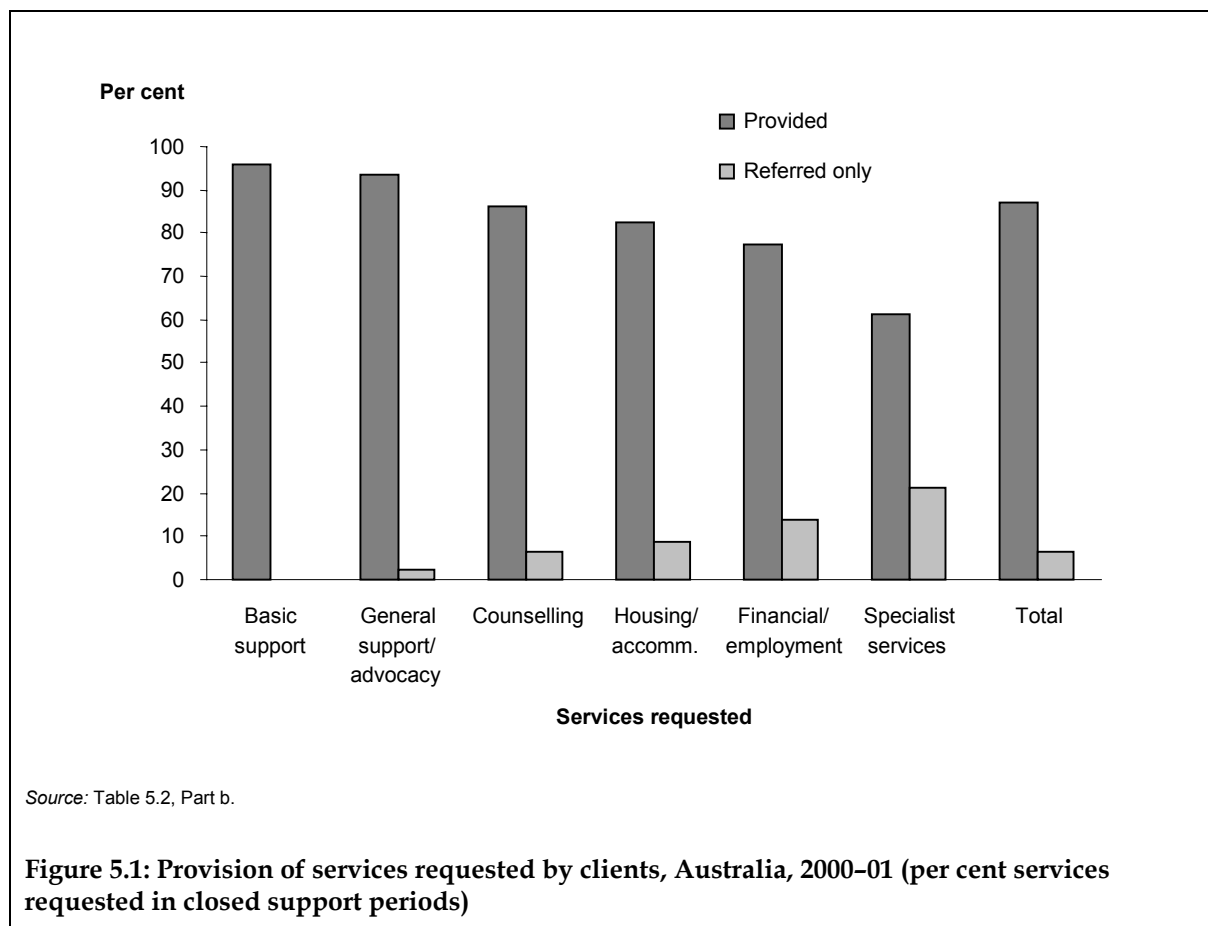
Service provision and referral

Overall, as mentioned, 854,400 different services were requested by clients in 149,400 closed support periods, so that on average clients requested six services each in these support periods (derived from Table 5.2). Services were provided directly by SAAP agencies for 87% of these requests. In addition to this, agencies were able to refer clients to other organisations for a further 6% of requests. Consequently, nearly 797,900 (or 93%) of the 854,400 expressed needs were met at least to some extent. As illustrated in Figure 5.1, in all service groups except specialist services, requested services were provided in at least three-quarters of cases. General support and advocacy and basic support services, such as meals and laundry or shower facilities, were provided directly in an overwhelming majority of cases (94% and 96% of these requested services were provided respectively). Specialist services (provided in 61% of cases where need was expressed) were the least likely to be provided directly. Some particular services (psychiatric, psychological, and physical and intellectual disability services) were provided directly by agencies in less than one-half of the cases in which the services were sought (Table 5.2).

Housing and accommodation services were identified as needed in 127,300 (or 84%) of closed support periods during 2000–01 (Table 5.1). Some clients had more than one requirement for housing-related services, resulting in a total of 170,900 requests in this area (Table 5.2, Part a). In 82% of these instances, some housing or accommodation services were provided within the support period; a further 9% of housing needs were met through referral. More specifically, SAAP or CAP accommodation was provided in 93% of the support periods in which it was requested, with requests being referred on in an additional 4% of cases.

A total of 78,200 requests for services relating to financial matters and employment were made across 55,200 closed support periods (Table 5.2, Part b). Services were provided in response to these requests in 77% of cases. Direct provision of financial assistance or material aid was relatively high, being provided in 85% of the 44,200 support periods in which it was needed, with a further 10% of requests being referred on. In contrast, provision of employment and training assistance occurred in only 50% of the 7,800 support periods in which it was sought. In a further 30% of cases, however, clients were referred on to other organisations for this type of assistance.

Although services vary tremendously in terms of the number of clients who may require them, an inability to provide a particular service can have a significant impact on the client requiring that service. In these circumstances, an agency's ability to refer clients on to other appropriate service providers assumes added importance. Figure 5.1 shows that, generally, as direct provision of requested services falls the use of referrals increases, so that clients received referrals for 21% of requests for specialist services compared with only 1% for requests for basic support services.



Some support services that could not be provided directly by agencies during 2000-01 were more likely than others to be referred on, thus highlighting the need to draw on specialist support providers to meet the broad needs of SAAP clients. Both psychological and intellectual disability services, for example, could not be provided directly in around 65% of the support periods in which they were required, but in well over half of these cases agencies were able to refer the clients on (Table 5.2, Part a). On the other hand, clients were referred on to appropriate services in less than one-third of cases (or 2,700) when drug or alcohol support or rehabilitation was required but could not be provided by an agency. In addition, clients were referred on to other appropriate services for assistance with living skills and personal development in only one-quarter of the 2,500 cases in which such assistance was requested but could not be provided directly by the agency.

Unmet needs

While 93% of expressed needs were met at least to some extent, 56,400 requests for services had not been addressed by the end of support (Table 5.2, Part b). These unmet needs were spread over nearly 27,000 closed support periods (Table 5.3; figure includes 840 closed support periods with missing data in the table [see note 1]). Across all client groups, the most common forms of support that were neither provided nor referred on were housing or accommodation services (accounting for 29% of all unmet needs), followed by specialist services (19% of unmet needs). Males with children, couples without children and couples with children, although only small groups, all reported relatively high levels of unmet need in the area of housing and accommodation (around 40% of their unmet needs). In contrast,

females presenting on their own had the lowest level of unmet needs in this area—around 23% of their unmet needs related to housing services. Unaccompanied males and females aged 25 or over reported the highest levels of unmet need relating to specialist services—30% and 22%, respectively, of their unmet needs were for such services.

Among the various client groups, older unaccompanied males had the highest number of support periods with unmet needs, at 7,500. Females with children had the next highest number, with this group accounting for 5,100 of closed support periods with outstanding requests for services. In contrast, there were only 300 support periods in which males with children still had unmet needs at the end of support. These figures primarily reflect the total number of support periods provided to each group. However, by comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that unaccompanied males aged 25 years and over had relatively few unmet needs: this group accounted for 26% of unmet needs but 35% of closed support periods. In contrast, younger unaccompanied females had a relatively high level of unmet needs, with 16% of unmet needs relating to this group but only 12% of closed support periods.

5.1 Tables

Table 5.1: SAAP closed support periods: services requested by clients, by State and Territory, Australia, 2000-01 (per cent closed support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total (%)	Number
Housing/accommodation	90.9	72.5	85.5	90.7	83.1	76.6	98.0	88.7	84.2	127,300
SAAP/CAP accommodation	86.7	37.4	80.9	86.3	67.8	59.6	95.6	83.1	71.1	107,500
Assistance to obtain/maintain short-term accommodation	16.3	35.8	8.6	12.8	25.1	15.5	27.2	8.8	19.5	29,400
Assistance to obtain/maintain independent housing	16.1	38.6	12.0	16.8	30.0	35.2	41.5	14.3	22.5	34,000
Financial/employment	29.9	50.9	25.1	37.5	40.0	42.1	57.1	44.2	36.5	55,200
Assistance to obtain/maintain government payment	7.4	11.8	5.5	10.9	12.6	11.5	18.7	10.8	9.1	13,700
Employment/training assistance	4.3	7.4	3.0	4.7	7.1	3.7	16.1	4.6	5.1	7,800
Financial assistance/material aid	23.1	42.2	19.7	30.6	29.5	31.9	47.1	37.5	29.2	44,200
Financial counselling	7.3	10.7	5.4	6.6	13.6	10.2	20.9	8.2	8.3	12,600
Counselling	34.5	50.5	28.4	47.4	52.9	59.5	70.9	52.2	41.2	62,200
Incest/sexual assault	2.6	2.8	1.5	1.8	3.0	11.8	6.8	1.7	2.6	4,000
Domestic violence	10.8	20.1	8.0	15.1	21.6	13.6	22.9	11.3	13.8	20,800
Family/relationship	11.2	16.0	8.4	10.5	18.7	14.8	30.1	10.1	12.5	18,900
Emotional/other	30.3	41.6	25.0	42.7	45.9	48.0	66.0	47.1	35.5	53,700
Assistance with problem gambling	1.2	1.0	0.8	0.2	0.8	0.7	4.3	0.3	0.9	1,400
General support/advocacy	68.5	79.6	44.6	58.3	83.2	66.9	85.1	67.9	65.8	99,400
Living skills/personal development	13.9	12.6	13.2	13.6	15.3	14.5	30.1	15.8	13.8	20,900
Assistance with legal issues/court support	8.6	14.7	5.3	9.7	14.9	10.3	18.2	13.2	10.2	15,400
Advice/information	48.8	70.8	36.7	49.5	73.7	56.4	75.9	56.0	53.9	81,400
Retrieval/storage/removal of personal belongings	34.3	12.1	13.7	15.5	32.4	12.9	23.5	20.1	20.9	31,500
Advocacy/liaison on behalf of client	21.6	45.1	15.7	23.0	39.1	30.6	50.0	28.4	28.2	42,600
Brokerage services	6.5	3.1	0.8	0.7	2.9	1.2	5.4	1.4	3.2	4,900
Specialist services	38.6	29.6	22.9	40.2	28.8	23.4	52.8	44.7	32.2	48,600
Psychological services	2.9	3.7	0.8	1.5	3.5	1.5	8.6	4.6	2.6	3,900
Psychiatric services	4.7	4.4	2.6	5.1	4.0	3.3	10.4	2.2	4.1	6,200
Pregnancy support	1.3	2.2	1.2	1.4	2.5	1.5	4.2	1.5	1.6	2,500
Family planning support	0.9	1.3	0.6	0.7	1.3	0.8	2.3	1.2	0.9	1,400
Drug/alcohol support or intervention	19.3	10.6	6.2	15.1	8.7	8.1	30.6	9.9	12.6	19,000
Physical disability services	0.3	0.5	0.2	0.3	0.4	0.3	1.1	0.5	0.3	500
Intellectual disability services	0.4	0.7	0.2	0.2	0.7	0.3	0.7	0.2	0.4	600
Culturally appropriate support	4.5	5.4	6.1	12.2	6.4	1.8	9.3	25.8	6.6	10,000
Interpreter services	1.3	2.2	0.5	1.8	1.1	1.0	1.5	1.0	1.4	2,000
Assistance with immigration issues	0.8	1.1	0.3	0.7	0.5	1.0	1.2	0.4	0.7	1,100
Health/medical services	16.3	15.1	12.5	15.8	15.6	13.0	30.4	15.6	15.1	22,900
Basic support and services n.e.s.	83.2	47.3	47.2	74.2	63.3	66.8	90.6	80.8	63.3	95,700
Meals	68.6	26.6	40.4	59.6	42.9	44.6	60.7	71.2	48.4	73,100
Laundry/shower facilities	74.0	17.7	38.4	62.3	44.0	45.7	84.4	69.7	47.9	72,400
Recreation	23.7	11.3	22.8	17.1	32.2	24.6	69.9	56.1	22.2	33,500
Transport	27.6	26.2	25.4	35.7	28.8	36.0	52.4	41.4	28.6	43,200
Other	18.0	11.8	5.9	8.7	8.4	10.1	9.7	8.4	11.5	17,400
No needs recorded	0.4	1.2	2.5	0.4	0.3	2.9	0.2	0.9	1.2	1,700
Total (%)	28.8	24.9	23.8	8.8	6.0	2.8	1.6	3.3	100.0	..
Total (number)	43,600	37,700	35,900	13,300	9,000	4,300	2,400	4,900	..	151,200

