



Australian Government

**Australian Institute of
Health and Welfare**

*Better information and statistics
for better health and wellbeing*

People turned away from government-funded specialist homelessness accommodation 2009–10

Appendix

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

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Appendix 1 Data tables

Table A1: Demand for Accommodation Collection: agency participation rates and records returned, by state and territory for 18–24 November 2009 and 5–11 May 2010 and by reporting period for 2006–07 to 2009–10

	Agencies (number)	Participation rate (per cent)	Records returned (number)
State/territory			
NSW	353	70.0	4,596
Vic	n.a.	n.a.	n.a.
Qld	224	67.4	2,460
WA	143	56.6	1,064
SA	102	60.8	942
Tas	35	80.0	502
ACT	32	62.5	253
NT	43	55.8	332
Total^(a)	932	65.8	10,149
Reporting period			
2–8 August 2006 and 16–22 May 2007	1,456	61.4	14,992
21–27 November 2007 and 14–20 May 2008	1,444	62.6	13,290
3–9 December 2008 and 6–12 May 2009 ^(a)	945	70.9	11,439
18–24 November 2009 and 5–11 May 2010 ^(a)	932	65.8	10,149

(a) Excludes Victorian data (see Box 1.1 in the main report).

Notes

1. Table based on records returned from agencies that should have been participating in the reference period. Not all funded agencies are required to participate in data collection.
2. In 2008–09, 663 or 70% of the 945 participating agencies returned records for both the Client Collection and the Demand for Accommodation Collection (excludes Victorian data). These agencies returned 10,746 Demand for Accommodation Collection records (excludes Victorian data).
3. In 2009–10, 604 or 65% of the 932 participating agencies returned records for both the Client Collection and the Demand for Accommodation Collection (excludes Victorian data). These agencies returned 9,324 Demand for Accommodation Collection records (excludes Victorian data).
4. Figures are unweighted.

Sources: Administrative Data Collection; Demand for Accommodation Collection.

Table A2: Client Collection: agency participation rates and records returned for clients, by state and territory for 2009–10 and by reporting period for 2006–07 to 2009–10

	Agencies (number)	Participation rate (per cent)	Records returned (number)
State/territory			
NSW	353	94.3	63,460
Vic	n.a.	n.a.	n.a.
Qld	224	96.0	31,563
WA	143	86.0	16,185
SA	102	97.1	21,458
Tas	35	100.0	6,155
ACT	32	96.9	2,717
NT	43	93.0	4,878
Total^(a)	932	94.0	146,416
Reporting period			
2006–07	1,456	87.2	192,591
2007–08	1,444	92.1	202,835
2008–09 ^(a)	945	94.2	137,022
2009–10 ^(a)	932	94.0	146,416

(a) Excludes Victorian data (see Box 1.1 in the main report).

Notes

1. Table based on records returned from agencies that should have been participating in the reference period. Not all funded agencies are required to participate in data collection.
2. In 2008–09, 663 or 70% of the 945 participating agencies returned records for both the Client Collection and the Demand for Accommodation Collection (excludes Victorian data). These agencies returned 134,616 Client Collection records (excludes Victorian data).
3. In 2009–10, 604 or 65% of the 932 participating agencies returned records for both the Client Collection and the Demand for Accommodation Collection (excludes Victorian data). These agencies returned 141,747 Client Collection records (excludes Victorian data).

Sources: Administrative Data Collection; Client Collection.

Table A3: Adults and unaccompanied children turned away, by state and territory, 18–24 November 2009 and 5–11 May 2010 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Adults and unaccompanied children requiring new immediate accommodation (number)									
Not accommodated (turned away) (A)	64.0	n.a.	55.3	23.1	19.9	16.3	6.2	6.9	191.6
Newly accommodated (B)	76.8	n.a.	44.9	18.7	10.2	6.6	2.3	7.6	167.1
Successful first request	73.9	n.a.	43.2	17.8	9.7	5.9	2.1	7.4	160.0
Accommodated in subsequent request(s)	2.9	n.a.	1.6	0.9	0.5	0.6	0.2	0.2	7.1
Total requiring new immediate accommodation (C) (A + B)	140.8	n.a.	100.1	41.8	30.1	22.9	8.5	14.5	358.6
Clients already accommodated (number)									
Accommodation ending	71.9	n.a.	44.4	20.0	11.1	6.5	2.4	8.7	165.0
Continuing accommodation (D)	3,318.1	n.a.	1,527.4	649.9	876.4	269.4	281.8	184.5	7,107.4
Total accommodated (B + D)	3,394.9	n.a.	1,572.2	668.6	886.6	275.9	284.1	192.1	7,274.4
Total demand for immediate accommodation (number)									
Total demand for immediate accommodation (E) (C + D)	3,458.9	n.a.	1,627.5	691.6	906.4	292.2	290.3	199.0	7,466.0
Per cent turned away									
Turn-away (A ÷ C × 100) (per cent requiring new immediate accommodation)	45.5	n.a.	55.2	55.2	66.0	71.2	73.1	47.3	53.4
Turn-away (A ÷ E × 100) (per cent total demand for immediate accommodation)	1.9	n.a.	3.4	3.3	2.2	5.6	2.1	3.4	2.6

Notes

1. Number excluded due to errors and omissions (daily average): 0 Demand for Accommodation Collection; 32.3 Client Collection.
2. Table excludes Victorian data.
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency—these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children; however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
6. Figures are unweighted.

Sources: Client Collection; Demand for Accommodation Collection.

Table A4: Accompanying children turned away, by state and territory, 18–24 November 2009 and 5–11 May 2010 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accompanying children requiring new immediate accommodation (number)									
Not accommodated (turned away) (A)	33.1	n.a.	40.4	17.8	13.1	13.1	3.0	3.2	123.7
Newly accommodated (B)	18.1	n.a.	17.9	9.9	3.5	3.0	1.6	4.6	58.6
Successful first request	16.6	n.a.	17.3	9.9	3.4	2.6	1.5	4.6	55.8
Accommodated in subsequent request(s)	1.5	n.a.	0.6	0.1	0.1	0.4	0.1	—	2.8
Total requiring new immediate accommodation (C) (A + B)	51.1	n.a.	58.3	27.7	16.6	16.1	4.6	7.8	182.3
Accompanying children already accommodated (number)									
Accommodation ending	16.3	n.a.	15.3	9.3	4.4	4.6	1.0	4.8	55.6
Continuing accommodation (D)	2,014.9	n.a.	1,372.6	703.6	696.6	211.6	232.8	117.5	5,349.6
Total accommodated (B + D)	2,032.9	n.a.	1,390.5	713.5	700.1	214.6	234.4	122.1	5,408.1
Total demand for immediate accommodation (number)									
Total demand for immediate accommodation (E) (C + D)	2,066.0	n.a.	1,430.9	731.3	713.3	227.6	237.4	125.3	5,531.9
Per cent turned away									
Turn-away (A ÷ C × 100) (per cent requiring new immediate accommodation)	64.7	n.a.	69.4	64.2	79.0	81.3	64.6	41.3	67.9
Turn-away (A ÷ E × 100) (per cent total demand for immediate accommodation)	1.6	n.a.	2.8	2.4	1.8	5.7	1.3	2.6	2.2

Notes

- Number excluded due to errors and omissions (daily average): 0 Demand for Accommodation Collection; 20.3 Client Collection.
- Table excludes Victorian data (see Box 1.1 in the main report).
- Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
- Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
- The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency—these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children; however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
- Figures are unweighted.

Sources: Client Collection; Demand for Accommodation Collection.

Table A5: Total people turned away, by state and territory, 18–24 November 2009 and 5–11 May 2010 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Total people requiring new immediate accommodation (number)									
Not accommodated (turned away) (A)	97.1	n.a.	95.7	40.9	33.0	29.4	9.2	10.1	315.3
Newly accommodated (B)	94.9	n.a.	62.7	28.6	13.7	9.6	3.9	12.2	225.6
Successful first request	90.4	n.a.	60.5	27.6	13.1	8.6	3.6	12.0	215.8
Accommodated in subsequent request(s)	4.4	n.a.	2.2	1.0	0.6	1.0	0.4	0.2	9.9
Total requiring new immediate accommodation (C) (A + B)	191.9	n.a.	158.4	69.5	46.7	38.9	13.1	22.3	540.9
Clients and accompanying children already accommodated (number)									
Accommodation ending	88.1	n.a.	59.6	29.3	15.5	11.1	3.4	13.5	220.6
Continuing accommodation (D)	5,333.0	n.a.	2,900.0	1,353.4	1,573.0	480.9	514.6	302.0	12,456.9
Total accommodated (B + D)	5,427.9	n.a.	2,962.7	1,382.1	1,586.7	490.5	518.5	314.2	12,682.6
Total demand for immediate accommodation (number)									
Total demand for immediate accommodation (E) (C + D)	5,524.9	n.a.	3,058.4	1,422.9	1,619.7	519.9	527.7	324.3	12,997.9
Per cent turned away									
Turn-away (A ÷ C × 100) (per cent requiring new immediate accommodation)	50.6	n.a.	60.4	58.8	70.6	75.4	70.1	45.2	58.3
Turn-away (A ÷ E × 100) (per cent total demand for immediate accommodation)	1.8	n.a.	3.1	2.9	2.0	5.6	1.7	3.1	2.4

Notes

1. Number excluded due to errors and omissions (daily average): 0 Demand for Accommodation Collection; 52.6 Client Collection.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency—these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children; however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
6. Figures are unweighted.

Sources: Client Collection; Demand for Accommodation Collection.

Table A6: Total people turned away, by requesting group, 18–24 November 2009 and 5–11 May 2010 (daily average)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
Total people requiring new immediate accommodation (number)					
Not accommodated (turned away) (A)	108.4	168.1	6.6	32.1	315.3
Newly accommodated (B)	132.8	82.7	2.9	7.2	225.6
Successful first request	127.9	78.3	2.6	7.0	215.8
Accommodated in subsequent request(s)	4.9	4.4	0.3	0.2	9.9
Total requiring new immediate accommodation (C) (A + B)	241.2	250.9	9.5	39.4	540.9
Clients and accompanying children already accommodated (number)					
Accommodation ending	132.4	80.4	3.4	4.4	220.6
Continuing accommodation (D)	4,272.7	6,597.4	150.9	1,435.9	12,456.9
Total accommodated (B + D)	4,405.5	6,680.1	153.9	1,443.1	12,682.6
Total demand for immediate accommodation (number)					
Total demand for immediate accommodation (E) (C + D)	4,513.9	6,848.2	160.4	1,475.3	12,997.9
Per cent turned away					
Turn-away (A ÷ C × 100) (per cent requiring new immediate accommodation)	45.0	67.0	69.2	81.7	58.3
Turn-away (A ÷ E × 100) (per cent total demand for immediate accommodation)	2.4	2.5^(a)	4.1	2.2	2.4

(a) 2.45%.

Notes

1. Number excluded due to errors and omissions (daily average): 0 Demand for Accommodation Collection; 52.6 Client Collection.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency—these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children; however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
6. Figures are unweighted.

Sources: Client Collection; Demand for Accommodation Collection.

Table A7: Total people turned away each day, 18–24 November 2009 and 5–11 May 2010

	Wed 18 Nov	Thu 19 Nov	Fri 20 Nov	Sat 21 Nov	Sun 22 Nov	Mon 23 Nov	Tue 24 Nov	Wed 5 May	Thu 6 May	Fri 7 May	Sat 8 May	Sun 9 May	Mon 10 May	Tue 11 May	Daily average
Total people requiring new immediate accommodation (number)															
Not accommodated (turned away) (A)	462	427	326	101	71	519	417	474	307	253	88	51	449	469	315.3
Newly accommodated (B)	255	299	277	133	150	295	251	282	238	230	124	141	249	235	225.6
Successful first request	248	282	274	131	150	281	242	266	222	214	120	127	232	232	215.8
Accommodated in subsequent request(s)	7	17	3	2	—	14	9	16	16	16	4	14	17	3	9.9
Total requiring new immediate accommodation (C) (A + B)	717	726	603	234	221	814	668	756	545	483	212	192	698	704	540.9
Clients and accompanying children already accommodated (number)															
Accommodation ending	328	251	249	152	166	223	227	253	227	253	120	163	246	230	220.6
Continuing accommodation (D)	12,454	12,472	12,515	12,643	12,612	12,545	12,616	12,310	12,361	12,343	12,441	12,432	12,323	12,330	12,456.9
Total accommodated (B + D)	12,709	12,771	12,792	12,776	12,762	12,840	12,867	12,592	12,599	12,573	12,565	12,573	12,572	12,565	12,682.6
Total demand for immediate accommodation															
Total demand for immediate accommodation (E) (C + D)	13,171	13,198	13,118	12,877	12,833	13,359	13,284	13,066	12,906	12,826	12,653	12,624	13,021	13,034	12,997.9
Per cent turned away															
Turn-away (A ÷ C × 100) (per cent requiring new immediate accommodation)	64.4	58.8	54.1	43.2	32.1	63.8	62.4	62.7	56.3	52.4	41.5	26.6	64.3	66.6	58.3
Turn-away (A ÷ E × 100) (per cent total demand for immediate accommodation)	3.5	3.2	2.5	0.8	0.6	3.9	3.1	3.6	2.4	2.0	0.7	0.4	3.4	3.6	2.4