Notes

- Number excluded due to errors and omissions (weighted): 3,529 closed support periods (including cases with no information on service requirements or provision).
- Clients were able to receive multiple services, so percentages do not total 100.
- The numbers relating to assistance with problem gambling or immigration issues may be underestimates: information on these services was not specifically collected for the first half of the year by agencies using the electronic reporting tool. These services may have been reported under other categories.
- A client may require more than one type of service within a broad type of assistance.
- Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 5.2: SAAP services requested by clients in closed support periods, by provision, Australia, 2000-01

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

Type of service	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal		
Housing/accommodation								
SAAP/CAP accommodation	3.6	3.6	7.2	89.9	2.9	92.8	100.0	107,500
Assistance to obtain/maintain short-term accommodation	16.7	17.7	34.4	54.3	11.4	65.7	100.0	29,400
Assistance to obtain/maintain independent housing	19.4	17.0	36.4	47.8	15.9	63.7	100.0	34,000
Financial/employment								
Assistance to obtain/maintain government payment	9.8	16.8	26.6	52.1	21.4	73.5	100.0	13,700
Employment/training assist.	20.7	29.7	50.4	33.6	16.0	49.6	100.0	7,800
Financial assistance/material aid	5.7	9.8	15.5	74.5	10.0	84.5	100.0	44,200
Financial counselling	13.4	13.4	26.8	63.8	9.4	73.2	100.0	12,600
Counselling								
Incest/sexual assault	15.4	23.2	38.6	45.4	16.0	61.4	100.0	4,000
Domestic violence	8.7	9.0	17.7	70.2	12.2	82.4	100.0	20,800
Family/relationship	12.8	11.5	24.3	64.3	11.4	75.7	100.0	18,900
Emotional/other	4.2	2.1	6.3	88.4	5.2	93.6	100.0	53,700
Assistance with problem gambling	28.4	18.7	47.1	34.3	18.5	52.8	100.0	1,400
General support/advocacy								
Living skills/personal development	9.0	2.9	11.9	84.1	3.9	88.0	100.0	20,900
Assistance with legal issues/court support	12.0	18.2	30.2	48.7	21.0	69.7	100.0	15,400
Advice/information	1.6	0.3	1.9	93.6	4.5	98.1	100.0	81,400
Retrieval/storage/removal of belongings	3.3	1.9	5.2	92.2	2.5	94.7	100.0	31,500
Advocacy/liaison on behalf of client	2.6	0.9	3.5	90.0	6.5	96.5	100.0	42,600
Brokerage services	4.9	6.4	11.3	82.6	6.1	88.7	100.0	4,900
Specialist services								
Psychological services	27.3	38.3	65.6	21.8	12.6	34.4	100.0	3,900
Psychiatric services	25.7	35.0	60.7	23.4	15.9	39.3	100.0	6,200
Pregnancy support	13.3	20.6	33.9	44.6	21.5	66.1	100.0	2,500
Family planning support	17.8	26.1	43.9	38.0	18.1	56.1	100.0	1,400
Drug/alcohol support or intervention	30.8	14.0	44.8	39.6	15.6	55.2	100.0	19,000
Physical disability services	18.2	36.7	54.9	27.1	17.9	45.0	100.0	500
Intellectual disability services	29.5	35.0	64.5	20.1	15.4	35.5	100.0	600
Culturally appropriate support	4.8	7.3	12.1	80.4	7.4	87.8	100.0	10,000
Interpreter services	6.8	14.2	21.0	67.6	11.4	79.0	100.0	2,000
Assistance with immigration issues	11.5	20.3	31.8	43.4	24.8	68.2	100.0	1,100
Health/medical services	9.3	27.0	36.3	47.1	16.7	63.8	100.0	22,900
Basic support and services n.e.s.								
Meals	2.5	1.5	4.0	94.5	1.5	96.0	100.0	73,100
Laundry/shower facilities	1.9	0.5	2.4	96.8	0.7	97.5	100.0	72,400
Recreation	3.7	0.9	4.6	93.8	1.7	95.5	100.0	33,500
Transport	4.3	2.2	6.5	91.6	1.9	93.5	100.0	43,200
Other	2.7	2.7	5.4	89.9	4.7	94.6	100.0	17,400

(continued)

Table 5.2 (continued): SAAP services requested by clients in closed support periods, by provision, Australia, 2000–01

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

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred on	Referred on	Sub-total	Provided only	Provided and referred on	Sub-total			
	% distinct services requested							Number	Number
Housing/accommodation	9.0	8.7	17.7	75.4	7.0	82.4	100.0	170,900	127,300
Financial/employment	9.1	13.6	22.7	64.8	12.5	77.3	100.0	78,200	55,200
Counselling	7.6	6.4	14.0	77.5	8.5	86.0	100.0	98,800	62,200
General support/advocacy	3.8	2.5	6.3	87.8	5.9	93.7	100.0	196,600	99,400
Specialist services	17.5	21.4	38.9	46.2	14.9	61.1	100.0	70,200	48,600
Basic support and services n.e.s.	2.8	1.3	4.1	94.2	1.6	95.8	100.0	239,700	95,700
Total (%)	6.6	6.4	13.0	80.4	6.5	87.0	100.0
Total (number)	56,400	55,000	111,400	687,000	55,900	742,900	..	854,400	149,400

Notes

1. Number excluded due to errors and omissions (weighted): 3,529 closed support periods (including cases with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. The numbers relating to assistance with problem gambling or immigration issues may be underestimates: information on these services was not specifically collected for the first half of the year by agencies using the electronic reporting tool. These services may have been reported under other categories.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 5.3: SAAP services requested by the client in closed support periods that were neither provided nor referred on: broad type of service by client group, Australia, 2000-01

Broad type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
	% unmet needs										%
Housing/ accommodation	28.5	28.7	23.7	23.3	41.1	42.3	39.9	30.7	29.0	28.7	15,600
Financial/ employment	14.8	10.2	16.4	13.6	17.5	17.6	14.9	13.8	17.1	13.8	7,500
Counselling	11.5	8.5	16.8	17.4	7.0	10.4	12.4	17.5	13.6	13.3	7,300
General support/advocacy	14.4	8.4	15.9	15.6	13.3	13.0	13.7	17.6	13.5	13.8	7,500
Specialist services	17.1	30.2	15.0	21.8	13.7	9.9	10.1	12.8	16.6	19.4	10,600
Basic support and services n.e.s.	13.6	14.0	12.1	8.2	7.3	6.7	9.1	7.5	10.2	11.0	6,000
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	54,600
Summary totals											
Total unmet needs (%)	16.4	26.1	16.0	12.5	3.0	4.2	1.2	19.7	0.7	100.0	..
Total unmet needs (number)	9,000	14,300	8,700	6,800	1,700	2,300	600	10,800	400	..	54,600
Total closed support periods with unmet needs (%)	15.5	28.8	14.0	12.8	3.3	4.1	1.2	19.4	0.8	100.0	..
Total closed support periods with unmet needs (number)	4,000	7,500	3,600	3,300	800	1,100	300	5,100	200	..	26,000
Total closed support periods (%)	14.3	34.6	11.9	13.6	2.7	2.8	0.9	18.2	0.8	100.0	..
Total closed support periods (number)	21,100	51,000	17,600	20,000	4,000	4,100	1,400	26,900	1,200	..	147,400

Notes

1. Number excluded due to errors and omissions (weighted): 1,717 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 840 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 7,495 closed support periods, including cases with no information on service requirements or provision.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

6 Circumstances of clients before and after support

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

Within this aim the goals are:

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

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

Income source

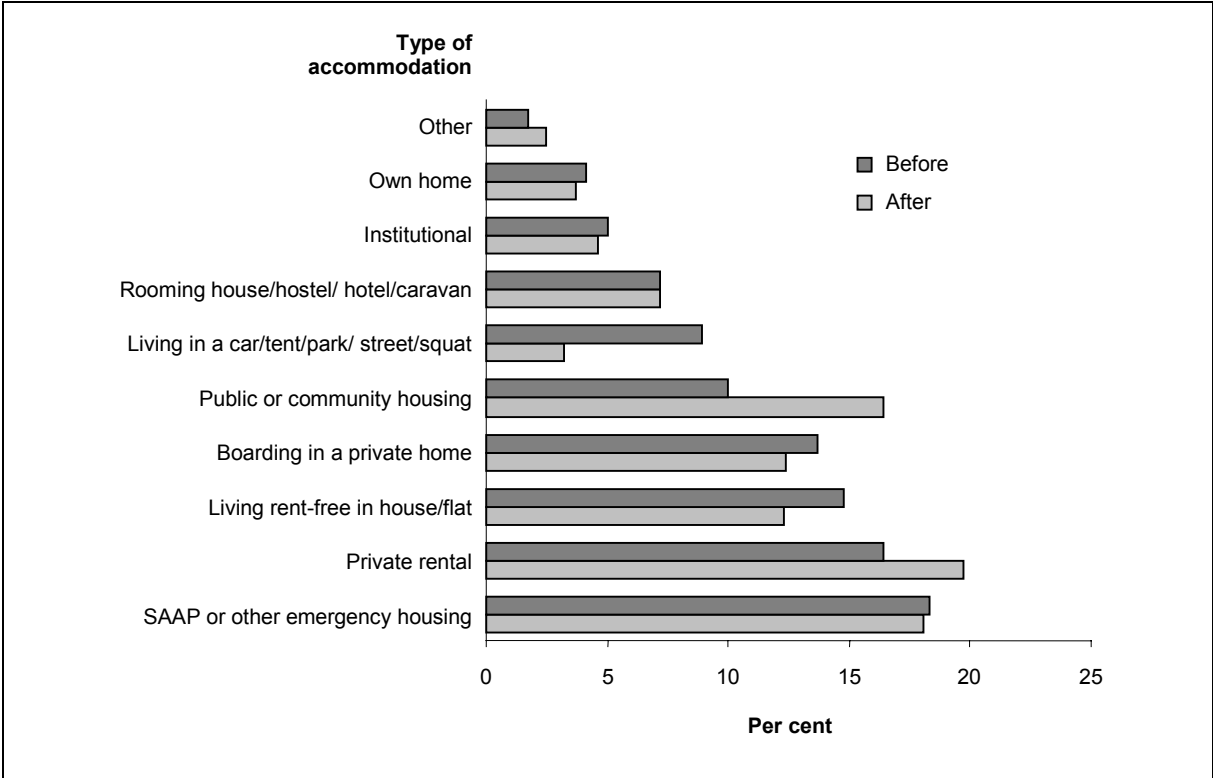
In 81% of all closed support periods, SAAP clients were recipients of a government pension or benefit before support (Table 6.1). In a further 10% of support periods, clients were reported as having no source of income and not awaiting a government payment; in another 8% as having 'other' sources of income; and in a final 2% as having no income but awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After having received support, clients were on a government pension or benefit following 84% of support periods, while clients had no income and were not awaiting a pension or benefit following 7%. The other two categories remained relatively unchanged in percentage terms.

For those clients who specifically requested assistance with obtaining or maintaining a government pension or benefit, there were more noticeable changes. After support, these clients were receiving a government pension or benefit in 83% of support periods, a marked increase on the figure of 67% before support (Table 6.1). Consequently, the proportion of support periods in which these clients had no income and were not awaiting a government payment had dropped from 20% before support to 7% after support.