Notes

1. Number excluded due to errors and omissions (daily average): 0 Demand for Accommodation Collection; 52.6 Client Collection.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency—these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children; however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
6. Figures are unweighted.

Sources: Client Collection; Demand for Accommodation Collection.

Table A8: Total people turned away, state and territory by reporting period, 2006–07 to 2009–10 (daily average)

	2006–07	2007–08	2008–09 ^(a)	2009–10 ^(a)
Turn-away (per cent requiring new and immediate accommodation)				
NSW	49.5	48.6	54.4	50.6
Vic	53.9	40.3	n.a.	n.a.
Qld	60.1	68.7	64.2	60.4
WA	62.4	64.7	66.5	58.8
SA	66.6	69.6	68.6	70.6
Tas	65.3	72.7	70.3	75.4
ACT	69.9	76.5	75.3	70.1
NT	38.4	44.8	54.7	45.2
Australia	57.1	58.9	61.5	58.3
Turn-away (per cent total demand for immediate accommodation)				
NSW	2.1	1.9	2.0	1.8
Vic	1.6	1.0	n.a.	n.a.
Qld	3.2	4.3	3.2	3.1
WA	5.9	4.8	4.1	2.9
SA	2.4	2.4	2.4	2.0
Tas	4.7	5.5	4.1	5.6
ACT	2.6	2.4	1.7	1.7
NT	2.2	2.9	5.3	3.1
Australia	2.6	2.6	2.7	2.4

(a) Excludes Victorian data (see Box 1.1 in the main report).

Notes

1. Number excluded due to errors and omissions (daily average): 0 Demand for Accommodation Collection; 47.3 Client Collection in 2006–07, 46.3 in 2007–08, 39.0 in 2008–09, 52.6 in 2009–10.
2. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
3. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
4. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency—these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children; however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
5. Caution should be exercised when comparing data across years. See Appendix 2 and Chapter 2 in the main report.
6. Figures are unweighted.

Sources: Client Collection; Demand for Accommodation Collection.

Table A9: Total people turned away, requesting group by reporting period, 2006–07 to 2009–10 (daily average)

	2006–07	2007–08	2008–09 ^(a)	2009–10 ^(a)
Turn-away (per cent requiring new and immediate accommodation)				
Individual(s) no children	48.7	48.5	50.4	45.0
Individual(s) with children	63.5	66.0	69.3	67.0
Couple no children	72.2	77.7	75.4	69.2
Couple with children	68.8	77.0	80.2	81.7
Total	57.1	58.9	61.5	58.3
Turn-away (per cent total demand for immediate accommodation)				
Individual(s) no children	2.9	2.8	2.8	2.4
Individual(s) with children	2.5	2.6	2.6	2.5
Couple no children	4.4	4.0	4.6	4.1
Couple with children	1.8	2.2	2.3	2.2
Total	2.6	2.6	2.7	2.4

(a) Excludes Victorian data (see Box 1.1 in the main report).

Notes

1. Number excluded due to errors and omissions (daily average): 0 Demand for Accommodation Collection; 47.3 Client Collection in 2006–07, 46.3 in 2007–08, 39.0 in 2008–09, 52.6 in 2009–10.
2. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
3. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
4. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency—these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children; however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
5. Caution should be exercised when comparing data across years. See Appendix 2 and Chapter 2 in the main report.
6. Figures are unweighted.

Sources: Client Collection; Demand for Accommodation Collection.

Table A10: People with a valid unmet request for immediate accommodation, by sex, 18-24 November 2009 and 5-11 May 2010 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									Per cent	Number
Adults and unaccompanied children										
Male	42.7	n.a.	47.7	50.6	30.2	33.3	52.2	41.4	43.3	86.0
Female	57.3	n.a.	52.3	49.4	69.8	66.7	47.8	58.6	56.7	112.8
Total	100.0	n.a.	100.0	198.8						
Accompanying children										
Male	51.2	n.a.	50.3	55.6	47.8	51.1	43.2	48.9	50.9	64.4
Female	48.8	n.a.	49.7	44.4	52.2	48.9	56.8	51.1	49.1	62.1
Total	100.0	n.a.	100.0	126.5						
Total people										
Male	45.6	n.a.	48.8	52.7	37.2	41.2	49.3	43.8	46.2	150.4
Female	54.4	n.a.	51.2	47.3	62.8	58.8	50.7	56.3	53.8	174.9
Total	100.0	n.a.	100.0	325.3						

Notes

1. Number excluded due to errors and omissions (daily average): 0.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. Table includes people who were accommodated later that same day. For this reason the count of people with a valid unmet request is higher than the count of people turned away.
6. Figures are unweighted.

Source: Demand for Accommodation Collection.

Table A11: People with a valid unmet request for immediate accommodation, by age, 18–24 November 2009 and 5–11 May 2010 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									Per cent	Number
Adults and unaccompanied children										
Under 20 years	31.2	n.a.	20.0	27.2	11.7	16.8	39.0	28.7	24.4	43.5
20–44 years	59.5	n.a.	68.6	65.1	74.0	74.2	52.4	55.2	65.1	115.9
45–64 years	8.2	n.a.	11.0	7.0	12.5	8.9	6.1	12.6	9.5	16.9
65 years and over	1.2	n.a.	0.4	0.7	1.8	—	2.4	3.4	1.0	1.8
Total	100.0	n.a.	100.0	178.1						
Accompanying children^(a)										
Under 12 years	74.2	n.a.	66.0	78.4	78.0	55.9	68.2	91.1	70.9	89.6
12–14 years	10.1	n.a.	13.9	14.0	14.0	10.6	9.1	6.7	12.3	15.5
15–17 years	5.6	n.a.	7.3	4.0	4.8	13.3	6.8	—	6.5	8.3
Unknown age	10.1	n.a.	12.7	3.6	3.2	20.2	15.9	2.2	10.3	13.1
Total	100.0	n.a.	100.0	126.5						
Total people										
Under 20 years ^(a)	56.3	n.a.	55.5	60.3	47.5	58.2	60.3	53.0	55.8	170.0
20–44 years	37.7	n.a.	38.1	35.6	44.0	37.3	34.1	36.4	38.1	115.9
45–64 years	5.2	n.a.	6.1	3.8	7.4	4.5	4.0	8.3	5.5	16.9
65 years and over	0.8	n.a.	0.2	0.4	1.1	0.0	1.6	2.3	0.6	1.8
Total	100.0	n.a.	100.0	304.6						

(a) Includes all accompanying children. Accompanying children are by definition aged 17 years and under.

Notes

1. Number excluded due to errors and omissions (daily average): 20.7 adults and unaccompanied children of unknown age.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. Table includes people who were accommodated later that same day. For this reason the count of people with a valid unmet request is higher than the count of people turned away.
6. Figures are unweighted.

Source: Demand for Accommodation Collection.

Table A12: People with a valid unmet request for immediate accommodation, by country of birth, 18–24 November 2009 and 5–11 May 2010 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									Per cent	Number
Australia	88.5	n.a.	92.0	89.7	86.7	93.2	62.5	94.6	89.3	233.9
Other-English speaking countries	2.6	n.a.	5.7	6.7	6.2	2.9	17.3	5.4	5.0	13.2
Non-English speaking countries	8.9	n.a.	2.3	3.6	7.1	3.9	20.2	—	5.6	14.7
Total	100.0	n.a.	100.0	261.9						

Notes

1. Number excluded due to errors and omissions (daily average): 63.4 adults and unaccompanied children of unknown country of birth.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. Table includes people who were accommodated later that same day. For this reason the count of people with a valid unmet request is higher than the count of people turned away.
6. Figures are unweighted.

Source: Demand for Accommodation Collection.

Table A13: People with a valid unmet request for immediate accommodation, by Aboriginal and Torres Strait Islander status, 18–24 November 2009 and 5–11 May 2010 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									Per cent	Number
Aboriginal and Torres Strait Islander	25.2	n.a.	29.1	50.0	23.6	14.6	21.2	60.3	30.3	72.9
Non-Indigenous	74.8	n.a.	70.9	50.0	76.4	85.4	78.8	39.7	69.7	167.9
Total	100.0	240.7								

Notes

1. Number excluded due to errors and omissions (daily average): 84.6 adults and unaccompanied children of unknown Aboriginal and Torres Strait Islander status.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. Table includes people who were accommodated later that same day. For this reason the count of people with a valid unmet request is higher than the count of people turned away.
6. Figures are unweighted.

Source: Demand for Accommodation Collection.

Table A14: Valid unmet requests for immediate accommodation: main reason why request was not met, by state and territory, 18–24 November 2009 and 5–11 May 2010 (daily average per cent)

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Insufficient accommodation available	54.1	n.a.	62.9	73.5	26.7	72.2	71.6	66.1	59.1	141.8
Referral agency with no vacancies on books	28.9	n.a.	22.5	14.8	48.1	21.1	23.1	11.0	25.7	61.6
Type of accommodation requested is not provided	6.0	n.a.	7.3	2.8	8.8	1.1	1.5	8.3	5.7	13.6
Insufficient staff to provide support	1.8	n.a.	0.8	1.5	—	0.4	—	0.9	1.1	2.6
Facilities for special needs not available	1.1	n.a.	0.9	—	1.1	—	0.7	0.9	0.8	1.9
Other ^(a)	8.0	n.a.	5.7	7.4	15.4	5.3	3.0	12.8	7.7	18.4
Total	100.0	n.a.	100.0	..						
Total (number)	87.9	n.a.	66.0	28.1	20.4	20.3	9.6	7.8	..	239.9

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

Notes

1. Number excluded due to errors and omissions (daily average): 0.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. A person or group may make more than one request for accommodation in a day. Further, a request can be made by an individual or on behalf of a group of people. Therefore, the counts of requests are not the same as the actual number of people making those requests.
6. Figures are unweighted.

Source: Demand for Accommodation Collection.

Table A15: Valid unmet requests for immediate accommodation: main reason why request was not met, by requesting group, 18–24 November 2009 and 5–11 May 2010 (daily average per cent requests)

Main reason	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Insufficient accommodation available	57.6	61.7	43.3	66.5	59.1	141.8
Referral agency with no vacancies on books	23.7	29.2	20.9	28.4	25.7	61.6
Type of accommodation requested is not provided	6.2	4.7	10.4	3.9	5.7	13.6
Insufficient staff to provide support	1.7	0.2	1.5	—	1.1	2.6
Facilities for special needs not available	1.2	0.1	—	—	0.8	1.9
Other ^(a)	9.6	4.1	23.9	1.3	7.7	18.4
Total	100.0	100.0	100.0	100.0	100.0	..
Total (number)	144.6	79.5	4.8	11.1	..	239.9

Notes

1. Number excluded due to errors and omissions (daily average): 0.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. A person or group may make more than one request for accommodation in a day. Further, a request can be made by an individual or on behalf of a group of people. Therefore, counts of requests are not the same as the actual number of people making those requests.
6. Figures are unweighted.

Source: Demand for Accommodation Collection.