Accommodation

Nationally, as Figure 6.1 shows, the most common forms of client accommodation immediately before support were SAAP or other emergency housing (in 18% of support periods), followed by private rental (16%), living rent-free in a house or flat (15%), and boarding in a private home (14%). Apart from private rental, which rose to 20% after

support had ended, these types of accommodation saw relatively minor changes in the proportion of clients accommodated following support. There were, however, some noticeable differences in the use of other types of accommodation before and after support. The proportion in which clients were accommodated in public or community housing rose from 10% of support periods before support to 16% after (Table 6.3). In contrast, clients were living in a car, tent, park, street or squat before 9% of support periods compared with only 3% after support.



Source: Table 6.3.

Figure 6.1: Type of accommodation immediately before and after a support period, Australia, 2000-01 (per cent closed support periods)

The most common forms of client accommodation varied significantly between the States and Territories, both before and after support (Table 6.2). Immediately before support, the Australian Capital Territory had the highest proportion of clients in any single type of accommodation, with clients being accommodated in SAAP or other emergency housing before 31% of support periods. In New South Wales, SAAP or other emergency accommodation was also the most common type of accommodation before support (for 25% of support periods), while in Queensland, private rental was the most common (21%). Private rental was also the main type of accommodation before support in Tasmania (19%) and Victoria (18%). In Western Australia and the Northern Territory clients were commonly in public housing before support (for 19% and 21% of support periods respectively). However, living rent free was also quite common in the Northern Territory (19%). In South Australia, before support clients were often either living in SAAP or other emergency accommodation or boarding in a private home (both in 18% of support periods).

In general, the most common types of accommodation before support were also those most commonly used after support. South Australia was the only State or Territory where the most common types of accommodation changed: before support, boarding in a private home and SAAP or other emergency housing (both 18%) were the most common forms of accommodation; after support this had changed to public or community housing (22%) and private rental (19%). The shift observed nationally away from living in a car or tent or other such inadequate accommodation and towards public housing was seen to some extent in all jurisdictions. In addition, in all States and Territories except the Australian Capital Territory there was an increase in the use of private rental accommodation. This movement was particularly strong in Tasmania, where clients were in private rental following 29% of support periods, compared with 19% before support.

For clients who specifically requested assistance to obtain or maintain independent housing, the changes in accommodation type before and after support followed a similar pattern to that for all closed support periods, but were more marked for several accommodation types. In particular, accommodation in public or community housing nearly tripled, rising from 8% of support periods before support to 21% after (Table 6.3). In addition, accommodation in private rental increased from 17% before support to 26% after. Conversely, the proportion of support periods in which clients were living in a car, tent, park, street or squat decreased from 7% before support to 2% after. Living rent-free in a house or flat also decreased – from 14% of support periods before to 9% after. These shifts in accommodation type suggest a certain level of success for clients specifically seeking assistance to obtain or maintain independent housing.

Living situation

The most common living situations for clients before receiving SAAP support were with their spouse or partner either with or without children (in 24% of support periods), living alone (in 18%), and living short-term with relatives or friends (17%) (Table 6.4). By the time support had finished, the living arrangements for clients had changed considerably. There was a marked decrease in the proportion of clients living with a spouse or partner: after 16% of support periods clients were living with a spouse or partner. There was also a drop in the proportion of clients living short-term with relatives or friends: clients were in this living situation after 14% of support periods. On the other hand, there were increases in the proportion of clients living alone with children (up from 10% of support periods before support to 18% after) and living long-term with relatives or friends (up from 3% before to 6% after). The most common living situation for clients after support were living alone (20% of support periods) and living alone with children (18%).

Employment status

The employment profile of clients (that is, employed full-time, part-time, casual, unemployed or not in the labour force) generally differed very little before and after support for all closed support periods, although there were small increases in the proportions employed (Table 6.5). However, among those clients who asked for assistance in the area of employment and training during their support period, there was an increase in the proportion who were in paid work. After support these clients were employed in some capacity in 18% of support periods; this was double the figure of 9% before support. Further, the proportion of support periods where these clients were unemployed dropped from 53% before support to 46% after support.

6.1 Tables

Table 6.1: SAAP closed support periods: source of income immediately before and after a support period, Australia, 2000-01 (per cent)

Source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	20.0	6.9	9.8	6.8
No income, awaiting pension/benefit	3.7	3.5	1.7	1.4
Government pension/benefit	67.1	82.9	80.8	83.7
Other	9.2	6.6	7.7	8.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>13,200</i>	<i>11,900</i>	<i>97,600</i>	<i>83,900</i>
Number with missing data	900	2,200	12,800	26,400
Total (number)	14,100	14,100	110,400	110,400

Notes

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

Source: SAAP Client Collection.

Table 6.2: SAAP closed support periods: type of accommodation immediately before and after a support period, by State and Territory, Australia, 2000–01 (per cent)

Type of accommodation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
Before support										
									%	Number
SAAP or other emergency housing	25.4	15.1	15.3	15.7	18.0	16.3	31.0	9.3	18.3	17,900
Living rent-free in house/flat	14.5	16.5	15.6	9.2	11.8	14.8	19.2	19.1	14.8	14,500
Private rental	15.1	18.0	21.0	13.9	12.8	19.3	9.0	9.9	16.4	16,100
Public or community housing	7.0	8.5	7.4	19.3	12.7	9.9	8.0	20.8	10.0	9,800
Rooming house/hostel/hotel/caravan	6.8	8.0	8.9	5.6	5.9	4.8	3.1	8.4	7.2	7,100
Boarding in a private home	11.4	15.5	14.4	13.6	18.1	15.7	10.2	6.4	13.7	13,400
Own home	2.7	6.0	3.1	4.3	5.7	3.6	1.8	1.8	4.1	4,000
Living in a car/tent/park/street/squat	8.9	7.8	8.1	10.6	8.3	7.4	7.6	17.4	8.9	8,700
Institutional	7.2	2.8	4.0	5.2	5.0	6.8	8.9	5.2	5.0	4,900
Other	1.0	1.6	2.2	2.6	1.6	1.4	1.2	1.7	1.7	1,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<i>Total (number with valid data)</i>	<i>25,500</i>	<i>28,000</i>	<i>16,400</i>	<i>11,200</i>	<i>6,500</i>	<i>3,900</i>	<i>2,400</i>	<i>4,100</i>	<i>..</i>	<i>98,100</i>
Number with missing data	2,800	3,300	2,400	2,400	500	500	100	300	..	12,300
Total (number)	28,300	31,300	18,800	13,700	7,000	4,400	2,500	4,400	..	110,400
After support										
									%	Number
SAAP or other emergency housing	23.7	17.6	16.7	13.7	14.3	11.0	35.2	11.4	18.1	12,800
Living rent-free in house/flat	13.3	11.0	15.4	7.7	10.0	12.4	17.4	17.6	12.3	8,700
Private rental	18.7	20.7	22.9	16.3	19.0	29.3	6.9	13.2	19.7	13,900
Public or community housing	12.5	17.8	11.3	22.1	22.4	18.3	19.2	19.4	16.4	11,600
Rooming house/hostel/hotel/caravan	6.2	8.3	9.5	5.3	5.3	4.3	2.1	8.6	7.2	5,100
Boarding in a private home	11.7	12.5	13.8	13.7	14.7	12.6	6.9	4.8	12.4	8,800
Own home	3.0	4.9	2.2	3.9	6.0	2.9	2.1	1.9	3.7	2,600
Living in a car/tent/park/street/squat	2.5	2.0	2.8	6.0	1.9	3.1	1.7	12.6	3.2	2,300
Institutional	6.4	2.4	3.1	7.8	4.2	5.2	7.1	4.8	4.6	3,200
Other	1.9	2.7	2.3	3.6	2.2	1.0	1.3	5.6	2.5	1,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<i>Total (number with valid data)</i>	<i>17,000</i>	<i>21,100</i>	<i>12,200</i>	<i>8,400</i>	<i>4,800</i>	<i>2,800</i>	<i>1,600</i>	<i>2,900</i>	<i>..</i>	<i>70,800</i>
Number with missing data	11,300	10,300	6,600	5,300	2,200	1,600	800	1,500	..	39,600
Total (number)	28,300	31,300	18,800	13,700	7,000	4,400	2,500	4,400	..	110,400

Notes

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

Source: SAAP Client Collection.

Table 6.3: SAAP closed support periods: type of accommodation immediately before and after a support period, Australia, 2000–01 (per cent)

Type of accommodation	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	18.5	15.9	18.3	18.1
Living rent-free in house/flat	14.3	9.0	14.8	12.3
Private rental	17.2	25.7	16.4	19.7
Public or community housing	7.6	21.0	10.0	16.4
Rooming house/hostel/hotel/caravan	7.8	7.4	7.2	7.2
Boarding in a private home	19.2	13.4	13.7	12.4
Own home	3.0	1.6	4.1	3.7
Living in a car/tent/park/street/squat	6.8	1.5	8.9	3.2
Institutional	3.9	2.4	5.0	4.6
Other	1.6	2.3	1.7	2.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>31,400</i>	<i>24,700</i>	<i>98,100</i>	<i>70,800</i>
Number with missing data	1,600	8,200	12,300	39,600
Total (number)	32,900	32,900	110,400	110,400

Notes

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

Source: SAAP Client Collection.

Table 6.4: SAAP closed support periods: living situation immediately before and after a support period, Australia, 2000–01 (per cent)

Living situation	Before	After
With parent(s)	10.9	8.8
With foster family	0.5	0.4
With relatives/friends short-term	17.3	14.1
With relatives/friends long-term	3.4	5.5
With spouse/partner with/without children	24.4	16.0
Alone with children	9.5	17.9
Alone	18.1	20.1
With other unrelated persons	14.3	15.4
Other	1.4	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>99,300</i>	<i>73,400</i>
Number with missing data	11,100	37,000
Total (number)	110,400	110,400

Notes

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

Source: SAAP Client Collection.

Table 6.5: SAAP closed support periods: employment status immediately before and after a support period, Australia, 2000–01 (per cent)

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	2.1	6.1	2.9	3.7
Employed part-time/casual	6.7	11.9	5.8	6.5
Unemployed (looking for work)	53.2	46.3	34.0	31.5
Not in labour force	38.0	35.6	57.2	58.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>7,800</i>	<i>6,400</i>	<i>98,500</i>	<i>81,200</i>
Number with missing data	200	1,600	11,800	29,100
Total (number)	8,000	8,000	110,400	110,400

Notes

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

Source: SAAP Client Collection.

7 Support to accompanying children

The discussion in this chapter focuses on children who accompanied parents or guardians to SAAP agencies throughout Australia. In particular, the demographic and support profiles of accompanying children requiring assistance are examined.

Before 2000–01 only limited data were collected on accompanying children. For 2000–01 the Client Collection was changed so that demographic and support information could be reported on each accompanying child requiring assistance. In particular, agencies could report on the different kinds of support provided to each accompanying child during a support period. However, an updated version of the computer-based collection tool (SMART) capable of collecting this information was not released until December 2000. As a result, agencies responding electronically were not able to report this information until January 2001. For this reason, the discussion in this chapter is restricted to data that were collected in the last half of the year, between 1 January and 30 June 2001. Furthermore, there may have been instances where agencies still continued to use older versions of SMART and so did not report the information relied on for this chapter.

Because the relevant data are available only for a 6 month period, figures have not been weighted; that is, no adjustments have been made for either agency non-participation or client non-consent for the collection of child details. Further, the estimates presented here relate to accompanying child support periods. It should be noted that the number of accompanying child support periods is larger than the number of children, as individual children may accompany a parent or guardian during more than one period of support. Without adjustments for agency non-participation and client non-consent for child data, the number of accompanying children assisted by SAAP cannot be estimated. It should also be noted that an accompanying child may or may not be present for the entire duration of their parent or guardian's support period. It is therefore not possible to assess the length of support for these children.

Family group, age and gender of assisted children

During the 6 months between 1 January and 30 June 2001 approximately 24,700 accompanying child support periods were reported, around 89% of them occurring when children accompanied their mother or a female guardian to a SAAP agency (Table 7.2). A further 8% of accompanying child support periods were for children accompanying couples; less than 3% were for children accompanying their father (or a male guardian). Couples with children had on average more accompanying children requiring assistance (2.1) per support period than any other family grouping. The average number of such children per support period was 2.0.

An overwhelming 90% of accompanying child support periods were for children aged 12 years or under (Table 7.1). A further 8% involved children in the 13 to 15 years age group, with the remaining 3% being for children aged 16 or 17. Of the children aged 12 years or under, children aged 4 years or under accounted for slightly more accompanying child support periods than the 5 to 12 age group (46% compared with 44%). Accompanying child support periods were divided evenly between girls and boys.