Table A16: Referrals for accommodation made in valid unmet requests for immediate accommodation, by state and territory, 3–9 December 2008 and 6–12 May 2009 18–24 November 2009 and 5–11 May 2010 (daily average per cent requests)

State/territory	Per cent referrals
NSW	60.3
Vic	n.a.
Qld	55.6
WA	51.1
SA	49.8
Tas	50.7
ACT	50.7
NT	48.6
Total	55.5

Notes for tables A16 and A17

1. Number excluded due to errors and omissions: 0.
2. Table excludes Victorian data (see Box 1.1 in the main report).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in government-funded specialist homelessness agencies.
4. Demand for Accommodation data exclude people who requested accommodation for periods after 24 hours.
5. A person or group may make more than one request for accommodation in a day. Further, a request can be made by an individual or on behalf of a group of people. Therefore, counts of requests are not the same as the actual number of people making those requests.
6. Figures are unweighted.

Source: Demand for Accommodation Collection.

Table A17: Referrals for accommodation made in valid unmet requests for immediate accommodation, by requesting group, 3–9 December 2008 and 6–12 May 2009 18–24 November 2009 and 5–11 May 2010 (daily average per cent requests)

Requesting group	Per cent referrals
Individual(s) no children	54.5
Individual(s) with children	56.1
Couple no children	68.7
Couple with children	58.1
Total	55.5

Table A18: Closed support periods in which clients were accommodated: mean and median length of accommodation, by state and territory, 2009–10 (number of days)

State and territory	Mean	Median
NSW	75	18
Vic	n.a.	n.a.
Qld	50	17
WA	34	6
SA	66	12
Tas	46	9
ACT	133	32
NT	25	5
Total	57	13

Notes for tables A18 and A19

1. Number excluded due to errors and omissions (weighted): 1,041.
2. Excludes Victorian data (see Box 1.1 in the main report).
3. In South Australia, a large number of agencies do not provide accommodation, they provide support services only.
4. Excludes accommodation that started and ended on the same day.
5. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

Table A19: Closed support periods with accommodation: mean and median length of accommodation, by client group, 2009–10 (number of days)

Client group	Mean	Median
Individual(s) no children	46	11
Individual(s) with children	81	21
Couple no children	60	13
Couple with children	156	92
Total	57	13

Appendix 2 Demand for Accommodation Collection

The Demand for Accommodation Collection is one of the components that form the SAAP National Data Collection (SAAP NDC). Box A2.1 outlines the components of the SAAP NDC.

The Demand for Accommodation Collection is primarily used to calculate the percentage of people turned away from government-funded specialist homelessness accommodation and to provide an indication of the overall ability of agencies to meet the demand for such accommodation.

Box A2.1: The SAAP National Data Collection

The SAAP National Data Collection (NDC) consists of distinct components, each of which can be thought of as a separate collection. In 2009–10, three collections were run:

- The Demand for Accommodation Collection – measures the level turn-away from specialist homelessness accommodation by collecting information about the number of met and unmet requests for accommodation. It is conducted annually over 2 separate weeks.

In 2009–10 the collection was held on 18–24 November 2009 and on 5–11 May 2010.

All participating agencies that provide support or accommodation were asked to record each unsuccessful and successful request for accommodation made during the collection period. Data are recorded in terms of requests. A request may include more than one person and a person may make more than one request in a day.

See also Appendix 4.

- The Client Collection – collects information about clients and their accompanying children. Data are recorded by service providers (agencies) during, or immediately following, contact with clients and are then returned after support has ended or, for ongoing clients, at the end of the reporting period (30 June). Data collected include information on: demographics, such as age, sex and country of birth for clients and accompanying children; the types of support required by, and provided to, each client and accompanying child; and the client's situation before and after receiving support. Some data items require consent from the client to collect.

Data are collected in relation to support periods. A support period is a discrete period of time over which a person receives ongoing support from a government-funded specialist homelessness agency. A person may have one or more periods of support within a year. To calculate the number of people associated with these periods of support, a statistical linkage key (SLK) is created for each person receiving support where consent was provided to record this information. In this way, people with multiple periods of support can be ascertained and estimates of the number of people can be made.

The Client Collection is described in more detail in the appendixes to *Government-funded specialist homelessness services: SAAP NDC annual report 2009–10* (AIHW 2011a).

- The Administrative Data Collection – consists of general information about the agencies providing accommodation and support to people who are homeless or in crisis. Details about these agencies are submitted by the departments that administer agencies in each state and territory. The information provided for the Administrative Data Collection includes the client target group of each agency and details of funding.

The 65% of agencies that participated in the two collections used to calculate the turn-away measures in this report – the Client and Demand for Accommodation collections – are used for analysis throughout this report (tables A1 and A2; excludes Victorian data). These agencies accounted for 92% (9,324) of the total 10,149 Demand for Accommodation Collection records and 97% (141,747) of the total 146,416 Client Collection records. Consequently, it is possible that findings may understate the true extent of unmet demand.

Readers should note that several factors need to be taken into account when comparing estimates across years, such as agency participation in each year and any changes in the collection or estimation methodology. For example, the SAAP V Agreement was replaced by the NAHA midway through 2008–09 resulting in potential changes to the agencies participating in the collection; and in 2008–09 and 2009–10 Victorian data was excluded from analysis.

Estimation methods

People may be turned away from an agency for a variety of reasons, not all of which indicate that accommodation was unavailable. This includes requests for accommodation at agencies where the person did not fall within the agency’s target group, where the person or group was inappropriate for the agency or where there was no fee-free accommodation available. It also includes those people who refused an agency’s offer of accommodation. Consequently, the number of *valid* unmet requests is a more useful measure of unmet demand than all unmet requests (see Appendix 4).

The number of valid unmet requests does not represent the actual number of people, since a person can make requests on more than one occasion and at more than one agency. Thus, there are two types of estimates of primary interest for unmet demand: the number of valid unmet requests and the number of people who made a valid unmet request. However, an unmet request for accommodation may be followed by a successful request at another agency, especially if a referral has been arranged. That is, a proportion of people who make an unsuccessful request for accommodation might subsequently receive accommodation from another agency later on the same day. For this reason, when estimating how many people were turned away it is essential to distinguish between people who made a valid unmet request for accommodation but could not be accommodated at all and those who eventually found accommodation by the end of each day.

Several difficulties are associated with estimating the number of valid unmet requests and the number of people who make those requests. First, a proportion of people who make an unsuccessful request for accommodation may subsequently receive accommodation from another agency, quite possibly soon after the initial request. A statistical linkage key is not collected in the Demand for Accommodation Collection, so it is difficult to identify when this situation occurs. Second, people may have their needs met by other means and no longer require assistance. Third, a person may make several requests for accommodation – again, without a linkage key, related requests cannot be identified with certainty. Finally, data required to identify valid unmet requests may be missing. These possibilities pose four main problems:

- estimates of the number of unmet requests obtained from the collection may overstate the actual level of unmet demand
- estimates of the number of valid unmet requests may be too low as a result of missing data

- the number of people making valid unmet requests cannot be obtained directly from the collection
- an accurate final turn-away for those seeking accommodation cannot be calculated.

Although it is not currently possible to resolve the first of these problems, a method has been developed for deriving estimates of the number of valid unmet requests, the number of individuals whose valid requests were not met, and the number of people turned away each day of the collection period. The method used to derive these estimates is outlined in the following section. It should be noted, however, that the resulting estimates would overstate the number of people involved if people make requests for accommodation on different approaches to agencies within the collection period. Additionally, because people might make several approaches on the same day to agencies throughout the year, the daily figure cannot be pro-rated up to give an estimate of the number of people turned away from agencies annually.

Deriving key estimates

There are several key estimates required for estimating both unmet and met demand. These are:

- the number of valid unmet requests for immediate accommodation
- the number of people with a valid unmet request for immediate accommodation
- the number of people with a valid unmet request for immediate accommodation with a subsequent met request for accommodation.

These estimates are crucial because they show the volume of requests for immediate accommodation, indicate the number of people with unmet requests within the collection period and how much of that demand is later met, and are used in conjunction with data from other collections to examine total demand. Missing data in items used to derive these estimates will therefore affect the estimates' utility because they lead to estimates being too low.

In this report, imputed and edited data are included in all tables that use information from the Demand for Accommodation Collection.

Unmet demand

The information used to derive the unmet demand estimates is elicited through seven questions on the Demand for Accommodation Collection form (see Appendix 6):

- Question 2, asking the number of adults or unaccompanied children seeking accommodation
- Question 3, asking the number of accompanying children requiring accommodation with their parent(s) or guardian(s)
- Question 4, asking about the immediacy of the need for accommodation
- Question 5a and Question 5b, asking whether or not the same request for accommodation had been made and turned away earlier that day and the reason for that turn-away, if applicable
- Question 6, asking whether an offer of accommodation was made by the agency
- Question 7a and Question 7b, asking if the person refused an offer of accommodation and, if so, why

- Question 9, asking if the person made a valid request – that is, sought support from an appropriate agency.

Missing information for any of these questions affects estimates of valid unmet requests and/or estimates of people making those requests. To maximise the utility of estimates from the Demand for Accommodation Collection, an answer was imputed where information was missing for questions 4, 5a, 5b, 6, 7a, 7b and 9. The imputation itself was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions.

Some editing on questions 2 and 3 was undertaken to help minimise the effects of erroneous or missing responses to these questions. For example, editing was carried out based on the presenting unit and where accompanying children were erroneously recorded in both questions 2 and 3.

An estimate of the total number of valid unmet requests can then be derived by identifying records that correspond to valid unmet requests. This is done using both the original and the imputed answers: initially, valid requests are identified using questions 7 and 9, and any requests in which an offer of assistance was refused or where the reason for the agency refusing indicates that it was an invalid request are excluded. Question 4 can then be used to divide these valid unmet requests into requests for immediate accommodation and other requests.

The number of people associated with valid unmet requests for accommodation is identified by finding those valid unmet requests that correspond to first valid unmet requests. This can partly be done by excluding repeat requests at agencies (identified through Question 5) from identified valid unmet requests (estimated as described). However, in addition to this, to estimate the number of people with a valid unmet request for accommodation one further piece of information is needed – whether a first (invalid) request at an inappropriate agency later becomes an unmet (valid) request at an appropriate agency. The number of first invalid unmet requests that later became valid unmet requests is estimated using information gathered questions 5a and 5b on the form.

Met demand

Met requests for accommodation are used to estimate the number of people who successfully gained accommodation after making an earlier unmet request. This information is elicited through questions 5a, 5b, 6, 7a and 8 on the 2008–09 Demand for Accommodation Collection form (see Appendix 6), which determine if the request is met, ask how many people were accommodated, whether the person or group had made a request for accommodation earlier that day and, if they were unsuccessful, the reason why. The turn-away measures in this report relate only to those who required immediate accommodation. This information is elicited through Question 4 on the form.

The imputation for questions 4, 5a, 5b, 6 and 7a was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions (see also previous section on unmet demand). Some editing was carried out on Question 8 based on the presenting unit.

For the purposes of this report, only people with a met request who had a valid unmet request earlier in the day are considered as people who were accommodated in subsequent requests. Whether the previous request was valid is determined on the basis of the response

recorded against Question 5b on the form. Invalid requests include those made for accommodation where the person did not fall within the agency's target group, where the person or group was inappropriate for the agency and where the person or group refused the offer of accommodation due to not wanting to split, because the agency was in the wrong area or where they refused accommodation for other reasons. The number of people who were accommodated in subsequent requests is subtracted from the number of people who had a first valid unmet request for accommodation to estimate the number of people who were not accommodated daily.

Data issues around estimating the number of people turned away

It must be noted that there are some data issues that should be considered when analysing the estimated turn-away measures presented in this report:

- it is possible to estimate the number of people turned away only for those who required immediate accommodation, that is, accommodation required within 24 hours. This means that the measures might underestimate the turn-away for groups who are more likely to request accommodation after 24 hours
- dates of support and accommodation are not collected for accompanying children in the Client Collection. For the purposes of calculating the turn-away measures, accompanying children are assumed to have the same periods of accommodation as the parent or guardian. Note that accompanying children are recorded on only one parent's or guardian's record when clients present as a couple.