Types of services provided

Sometimes it is not possible for an agency to provide the needed support directly to an accompanying child, although a referral may be arranged. Overall, agencies did not provide any services directly to children in 8% (or 1,800) of accompanying child support periods. In the remaining 22,900, children received direct support (Table 7.2).

SAAP or CAP accommodation was the most commonly provided type of service, being provided in 65% of accompanying child support periods (Table 7.2). Transport (43%) and meals (42%) were the next most commonly provided types of service. The types of services provided least often were sexual or physical abuse counselling, skills education, assistance with access arrangements, and brokerage services—all provided in less than 3% of accompanying child support periods.

As mentioned, 89% of accompanying child support periods occurred when children accompanied their mother (or a female guardian) to a SAAP agency. These children frequently received more types of services than those accompanying males, couples, or other family groupings (Table 7.2). Accommodation was provided in two-thirds (67%) of child support periods for children accompanying female clients; this compares with between 43% and 56% for child support periods associated with other family groupings. Furthermore, children accompanying females received meals, shower and hygiene services and recreation in at least 30% of their accompanying child support periods. In contrast, children accompanying males, couples or other family groupings were provided with these services in a maximum of 19% of accompanying child support periods.

The reason for higher levels of provision of the majority of service types to children accompanying females is not clear. However, children accompanying females overwhelmingly attended agencies that target women escaping domestic violence. As analysis of Table 3.11 shows, at least 60% of females with children used such agencies. In contrast, males with children and couples with children most commonly visited cross-target, multiple-target or general agencies—in 46% and 42% of their support periods respectively—and were also more likely than females with children to use agencies targeting families. This suggests that there may be service delivery differences for accompanying children in the different kinds of agencies.

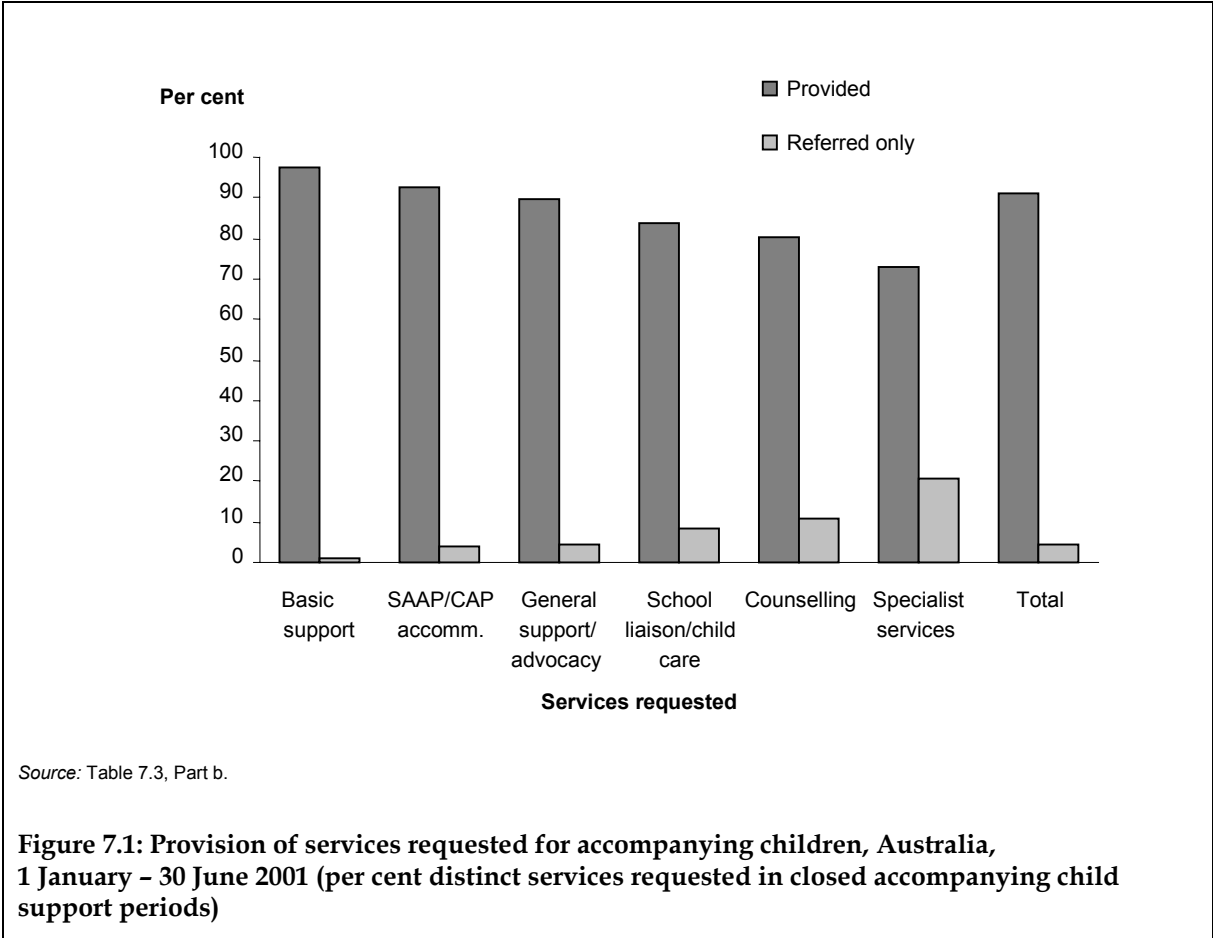
Meeting children's needs

It is only after clients stop receiving support from an agency that we can examine which of their needs were met and which were not. For this reason, only child support periods associated with client support periods that had finished by 30 June 2001—that is, closed accompanying child support periods—are considered when examining the provision of services requested for accompanying children.

During the second half of 2000–01 agencies reported 20,200 closed accompanying child support periods (Table 7.4). In this period agencies also reported that children required some 76,900 distinct services in 19,800 closed accompanying child support periods, so that, on average, children received four different types of service in each accompanying child support period (derived from Table 7.3). Over 91% of these requested services were provided to some extent. In addition to this, agencies were able to refer accompanying children on for another 5% of the services they required, leaving just over 4% of required services that were neither provided nor referred on.

In broad terms, as for clients, some types of requests made during accompanying child support periods were met more often than others. As illustrated in Figure 7.1, basic support services were most often provided directly by the agency (for 98% of requests), while

specialist services were the least likely to be provided directly by agencies, being provided in 73% of the cases in which they were required. Not surprisingly, the less likely a service was to be provided, the more likely it was to be referred on. Thus, the most likely group of services to be referred on were specialist services – such services were referred on for 21% of requests. Similarly, counselling was not provided as often as some other services, being provided in 80% of cases in which it was required. However, accompanying children were referred on for counselling in a further 11% of the instances in which it was required. Accommodation, on the other hand, was able to be provided for 93% of requests and was referred on for a further 4%.



When considered individually, those services most likely to be provided to accompanying children were the basic support services: meals, showers and hygiene services, recreation and transport were all provided in over 97% of the accompanying child support periods in which they were required. Apart from SAAP or CAP accommodation, which was required in 14,200 closed accompanying child support periods, these were also the types of services that were required most frequently. Children needed these basic support services for between 6,100 accompanying child support periods (for recreation) to 9,200 accompanying child support periods (for transport).

Accommodation, advice and information, brokerage services and advocacy were all provided for between 92% and 94% of the closed accompanying child support periods in which they were required (Table 7.3). Two other types of services that were also frequently provided to children when required were general counselling or support (provided in 87%

of accompanying child support periods in which it was required) and child care (provided in 84% of relevant accompanying child support periods). For these latter two types of services, however, there was also a relatively high level of need that could not be met by agencies. This is discussed in the next section.

Although required less often by children, assistance with access arrangements and sexual and physical abuse counselling were the two types of service that agencies were least likely to provide when they were needed – both these services could be provided only in 56% of the closed accompanying child support periods in which they were required (Table 7.3). Sexual or physical abuse counselling or support, however, was referred on to other organisations in a further 32% of the 800 accompanying child support periods in which it was needed, remaining unprovided and not referred on in 12%. Assistance with access arrangements, in contrast, was neither provided nor referred on in 18% of the 900 closed accompanying child support periods in which it was required. Skills education was the third type of service with a relatively high likelihood of not being provided or referred on – in this case, in 11% of the 500 accompanying child support periods in which it was required.

Unmet needs

Overall, during the 6 months under discussion, children had some needs remaining unmet after support in 1,900 closed accompanying child support periods – around 3,000 unmet needs distributed across all service types (Table 7.4). The most common unmet need involved general counselling (23% of unmet needs), with accommodation, school liaison or child care, general support or advocacy, and basic support services all contributing between 16% and 18% each to the total unmet needs. Specialist services contributed only 8% to children's unmet needs, unlike adult clients, for whom specialist services was one of the areas with a high number of unmet needs (Table 5.3).

Although the number of times a service cannot be provided is important, unmet needs can also be considered in terms of the proportion of requests for services for children that cannot be met (Table 7.3). Counselling and school liaison or child care were the two groups of services least likely to be provided when requested. Agencies could not provide counselling services or refer them on in 9% of the 8,300 cases in which they were required. Similarly, school liaison or child care services could not be provided or referred on in 8% of the 7,400 instances in which they were needed.

Children accompanying their mother (or a female guardian) had relatively fewer unmet needs than children accompanying other clients (Table 7.4). These children accounted for over 90% of closed accompanying child support periods but for 86% of unmet needs. This under-representation in unmet needs is consistent with these children typically being provided with more types of services than children accompanying other adults, as discussed earlier. On the other hand, children accompanying couples accounted for 7% of closed accompanying child support periods but for 9% of all unmet needs, while children accompanying males accounted for 2% of all closed accompanying child support periods and for 4% of unmet needs.

For children accompanying females, the highest proportion of unmet needs was for counselling (24%), followed by school liaison and child care (19%) (Table 7.4). This accounts for the overall finding that counselling and school liaison or child care were the services least likely to be provided as children accompanying females comprised the vast majority of accompanying child support periods. Children accompanying males, however, had most of their unmet needs (32%) in the broad category of general support or advocacy, while unmet needs for children accompanying couples were most commonly for general support or advocacy and accommodation (both 25%).

7.1 Tables

Table 7.1: Accompanying child support periods, by age and by gender of child, Australia, support periods active 1 January – 30 June 2001

Age	Accompanying child support periods	
	%	Number
0–4 years	46.2	11,300
5–12 years	43.7	10,700
13–15 years	7.6	1,900
16, 17 years	2.5	600
Total	100.0	24,400
Gender		
Male	49.2	10,100
Female	50.8	10,400
Total	100.0	20,400

Notes

1. Number excluded due to errors and omissions in age (unweighted): 1,163.
2. Number excluded due to errors and omissions in gender (unweighted): 5,158.
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. Figures are unweighted and have not been adjusted for agency non-participation.

Source: SAAP Client Collection.

Table 7.2: Accompanying child support periods: services provided to accompanying children, by client group, Australia, support periods active 1 January – 30 June 2001

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
Accompanying child support periods	(%)				%	Number
Accommodation	49.3	42.6	67.1	56.0	65.1	16,100
SAAP/CAP accommodation	49.3	42.6	67.1	56.0	65.1	16,100
School liaison/child care	12.5	13.1	29.1	16.0	27.3	6,700
School liaison	7.1	7.3	12.2	14.0	11.6	2,900
Child care	6.2	7.1	21.8	2.0	20.1	5,000
Counselling	14.5	19.3	27.7	16.0	26.4	6,500
Help with behavioural problems	5.6	4.1	10.7	6.0	10.1	2,500
Sexual/physical abuse counselling/support	1.1	1.9	2.5	2.0	2.4	600
Skills education	1.0	1.5	2.0	4.0	1.9	500
General counselling/support	10.4	16.2	20.7	14.0	19.8	4,900
General support/advocacy	32.5	44.6	31.4	40.0	31.9	7,900
Access arrangements	1.0	3.6	2.8	2.0	2.7	700
Advice/information	18.1	24.8	21.2	24.0	21.1	5,200
Brokerage services	5.4	5.8	2.4	4.0	2.7	700
Advocacy	18.8	20.6	15.3	24.0	15.7	3,900
Specialist services	6.0	6.6	13.9	14.0	13.1	3,200
Culturally sensitive services	1.8	2.3	7.9	6.0	7.2	1,800
Health/medical services	4.6	4.4	7.3	8.0	7.0	1,700
Basic support and other services n.e.s.	37.4	34.8	64.7	52.0	61.8	15,300
Meals	16.0	13.9	44.4	16.0	41.4	10,200
Showers/hygiene	6.9	8.3	34.0	8.0	31.2	7,700
Recreation	6.8	8.9	31.0	6.0	28.5	7,000
Transport	18.5	18.6	46.1	32.0	43.2	10,700
Other	8.8	11.5	12.7	10.0	12.3	3,000
No services provided directly by agency	14.3	12.3	6.7	10.0	7.5	1,800
Total accompanying child support periods (%)	7.9	2.5	89.4	0.2	100.0	..
Total accompanying child support periods (number)	2,000	600	22,100	100	..	24,700
Support periods with accompanying children requiring assistance						
Total support periods (%)	7.3	2.9	89.5	0.3	100.0	..
Total support periods (number)	900	400	11,200	<50	..	12,500
Mean number of accompanying children requiring assistance	2.13	1.68	1.97	1.56	..	1.97

Notes

1. Number excluded due to errors and omissions (unweighted): 890 accompanying child support periods.
2. Number excluded due to errors and omissions (unweighted): 445 support periods.
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. 'Accompanying child support periods' includes cases where it was reported that support and/or accommodation were needed by, provided to or referred on for the accompanying child.
5. Accompanying children were able to receive multiple services, so percentages do not total 100.
6. An accompanying child may be counted in more than one support period, so the total number of accompanying child support periods does not equal the actual number of accompanying children requiring assistance.
7. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
8. Figures are unweighted and have not been adjusted for agency non-participation.

Source: SAAP Client Collection.

Table 7.3: SAAP services requested for accompanying children in closed support periods, by provision, Australia, support periods active 1 January – 30 June 2001

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

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal		
Accommodation								
SAAP/CAP accommodation	3.5	4.0	7.5	89.6	2.9	92.5	100.0	14,200
School liaison/child care								
School liaison	8.6	7.2	15.8	71.3	12.8	84.1	100.0	2,600
Child care	7.2	9.0	16.2	76.8	6.9	83.7	100.0	4,900
Counselling								
Help with behavioural problems	9.8	13.3	23.1	62.4	14.4	76.8	100.0	2,600
Sexual/physical abuse counselling/support	11.7	32.4	44.1	33.3	22.7	56.0	100.0	800
Skills education	11.1	10.0	21.1	66.2	12.8	79.0	100.0	500
General counselling/support	7.6	5.4	13.0	79.0	8.0	87.0	100.0	4,400
General support/advocacy								
Access arrangements	17.6	26.7	44.3	43.1	12.6	55.7	100.0	900
Advice/information	4.5	1.5	6.0	87.8	6.3	94.1	100.0	4,400
Brokerage services	3.7	2.1	5.8	87.1	7.0	94.1	100.0	600
Advocacy	5.4	2.4	7.8	85.2	7.1	92.3	100.0	3,200
Specialist services								
Culturally sensitive services	5.3	5.0	10.3	83.1	6.6	89.7	100.0	1,700
Health/medical services	7.2	33.1	40.3	36.7	23.0	59.7	100.0	2,200
Basic support and other services n.e.s.								
Meals	0.9	0.5	1.4	97.2	1.5	98.7	100.0	9,100
Showers/hygiene	1.3	0.2	1.5	98.0	0.5	98.5	100.0	6,800
Recreation	2.0	0.6	2.6	95.5	1.9	97.4	100.0	6,100
Transport	1.6	0.5	2.1	96.5	1.4	97.9	100.0	9,200
Other	2.3	4.0	6.3	88.0	5.6	93.6	100.0	2,400
Further other	6.3	7.7	14.0	59.8	26.2	86.0	100.0	500

(continued)

Table 7.3 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Australia, support periods active 1 January – 30 June 2001

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

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed accompanying child support periods
	Neither provided nor referred on	Referred on	Sub-total	Provided only	Provided and referred on	Sub-total			
	% distinct services requested							Number	Number
Accommodation	3.5	4.0	7.5	89.6	2.9	92.5	100.0	14,200	14,200
School liaison/child care	7.7	8.4	16.1	74.9	9.0	83.9	100.0	7,400	6,400
Counselling	8.9	10.8	19.7	68.6	11.7	80.3	100.0	8,300	6,200
General support/advocacy	6.0	4.3	10.3	82.5	7.2	89.7	100.0	9,000	6,800
Specialist services	6.4	20.9	27.3	56.8	15.9	72.7	100.0	3,900	3,500
Basic support and other services n.e.s.	1.6	0.8	2.4	95.7	2.0	97.7	100.0	34,000	13,200
Total (%)	4.1	4.6	8.7	86.1	5.2	91.3	100.0
Total (number)	3,100	3,600	6,700	66,200	4,000	70,200	..	76,900	19,800

Notes

1. Number excluded due to errors and omissions (unweighted): 0 closed accompanying child support periods.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. Figures are unweighted and have not been adjusted for agency non-participation.

Source: SAAP Client Collection.

Table 7.4: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred on: broad type of service by client group, Australia, 1 January – 30 June 2001

	Couple with children	Male with children	Female with children	Other with children	Total	
Broad type of service	% unmet needs				%	Number
Accommodation	25.4	16.2	15.1	—	16.0	500
School liaison/child care	15.7	14.6	18.7	—	18.1	500
Counselling	16.8	20.8	24.0	36.4	23.2	700
General support/advocacy	24.6	31.5	15.9	18.2	17.4	500
Specialist services	3.9	3.8	8.8	—	8.1	200
Basic support and other services n.e.s.	13.6	13.1	17.6	45.5	17.1	500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>3,000</i>
Summary totals						
Total unmet needs (%)	9.2	4.3	86.1	0.4	100.0	..
Total unmet needs (number)	300	100	2,600	<50	..	3,000
Total closed accompanying child support periods with unmet needs (%)	10.4	3.4	85.9	0.3	100.0	..
Total closed accompanying child support periods with unmet needs (number)	200	100	1,600	<50	..	1,900
Total closed accompanying child support periods (%)	7.2	2.3	90.4	0.2	100.0	..
Total closed accompanying child support periods (number)	1,400	500	18,200	<50	..	20,200
Total closed support periods with accompanying children with unmet needs (%)	8.8	3.8	87.2	0.2	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	100	<50	1,000	<50	..	1,100
Total closed support periods with accompanying children requiring assistance (%)	6.7	2.7	90.3	0.3	100.0	100.0
Total closed support periods with accompanying children requiring assistance (number)	700	300	9,300	<50	..	10,300

Notes

1. Number excluded due to errors and omissions (unweighted): 107 unmet needs for accompanying children.
2. Number excluded due to omissions (unweighted): 538 closed accompanying child support periods.
3. Number excluded due to omissions (unweighted): 272 closed support periods with accompanying children requiring assistance.
4. Table excludes high-volume records because not all items were included on the high-volume form.
5. Figures have not been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

8 Support from 1996–97 to 2000–01

Funding

Recurrent funding for SAAP in Australia has risen by 22% over the 5 years of the collection, from \$219.8m in 1996–97 to \$268.5m in 2000–01 (Table 8.1). When these figures are adjusted for inflation, in real terms funding increased by 10%. Looking at year-by-year changes, funding levels in real terms remained very similar between 1996–97 and 1998–99, but were followed by a 3% increase in 1999–00 and a further 6% rise in 2000–01.

Recurrent funding to SAAP agencies followed a slightly different pattern. From 1996–97 to 2000–01 actual recurrent funding to agencies increased by 25%, from \$200.5m in 1996–97 to \$251.4m in 2000–01 (Table 8.1). In real terms, this represented an increase of 13% over the 5 years, with relatively large annual increases in both 1997–98 (4%) and 2000–01 (5%).

Numbers of support periods and clients

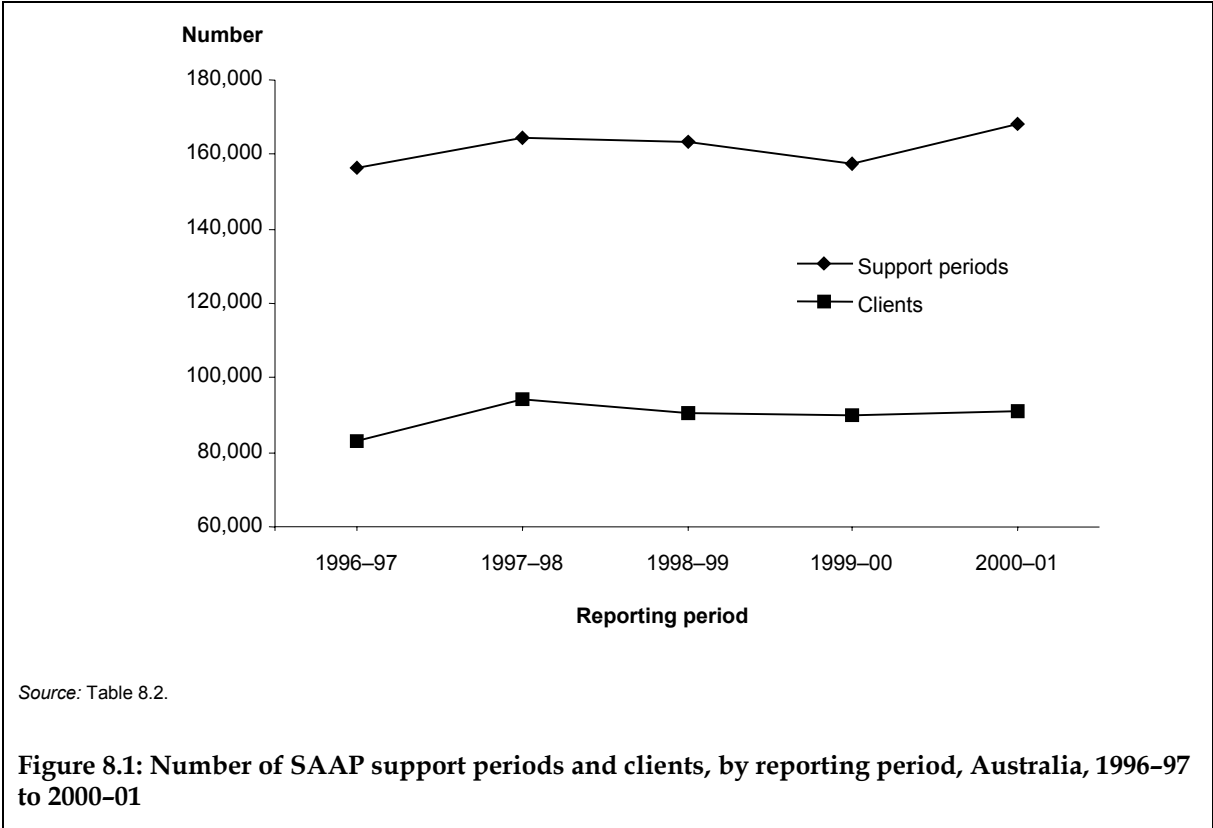
There would seem to be an obvious relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, as Table 8.1 shows, an increase in funding to agencies does not automatically translate either into more resources being spent on each support period or client or into more clients being supported on more occasions. The actual funding outcome per client or support period depends on a number of factors, among them the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, and the costs agencies incur in providing services.

Overall, it is estimated that there were 156,500 support periods in 1996–97 (Table 8.2). This increased to 164,300 in 1997–98 but dropped back over the next 2 years, returning almost to 1996–97 levels in 1999–00 (Figure 8.1). In 2000–01 there was a sharp rise to 168,200 support periods. The main cause of this increase was the participation of one agency that had not previously participated in the Client Collection—this agency returned a very large number of forms. Although the weighting system adjusts for non-participation (see Appendix 1, Section A1.2), it does not allow for non-participating agencies such as this one that are quite different from other agencies.

Trends in the number of clients provided with SAAP services showed a pattern similar to that for support periods over the 5 years, although the changes were less pronounced in the last 3 years (Figure 8.1). In 1996–97 an estimated 83,200 clients were provided with support; the figure rose to 94,100 in 1997–98 and then fell to 90,000 by 1999–00. In 2000–01 the number of clients increased again to 91,200.