This report presents the measures of turn-away by requesting group or by jurisdiction, but do not present turn-away by age, sex, country of birth or Aboriginal and Torres Strait Islander status. This is because:

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

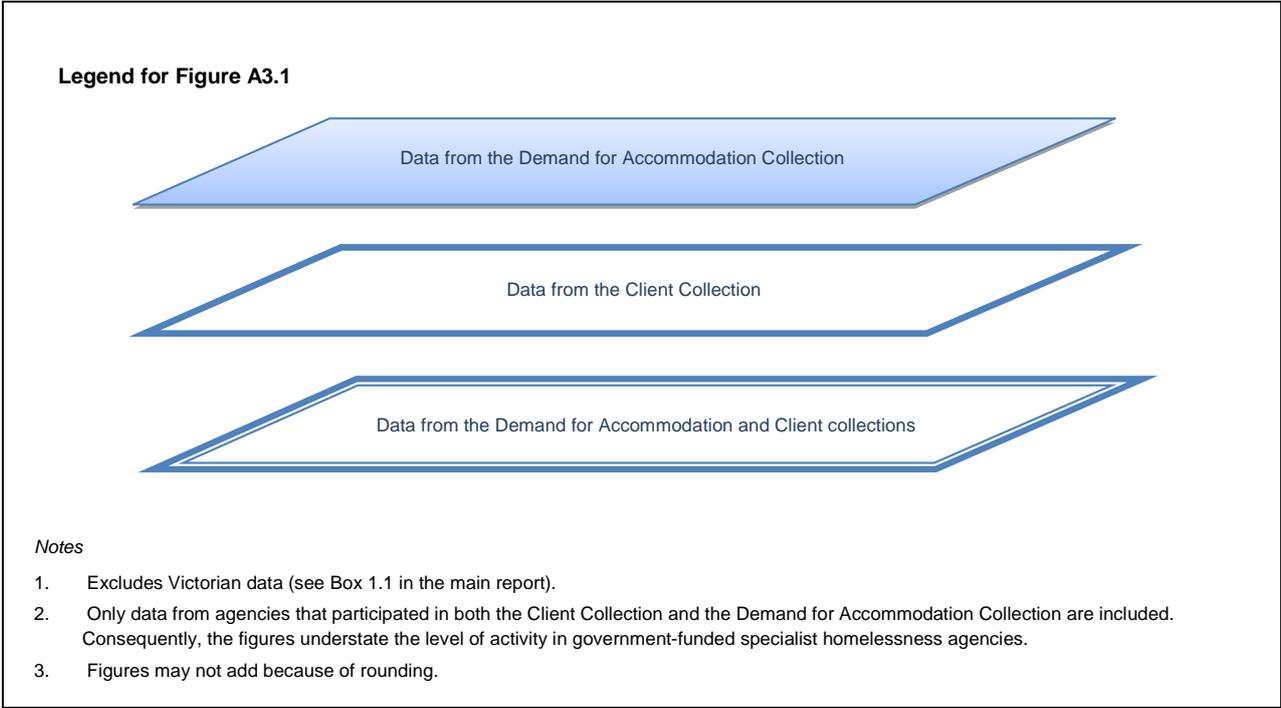
Matching requesting groups

The Demand for Accommodation Collection form collected information on the requesting group in a different format from that used in the Client Collection. The following table outlines the combinations used in this report.

Name of requesting group	Client Collection requesting groups	Demand for Accommodation Collection requesting groups
Individual(s) no children	Person alone or with unrelated person	Person without child(ren)
	Other, with no record of accompanying children in Part B of the form (see Appendix 6)	Persons without child(ren)
	Requesting group missing, with no record of accompanying children in Part B of the form (see Appendix 6)	Requesting group missing, with no record of accompanying children in Question 3 or Question 8 of the form (see Appendix 6)
Individual(s) with children	Person with child(ren)	Person with child(ren)
	Other, with record of accompanying children in Part B of the form (see Appendix 6)	Persons with child(ren)
	Requesting group missing, with record of accompanying children in Part B of the form (see Appendix 6)	Requesting group missing, with record of accompanying children in Question 3 or Question 8 of the form (see Appendix 6)
Couple no children	Couple without child(ren)	Couple without child(ren)
Couple with children	Couple with child(ren)	Couple with child(ren)

Appendix 3 Summary diagram

Figure A3.1 on the following page provides a summary of the 2009–10 data. It outlines how requests for accommodation made during the Demand for Accommodation Collection were used in conjunction with data collected in the Client Collection to determine how many people were turned away on an average day.