The pattern of support over the 5 years varied across jurisdictions and did not necessarily replicate the national pattern for either support periods or clients (Table 8.2). For example, although it accounted for the greatest number of support periods each year, New South Wales was the only jurisdiction to show a decrease in support periods provided between 1996–97 and 1997–98. It should be noted, however, that the relatively high number of support periods recorded in New South Wales for 1996–97 was largely the result of the collection's reporting practices for people placed by police for 8 hours with SAAP agencies

because of intoxication.³ Between 1998–99 and 2000–01 New South Wales, Victoria and South Australia all showed continuing decreases in the number of support periods provided. In contrast, Queensland and Western Australia both showed increases over this period, with Queensland showing a very large increase in 2000–01—from 26,100 support periods in 1999–01 to 38,500 the next year. This jump was primarily due to the participation of a very high-volume agency for the first time in that year.



In general terms, the number of clients receiving support over time reflected the pattern observed for support periods within each jurisdiction. There were, however, a number of exceptions. For example, between 1996–97 and 1997–98 in New South Wales the number of support periods fell but the number of clients rose. In addition, between 1999–00 and 2000–01, while the number of support periods changed in Tasmania and the Northern Territory, the number of clients in these regions remained static. Furthermore, although a very large increase in support periods was observed in Queensland for the last reporting period, client numbers increased by only 11%, reflecting that clients of the newly reporting high-volume agency tended to access the service repeatedly during the year. While New South Wales accounted for the greatest number of support periods in all reporting periods, from 1998–99 Victoria had the greatest number of clients.

³ In 1997–98 new reporting procedures were introduced which reduced the number of support periods recorded for people frequently being placed with SAAP agencies by police. This change affected only New South Wales.

Use of SAAP services

Nationally, the number of support periods clients received in a reporting period remained relatively stable over time (Table 8.3). In 2000–01 the number of support periods per client was relatively high, at 1.8. The highest level of repeat use of SAAP services was recorded in 1996–97, when clients averaged 1.9 support periods each. Clients who used agencies in New South Wales or the two Territories had relatively high repeat-use rates in all years, averaging 2 or more support periods in nearly every year.⁴ Note, however, that the very high repeat-use rate recorded for New South Wales in 1996–97 was due primarily to the unique treatment of intoxicated people in that State, as discussed (see footnote 3). Compared with other jurisdictions, clients that accessed agencies in Tasmania or Victoria returned to SAAP agencies less often, with clients that used Victorian agencies averaging between 1.6 and 1.8 support periods in a year.

Nationally, the rate of SAAP use was highest in 1997–98, when 59 people out of every 10,000 aged 10 and over (or 0.6%) became SAAP clients (Table 8.3). The lowest rate during the 5 years was in 1996–97, when 53 people per 10,000 aged 10 and over used SAAP services at some time during the year.

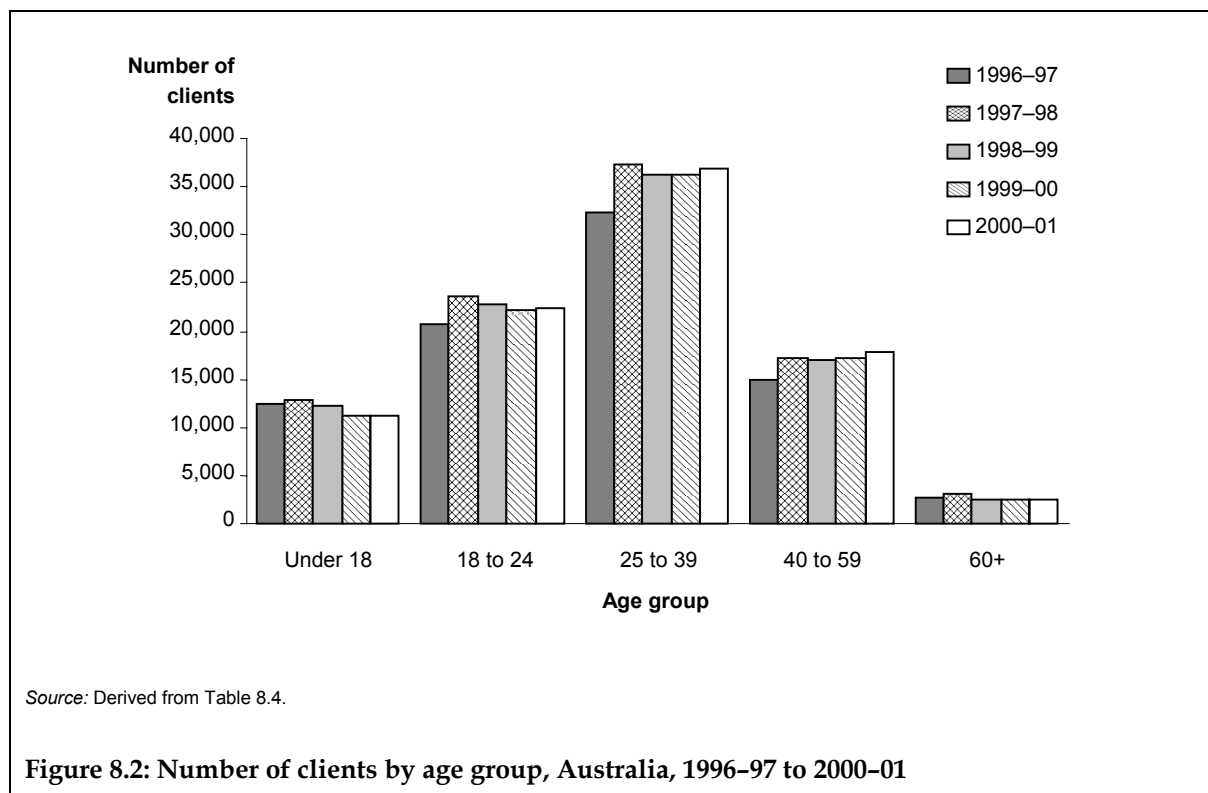
SAAP use varied between the States and Territories (Table 8.3). Even allowing for its relatively young age profile, the Northern Territory had the highest rate throughout the 5-year period, ranging between 153 and 184 clients for every 10,000 people aged 10 and over (age-adjusted).⁵ This was around three times the national average in all years. In actual (unadjusted) terms in any year, between 172 and 211 people became SAAP clients for every 10,000 people aged 10 and over in the Northern Territory. Victoria, Tasmania and the Australian Capital Territory also had above-average rates, ranging between 61 and 97 clients per 10,000 people aged 10 and over (age-adjusted).

Age profile

During the 5 years of the National Data Collection, nationally there has been very little change in either the average or median age of clients (Table 8.4). The average age of clients hovered between 30 and 31 years throughout the period, while the median age was either 28 or 29 in each year. There have, however, been some minor changes in the proportion of clients in the various age groups. In particular, the proportion of clients aged under 20 years dropped from 24% in 1996–97 to 21% in 2000–01, while over the same period the proportion of clients aged between 30 and 49 rose from 37% to 40%. In absolute terms, as illustrated in Figure 8.2, the number of clients aged under 18 has been dropping since 1997–98, while numbers in the age brackets over 25 have been increasing since 1998–99.

⁴ Clients may access SAAP agencies in more than one State or Territory. Because of the methods used to derive the number of support periods for each client (see A1.2.1), all visits by a client who ever visited an agency in a State or Territory are included in the average for that State or Territory.

⁵ To facilitate comparison, the numbers of clients per 10,000 population have been age-standardised. This means that any differences in rates are due to varying patterns of use, rather than differences in age distributions.



Case management

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, among general agencies (that is, not high-volume agencies) since 1996-97 there has been a continuing increase in the percentage of support periods in which support plans have been used (Table 8.5). In these agencies, support plans were used in 46% of support periods that finished in 1996-97, compared with 62% of completed support periods in 2000-01. Over the same period, the proportion of support periods in which support plans were not thought to be appropriate dropped from 31% to 22%. By 2000-01, support plans were being used in 79% of support periods for which they were thought to be appropriate; this compares with 67% in 1996-97.⁶

In 2000-01, for the first time information was collected on whether or not goals set in a client's support plan were achieved. Unfortunately, the data were not collected for the first half of the year by agencies using the electronic reporting tool. Data were, however, available for 72% of cases with a support plan.⁷ Based on these support periods, all goals were achieved in 24% of cases, with some or most goals being achieved in a further 68% of support periods with a support plan. No goals were achieved in 8% of cases with a support plan for which there were data.

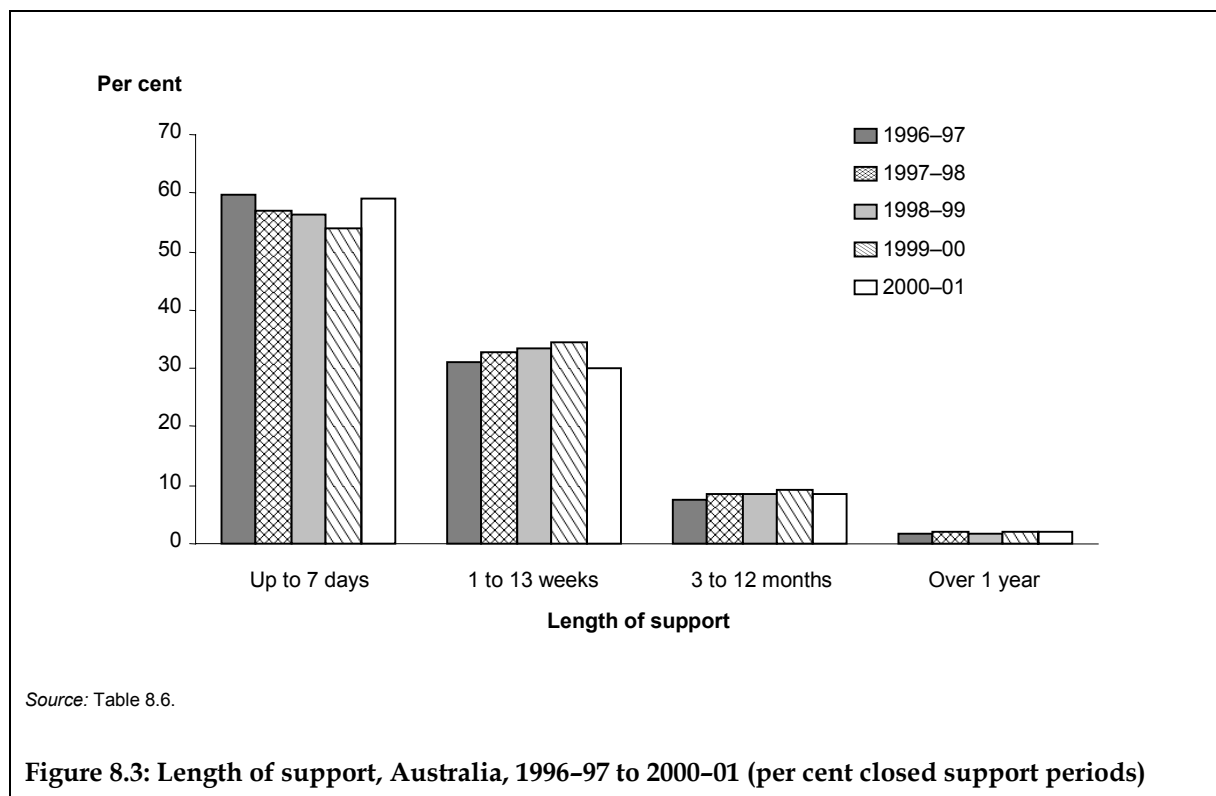
⁶ From Table 8.5 we calculate: $61.8 / (100.0 - 21.8) \times 100 = 79\%$.

⁷ From Table 8.5 we calculate the proportion of cases with a support plan that had valid data on goal achievement as $(61.8 - 17.5) / 61.8 \times 100 = 72\%$.

Length of support

As Figure 8.3 illustrates, in the first 4 years of the period in question there was a small but continuing decrease in the proportion of support periods lasting up to 1 week, accompanied by an increase in the proportion of support periods lasting 1 to 13 weeks. However, between 1999–00 and 2000–01 the proportion of short support periods rose sharply. The main contributor was a rise in the proportion of support periods lasting just 1 day – up from 16% of closed support periods in 1999–00 to 22% in 2000–01 (Table 8.6). As a consequence, the mean length of support fell back to 1997–98 levels (40 days) while the median length of stay dropped from 6 days in 1999–00 to 4 days in 2000–01.⁸ This was the lowest it had been since 1996–97.

The cause of this sudden increase in very short support periods seems to be a combination of factors. First, there was a large increase in the proportion of support periods lasting 1 day in Queensland – from 15% in 1999–00 to 42% in 2000–01 (see Table 8.5 in the Queensland supplement to this publication). This jump was mainly caused by a large high-volume agency reporting for the first time. However, even excluding this agency, there was a rise in the proportion of support periods lasting 1 week or less, from 54% in 1999–00 to 56% in 2000–01, and the median length of support fell from 6 to 5 days. This suggests that a rise in the demand for support, as indicated by the rise in support periods in 2000–01 in a number of jurisdictions (Table 8.2), led to agencies providing shorter support periods in certain cases.



⁸ Being an arithmetic average, mean length of support is highly influenced by the small percentage of support periods that are very long. See Appendix 1, Section A1.4, for a description of ‘mean’ and ‘median’.

8.1 Tables

Table 8.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2000–01 dollars, by reporting period, Australia, 1996–97 to 2000–01

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
Current \$				
1996–97	219,771,000	200,539,000	1,280	2,410
1997–98	223,661,000	212,768,000	1,300	2,260
1998–99	229,889,000	220,328,000	1,350	2,430
1999–00	245,511,000	231,717,000	1,470	2,570
2000–01	268,537,000	251,367,000	1,490	2,760
Constant 2000–01 \$				
1996–97	243,613,000	222,295,000	1,420	2,670
1997–98	243,994,000	232,110,000	1,410	2,470
1998–99	245,850,000	235,625,000	1,440	2,600
1999–00	253,367,000	239,132,000	1,520	2,660
2000–01	268,537,000	251,367,000	1,490	2,760

Notes

1. Funding per support period and funding per client are based on recurrent allocations to agencies.
2. 'Total recurrent funding' for 1999–00 and 2000–01 includes relatively small amounts provided through the Partnerships Against Domestic Violence Program (Table 2.1; AIHW 2000b: Table 2.1).
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: SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000a, 2000b; ABS 2001b; FaCS unpublished data.

Table 8.2: SAAP support periods and clients: States and Territories by reporting period, Australia, 1996–97 to 2000–01 (number)

	1996–97	1997–98	1998–99	1999–00	2000–01
State/Territory	Support periods				
NSW	57,900	55,000	55,400	51,200	48,700
Vic	36,800	41,800	44,200	42,700	42,300
Qld	25,100	26,800	25,800	26,100	38,500
WA	12,000	12,500	12,400	13,100	15,000
SA	11,400	12,900	11,100	10,900	10,800
Tas	5,200	6,400	5,600	5,800	5,000
ACT	3,200	3,300	3,000	3,200	2,800
NT	4,800	5,500	5,600	4,700	5,200
Australia	156,500	164,300	163,200	157,600	168,200
State/Territory (ever visited)	Clients				
NSW	26,600	29,100	27,300	25,800	25,500
Vic	23,700	28,000	29,100	28,500	27,300
Qld	14,900	16,500	15,300	16,100	17,900
WA	7,700	8,200	7,900	8,500	9,600
SA	7,000	8,600	7,500	7,600	7,500
Tas	3,200	3,800	3,500	3,500	3,500
ACT	2,200	2,300	2,100	2,200	2,000
NT	2,500	3,100	3,300	3,100	3,100
Australia	83,200	94,100	90,700	90,000	91,200

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Number of clients within a State or Territory relates to clients that *ever* received assistance from a SAAP agency in that State or Territory. Since a client may have support periods in more than one State or Territory, State and Territory figures do not sum to the national figure. This has changed since the 1999–00 annual report (AIHW 2000b), in which clients were tabulated according to the State or Territory of the agency they first visited in the financial year.
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: SAAP Administrative Data and Client Collections.

Table 8.3: SAAP clients: support periods per client and clients per 10,000 population, by State or Territory ever visited and reporting period, Australia, 1996–97 to 2000–01

State/ Territory	1996–97	1997–98	1998–99	1999–00	2000–01
Support periods per client					
NSW	2.54	2.15	2.15	2.07	2.03
Vic	1.61	1.65	1.76	1.74	1.75
Qld	1.94	1.83	1.81	1.85	2.31
WA	1.75	1.74	1.77	1.73	1.86
SA	2.05	1.93	1.97	1.88	1.85
Tas	1.80	1.71	1.86	1.89	1.76
ACT	2.31	2.39	2.22	2.33	2.17
NT	2.24	2.04	2.14	1.92	2.11
Australia	1.87	1.72	1.77	1.73	1.81
Actual number of clients per 10,000 population aged 10+					
NSW	50	54	50	46	45
Vic	60	71	72	69	65
Qld	52	57	52	53	58
WA	50	53	50	53	59
SA	55	67	58	58	57
Tas	79	94	86	87	85
ACT	84	86	78	81	74
NT	172	201	211	193	190
Australia	53	59	56	55	55
Age-standardised number of clients per 10,000 population aged 10+					
NSW	50	54	50	47	46
Vic	61	71	72	70	65
Qld	51	56	51	52	58
WA	49	52	49	52	57
SA	57	70	61	61	60
Tas	81	97	90	91	90
ACT	77	79	72	75	68
NT	153	180	184	171	168
Australia	53	59	56	55	55

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients may have support periods at agencies in more than one State or Territory. Consequently, the number of clients (from Table 8.2) multiplied by the average number of support periods for clients that ever visited a particular State or Territory is greater than the number of support periods provided within that State or Territory. This has changed since the 1999–00 annual report (AIHW 2000b), in which clients were tabulated according to the State or Territory of the agency they first visited in the financial year.
3. Since a client may have support periods in more than one State or Territory, national numbers of support periods per client and clients per 10,000 population are not the simple mean of the State and Territory figures.
4. 'Clients per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 and over in the general population become clients of SAAP. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June just prior to the reporting period. Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2000 (final estimates) has been used as the reference population.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; ABS 2001a.

Table 8.4: SAAP clients: age of client by reporting period, Australia, 1996-97 to 2000-01 (per cent)

Age of client	1996-97	1997-98	1998-99	1999-00	2000-01
Under 15 years	2.1	2.0	2.1	1.9	1.9
15-17 years	12.8	11.7	11.5	10.7	10.4
18-19 years	8.9	9.0	8.8	8.7	8.4
20-24 years	16.1	16.1	16.3	16.1	16.2
25-29 years	14.6	14.9	14.8	15.0	14.7
30-34 years	13.2	13.3	13.7	13.8	14.2
35-39 years	11.1	11.4	11.5	11.7	11.8
40-44 years	7.5	7.8	8.3	8.5	8.7
45-49 years	5.0	5.0	5.0	5.4	5.3
50-54 years	3.4	3.4	3.4	3.4	3.5
55-59 years	2.0	2.1	2.0	2.0	2.1
60-64 years	1.3	1.2	1.1	1.2	1.3
65 years and over	1.9	2.0	1.6	1.5	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	83,200	94,100	90,500	89,600	90,800
Mean age (years)	30.4	30.7	30.4	30.7	30.9
Median age (years)	28	28	28	29	29

Notes

1. Number excluded due to errors and omissions (weighted): 1,059.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 8.5: SAAP closed support periods: existence of a support plan by reporting period, Australia, 1996–97 to 2000–01 (per cent)

Existence of support plan	1996–97	1997–98	1998–99	1999–00	2000–01
<i>Support plan</i>	46.2	53.9	57.7	60.8	61.8
All goals achieved	n.a.	n.a.	n.a.	n.a.	10.5
Most or some goals achieved	n.a.	n.a.	n.a.	n.a.	30.0
No goals achieved	n.a.	n.a.	n.a.	n.a.	3.7
No information given	n.a.	n.a.	n.a.	n.a.	17.5
<i>No support plan</i>	22.5	17.8	14.8	14.7	16.3
<i>Not appropriate</i>	31.3	28.3	27.5	24.6	21.8
<i>Total</i>	100.0	100.0	100.0	100.0	100.0
Total (number)	87,600	100,900	99,100	96,800	92,300

Notes

1. Number excluded due to errors and omissions (weighted): 56,719.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Data on goal achievement were not collected before 2000–01. In addition, the percentage with 'No information given' on goal achievement is high for 2000–01: these data were not collected for the first half of the year by agencies using the electronic reporting tool.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 8.6: SAAP closed support periods: length of support by reporting period, Australia, 1996–97 to 2000–01 (per cent)

Length of support	1996–97	1997–98	1998–99	1999–00	2000–01
Less than 1 day	17.7	18.3	17.7	16.7	17.6
1 day	20.9	17.1	16.6	15.7	21.9
2 days	6.4	6.2	6.3	6.0	5.7
3 days	4.5	4.9	5.2	5.2	4.6
4 days	3.2	3.3	3.2	3.2	2.9
5 days	2.4	2.5	2.5	2.6	2.2
6 days	2.3	2.3	2.3	2.3	2.1
7 days	2.3	2.3	2.4	2.4	2.2
>1–2 weeks	8.7	9.0	9.1	9.5	8.1
>2–4 weeks	8.1	8.7	9.0	9.2	7.9
>4–13 weeks	14.4	15.0	15.4	15.9	14.1
>13–26 weeks	5.1	5.5	5.6	5.9	5.5
>26–52 weeks	2.5	2.9	2.9	3.3	3.2
>52 weeks	1.6	2.0	1.7	2.1	2.0
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	138,400	147,900	147,700	140,500	153,300
Mean length (days)	37	40	39	43	40
Median length (days)	4	5	5	6	4

Notes

1. Number excluded due to errors and omissions (weighted): 12,505.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Appendix 1 The data

A1.1 The National Data Collection

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

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

- The Client Collection is the main component. It collects information about all clients receiving support under SAAP of more than 1 hour's duration. Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (31 December and 30 June). Data collected include basic socio-demographic information and information on the services required by, and provided to, each client. Information about each client's situation before and after receiving SAAP services is also collected. A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996 and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year.
- The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Details about these agencies are forwarded to the NDCA by the community service departments that administer SAAP in each State and Territory. The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity, together with details of funding and staffing capacity where these are available.
- The Unmet Demand Collection is conducted annually over 2 weeks. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation from SAAP agencies that are not met, for whatever reason.
- The two-week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people.

There is also provision in the National Data Collection for a limited number of special issues surveys. A collection on SAAP clients with no income or very low income was conducted in May-June 2000 and is the subject of a separate report to be released early in 2002.

This current report covers only accommodated clients and clients who received support lasting longer than 1 hour. Consequently, it only uses information collected in the Client and Administrative Data Collections. A further report examining demand for SAAP services, including data from the 2000-01 Casual Client and Unmet Demand Collections, will be released in 2002.

A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In 2000–01, 94% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is up from the 93% participation rate obtained for 1999–00 (AIHW 2000b:57).

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

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

Across Australia, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 82% and 79% of support periods respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997; AIHW 1999; AIHW 2000a: Table 1.1; AIHW 2000b: Table A1.1). In all States and Territories, valid consent was obtained in the majority of cases, ranging from 75% in Tasmania to 85% in the Australian Capital Territory. Except for agencies targeting women escaping domestic violence, the 2000–01 valid consent rates were at least as high for every State and Territory and primary target group compared with the 1999–00 figures.

It should also be noted that some participating SAAP agencies are classified as 'high-volume' agencies. These agencies, characterised by having a high client turnover, complete high-volume data collection forms which collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items; other tables are restricted to information from general agencies. There were 41,904 high-volume forms returned (26% of the total) during the reporting period (note 4 of Table A1.1). After weighting (see Section A1.2.1), high-volume agencies accounted for 45,100 of the 168,200 support periods. Appendix 2 contains copies of the general client form and high-volume client form.

Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by State and Territory and primary target group, Australia, 2000–01

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/Territory	Number	%	Number	%	%
NSW	396	92.4	44,954	77.4	76.1
Vic	310	95.2	40,281	82.2	80.7
Qld	190	92.6	35,625	84.6	78.4
WA	102	97.1	14,540	84.0	81.8
SA	82	93.9	10,130	81.0	79.1
Tas	39	100.0	4,986	76.4	75.4
ACT	30	100.0	2,768	85.8	84.6
NT	29	93.1	4,847	86.0	79.4
Total	1,178	94.1	158,131	81.5	78.7
Primary target group					
Young people	459	93.9	33,407	76.9	75.7
Single men only	96	94.8	32,197	83.0	82.1
Single women only	42	95.2	3,421	78.3	75.5
Families	108	98.1	7,632	79.8	78.3
Women escaping domestic violence	274	93.8	32,710	75.7	67.5
Cross target/multiple/general	199	92.5	48,764	87.9	86.5
Total	1,178	94.1	158,131	81.5	78.7

Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).
4. Of the 158,131 forms returned, 41,904 were high-volume forms. After adjusting for agency non-participation (see Section A1.2.1), high-volume agencies accounted for 45,100 of the 168,200 support periods.

Sources: SAAP Administrative Data and Client Collections.

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

As noted, the 2000–01 Client Collection achieved an agency participation rate of 94% and a valid consent rate of 79%. This means that no forms were obtained from clients presenting at the 6% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 21% of support periods at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and client non-consent.

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

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

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

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

- For clients, only one weight is derived since valid consent is required to derive these estimates.
- A non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with

valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.

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

In this report nearly all estimates of clients and 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. However, estimates relating to accompanying children have not been adjusted since only data for the second half of the reporting period were available; only data not requiring consent are used in these tables. In addition, in the supplements associated with this report, unadjusted estimates are presented at the regional level because the scheme was developed for national and State-level estimates and is not appropriate for regional estimates. No other adjustments have been made for errors or omissions or for data not obtained as a result of question exclusions on the high-volume form.

A1.3 Interpretation of tables

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

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

- A number of tables have Australian population data included. This is to allow comparisons between SAAP clients and the general population.

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

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

A1.3.1 Examples

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

Example 1

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

- There were 87,500 **(f)** clients in 2000–01. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (91,200) is obtained by adding in the 3,717 **(l)** clients excluded due to errors and omissions (see note 1) or by looking at tables with zero errors and omissions – for example, Table 3.1.)
- Forty-six per cent of all clients were male **(e)**.
- Eleven per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 1.8 **(j)** support periods each.
- Indigenous clients averaged 2.1 **(h)** support periods each.
- Male clients averaged 2.0 **(i)** support periods each.
- Male clients who were Indigenous Australians averaged 2.3 **(g)** support periods each.
- Male clients accounted for 52% **(k)** of all support periods.
- Indigenous Australians made up just under 2% **(d)** of all Australians aged 10 and over. This is considerably lower than the 16% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds to use SAAP services.

Table A1.2 Example 1 illustrating table interpretation

SAAP clients: clients and support periods per client, by cultural and linguistic diversity and gender of client, Australia, 2000-01

Cultural and linguistic diversity	Male	Female	Total		Australian population 10+	
Clients	%	%	%	Number	%	Number
Indigenous Australians	(a) 10.7	20.3	(b) 15.9	(c) 13,900	(d) 1.9	306,500
Australian-born non-Indigenous people	74.7	63.5	68.6	60,000	71.5	11,836,600
People born overseas, English proficiency group 1	6.2	4.0	5.0	4,400	10.4	1,719,700
People born overseas, English proficiency groups 2-4	8.3	12.2	10.4	9,100	16.3	2,699,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	(e) 45.9	54.1	100.0
Total (number)	40,100	47,400	..	(f) 87,500	..	16,562,500

Support periods	Mean number per client			Total number		
Indigenous Australians	(g) 2.30	1.94	(h) 2.05	30,200
Australian-born non-Indigenous people	1.99	1.57	1.78	109,700
People born overseas, English proficiency group 1	2.01	1.54	1.80	7,800
People born overseas, English proficiency groups 2-4	1.70	1.43	1.53	13,800
<i>Total</i>	(i) <i>2.00</i>	<i>1.63</i>	(j) <i>1.80</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	(k) 51.5	48.5	100.0
Total support periods (number)	83,200	78,300	..	161,500

Notes

1. Number excluded due to errors and omissions (weighted): 3,717 clients.
2. For derivation of cultural and linguistic diversity see the counting rules (Appendix 1, Section 1.4).
3. 'Australian population 10+' refers to the estimated resident population aged 10 and over at 30 June 2000 (preliminary estimates). The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. The number of 'Australian born non-Indigenous people' is derived as the Australian-born population minus the number of Indigenous Australians.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2001a; ABS 1998.

Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 6 contains tables of this kind. The discussion relates to Table A1.3, which contains data on the source of clients' income before and immediately after a support period.

- The table presents data on closed support periods for 2000–01 in Australia. The first section of the table **(a)** singles out those closed support periods in which clients said they needed assistance to obtain or maintain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.
- The second section of the table **(b)** deals with **all** closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A large number of support periods had missing data for main source of income before – 12,800 **(m)** – and/or immediately after – 26,400 **(n)** – support.
- In addition, support periods with data reported using the high-volume form did not have all the required information recorded and thus were excluded from the table **(q)** (see note 4 to Table A1.1). Consequently, the percentages in the table may not reflect the income status of all clients before and after support and may be considered indicative only. In particular, the number of support periods given in the table in the 'Total number' row is much lower than the actual total number of closed support periods (see Table 5.1).
- Among all closed support periods, 97,600 **(k)** had complete income data before support while 83,900 **(l)** had complete income data after support.
- There was a total of 110,400 **(p)** closed support periods (excluding support periods at high-volume agencies); clients requested assistance to obtain or maintain a pension or benefit in 14,100 **(o)** of these.
- For all closed support periods, 10% **(i)** were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 7% **(j)** of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain or maintain a pension or benefit, 20% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 10% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain or maintain a pension or benefit, 7% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 20% **(g)** before support and with 7% **(j)** of all closed support periods after support.

Table A1.3 Example 2 illustrating table interpretation

SAAP closed support periods: source of income immediately before and after a support period, Australia, 2000-01

Source of income	(a) Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 20.0	(h) 6.9	(i) 9.8	(j) 6.8
No income, awaiting pension/benefit	3.7	3.5	1.7	1.4
Government pension/benefit	67.1	82.9	80.8	83.7
Other	9.2	6.6	7.7	8.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>13,200</i>	<i>11,900</i>	(k) <i>97,600</i>	(l) <i>83,900</i>
Number with missing data	900	2,200	(m) 12,800	(n) 26,400
Total (number)	(o) 14,100	14,100	(p) 110,400	110,400

Notes

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

Source: SAAP Client Collection.

A1.4 Counting rules and other definitions used in the analysis

In this report the following rules have been used when counting clients or support periods in particular groups. For detailed descriptions of categories, please refer to the SAAP collectors' manual (AIHW 2001).

Accommodation type The SAAP Client Collection specifies 22 distinct categories of client accommodation. In this report, the categories are combined into 10 groups, as follows:

- SAAP or other emergency housing, for those in any SAAP- or CAP-funded accommodation and non-SAAP emergency accommodation;
- living rent-free in house or flat;
- private rental, for those renting independently in the private rental market;
- public or community housing;
- rooming house/hostel/hotel/caravan;
- boarding in a private home;
- own home, for those purchasing or living in own home;
- living in a car/tent/park/street/squat;
- institutional, for those residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not already specified; and
- other, for those living in non-SAAP housing or accommodation not already specified.

Age of client The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's year of birth and is either their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.

Agency A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 2000-01 and the agency operated for some part of the period 1 July 2000 to 30 June 2001. Agencies that were operational only in June 2001 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses in Chapters 3 to 8.

The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or target groups. These changes are determined by State and Territory government departments.

Accompanying child requiring assistance	An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 29 of the general client form, Appendix 2).
Accompanying child support period	The number of accompanying child support periods is calculated by summing the number of accompanying children requiring assistance (see above) reported for each support period.
Client	<p>Client forms from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none"> • 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 NDCA before the data entry close-off date for the reporting period. <p>Tables detailing the characteristics of individual clients generally present data collected during the client’s first support period in the reporting period.</p>
Cultural and linguistic diversity	<p>The cultural and linguistic diversity classification has been used in this report in response to the limitations of the ethnicity classification used previously. The cultural and linguistic diversity grouping of a client is based on the responses to two questions: country of birth, and Aboriginal or Torres Strait Islander identification.</p> <p>The four categories used in this report are derived as follows:</p> <ul style="list-style-type: none"> • Indigenous Australians—those who identify as an Aboriginal person or a Torres Strait Islander in the collection. • Australian-born non-Indigenous people—those born in Australia who do not identify as an Aboriginal person or a Torres Strait Islander in the collection. • People born overseas, English proficiency group 1—those who do not identify as Indigenous Australians in the collection and who were born in English proficiency group 1 countries. • People born overseas, English proficiency groups 2-4—those who do not identify as Indigenous Australians and who were born in English proficiency groups 2-4 countries.
English proficiency	English proficiency relates to people born overseas. The English proficiency status of clients is determined by their country of birth. Four English proficiency groups based on country of birth (excluding Australia) have been specified by the Department of Immigration and Multicultural Affairs (DIMA 1999). These are combined into two groups for this report:

- English proficiency group 1 countries—Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America;
- English proficiency groups 2–4 countries – all other countries (excluding Australia).

Income source

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

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

Living situation

The SAAP Client Collection specifies 14 distinct categories for the living situation of clients. In this report, the categories are combined into eight groups:

- with parents (for those living with both parents), with one parent and a parent’s spouse or partner, or with one parent;
- with foster family;
- with relatives/friends short term;
- with relatives/friends long term;
- with spouse/partner, with or without child(ren);
- alone with child(ren);
- with other unrelated persons; and
- other, being any other living situation not already specified.

Mean

For non-funding support period or client-level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.

For funding items, the mean is the total funding as reported, divided by the relevant number of units. For funding per support period or per client, weighted estimates of support periods or clients are used in this division.

Median	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.
Missing values	<p>Records or forms 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"> • records not available because client data were collected on high-volume forms (specific numbers not presented); • records not available because of errors; and • records not available because of omissions. <p>In tables involving sub-populations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the sub-population in the analysis. Such records are not included in the missing count for these tables.</p>
Ongoing support period	<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"> • No support end-date is provided. • No after-support information is provided. • The corresponding client form was received in the month following the end of the reporting period. <p>Ongoing support periods are not included in tables relating to duration of support or accommodation or to the circumstances of clients before and after support.</p>
Percentages	Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.
Region	<p>The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the then Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but these are combined here into five groups:</p> <ul style="list-style-type: none"> • capital city—State and Territory capital city statistical divisions; • other metropolitan centre—one or more statistical subdivisions that have an urban centre with a population of 100,000 or more; • large rural centre—areas in which most people reside in urban centres with a population of 25,000 or more;

- other rural area—rural areas containing urban centres with populations of between 10,000 and 24,999 and other rural areas;
- remote area—remote urban centres with a population of 5,000 or more and other remote areas.

The classification is based on 1991 populations and statistical local areas. Further details of the classification are provided in *Rural, Remote and Metropolitan Areas Classification 1991 census edition* (Department of Human Services and Health & Department of Primary Industries and Energy 1994).

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

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

Support The Client Collection specifies 33 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

- housing or accommodation services—SAAP or CAP accommodation, assistance to obtain/maintain short-term accommodation, and assistance to obtain/maintain independent housing;
- financial or employment assistance—assistance to obtain/maintain a government payment, employment/training assistance, financial assistance or material aid, and financial counselling;
- counselling—incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling, emotional support and other counselling, and assistance with problem gambling (not previously separately specified);
- general support and advocacy—living skills and personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; advocacy or liaison on behalf of clients; and brokerage services;
- specialist services—psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability

services, intellectual disability services, culturally appropriate support, interpreter services, assistance with immigration issues (not previously separately specified), and health or medical services; and

- basic support and services not elsewhere specified – meals, laundry or shower facilities, recreation, transport, and other support. Note that brokerage services were previously included in this classification.

Support periods active on the 15th of the month

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

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

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

Support to assisted children

The SAAP Client Collection specifies 17 distinct types of support to assisted children and allows agencies to record other types of support not listed on the data form. The different types of support have been combined into the following groups for this report:

- accommodation;
- school liaison and child care;
- counselling – including help with behavioural problems, sexual or physical abuse counselling, skills education and general counselling;
- general support and advocacy – including access arrangements, advice and information, brokerage services and advocacy;
- specialist services – including culturally sensitive services and health or medical services; and
- basic support and services not elsewhere specified – including meals, showers or hygiene, recreation and transport.

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

Target group

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

- young people, including young people who are independent, above the school-leaving age for the State or Territory concerned, and who present to agencies unaccompanied by a parent or guardian;

- single men only, being males who present without a partner or children;
- single women only, being females who present without a partner or children;
- families, being those who present as a family (defined as a group of two or more persons who usually live in the same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);
- women escaping domestic violence, including women and women accompanied by their children, who are homeless or at risk of becoming homeless as a result of violence and/or abuse; and
- cross-target, multiple target and general agencies that target more than one client group.

Agencies may also have a secondary target group—for example, people who are of Aboriginal or Torres Strait Islander descent, people from culturally and linguistically diverse backgrounds, or people with some other special characteristic.

Appendix 2 SAAP NDCA Client Collection forms

General and high volume forms

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