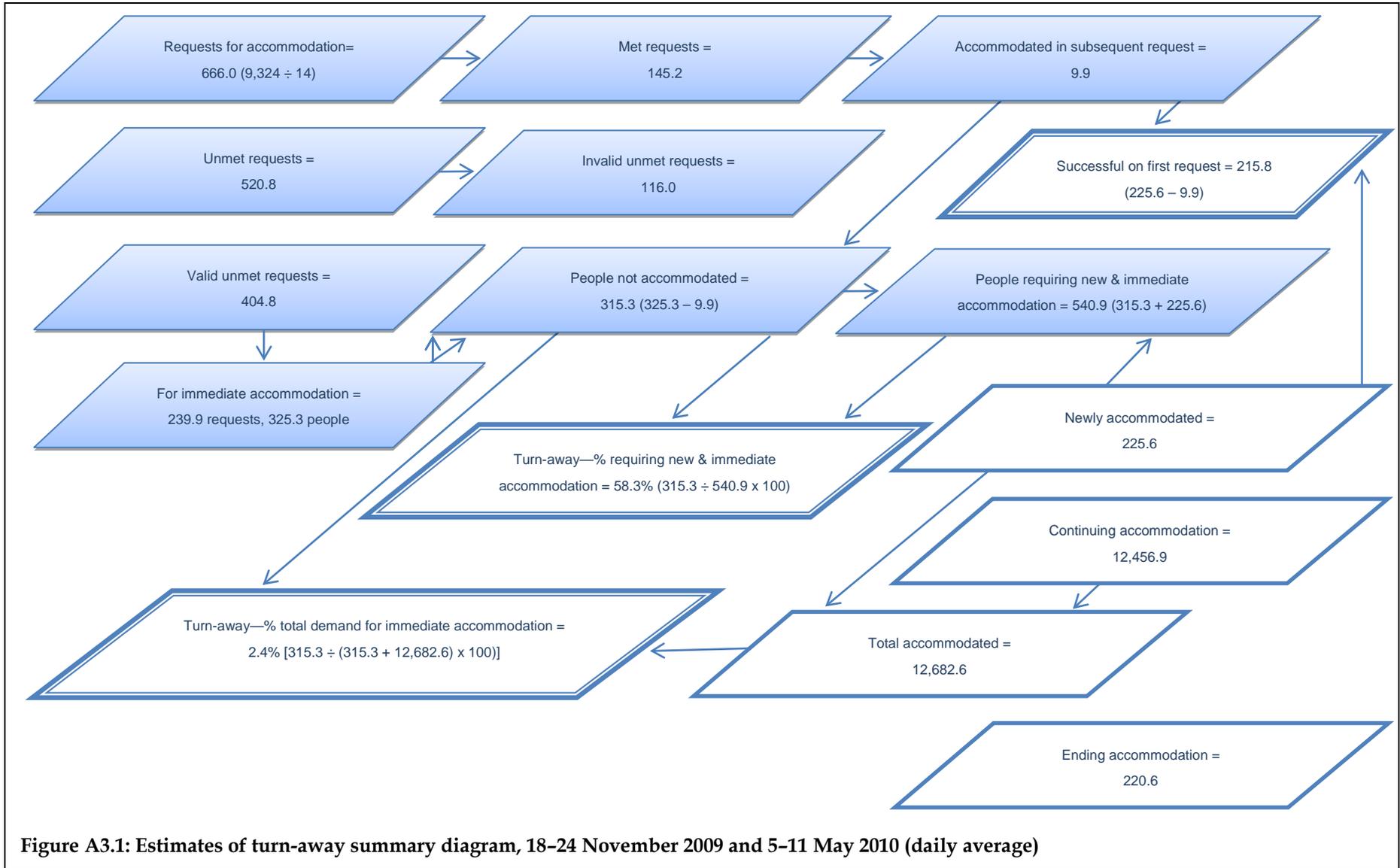


Figure A3.1: Estimates of turn-away summary diagram, 18–24 November 2009 and 5–11 May 2010 (daily average)

Appendix 4 Counting rules and glossary

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

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

Accommodated client	A client is considered to be accommodated during a support period if the support type of 'SAAP/CAP accommodation' (specialist homelessness accommodation) was provided and/or a date of accommodation was provided.
Accommodation period	<p>The period during which a client was in specialist homelessness accommodation (also referred to as a period of accommodation). A client may have no accommodation periods or one or more accommodation periods within a support period.</p> <p>The dates on which each accommodation period began and ended during the support period are collected for clients, but not for accompanying children. It can, however, be reasonably assumed that an accompanying child will have the same accommodation period start and end dates as their parent(s) or guardian(s) in the majority of cases.</p>
Accompanying child	<p>A person aged under 18 years who:</p> <ul style="list-style-type: none">• has a parent or guardian who is a client; and• accompanies that client to an agency any time during that client's support period; and/or• receives assistance directly as a consequence of a parent's or guardian's support period.
Accompanying child support period	<p>Each support period in which the child either accompanies a parent or guardian to an agency or receives assistance as a result of a parent's or guardian's support period.</p> <p>Within an accompanying child support period the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of a parent's or guardian's support period, it is not possible to assess the exact length of support for an accompanying child. However, it can be reasonably assumed that an accompanying child will have the same support period start and end dates as their parent(s) or guardian(s) in the majority of cases.</p> <p>The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.</p>

Agency	<p>An organisation or establishment that receives a specified amount of NAHA/national partnership funds to provide specialist homelessness services to people experiencing or at risk of homelessness. Agencies may also receive funding from other sources.</p> <p>Agency inclusion is determined by the state and territory departments responsible for administering the government response to homelessness. Not all funded agencies are required to participate in data collection (see participating agency).</p>
Alpha code	<p>A predetermined combination of letters from a client's or accompanying child's name, together with a letter designating their sex. See also valid alpha code and statistical linkage key.</p>
At imminent risk of homelessness	<p>Includes people who are at risk of losing their housing because of factors that do not pose a threat to their safety, for example interpersonal conflicts that do not involve violence. A person who requires the support of an agency worker to maintain their current housing situation and live independently in the community may also be considered to be at risk of becoming homeless.</p>
Client	<p>A person who is homeless or at imminent risk of homelessness who:</p> <ul style="list-style-type: none"> • is accommodated by an agency; or • enters into an ongoing support relationship with an agency; or • receives support or assistance from an agency which entails generally 1 hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day. <p>This includes people who are aged 18 years or older and people of any age not accompanied by a parent or guardian.</p>
Closed accompanying child support periods	<p>An accompanying child support period associated with a closed support period.</p>
Closed support period	<p>A support period that had finished on or before the end of the reporting period, 30 June.</p>
Country of birth	<p>The country in which a person was born. Countries are divided into:</p> <ul style="list-style-type: none"> • Australia • other English-speaking countries (Canada, Ireland, New Zealand, South Africa, the United Kingdom, the United States of America and Zimbabwe) • mainly non-English-speaking countries.

Family group	<p>Refers to the following requesting or client groups:</p> <ul style="list-style-type: none"> • individual(s) with children • couple no children • couple with children. <p>See 'Matching requesting groups' in Appendix 2 for details of how these groups are formed.</p>
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 an agency or some other form of emergency accommodation.</p>
Immediate accommodation	Accommodation required/needed within 24 hours.
Invalid unmet request for accommodation	<p>An unmet request for accommodation is invalid if:</p> <ul style="list-style-type: none"> • the request is made at an agency of an inappropriate target group • the person or group is inappropriate for the agency • there is no fee-free accommodation available at the agency • the proffered assistance is refused.
Informed consent	<p>For the purposes of the SAAP NDC, informed consent is a statement by the client that he or she agrees to have personal information recorded and sent to the AIHW for analysis. The protocols of the collection state that the client must be given appropriate information about why the information is being recorded and what the information will be used for.</p>

Length of accommodation	<p>Accommodation length is obtained by summing the individual accommodation period lengths reported for a support period. An individual accommodation length is obtained by subtracting the accommodation start date from the accommodation finish date for those periods with valid dates. If a client starts and ends accommodation on the same date, the length of accommodation is recorded as zero.</p> <p>A support period with accommodation may begin before the start of the financial year. For this report, length of accommodation is the total length of accommodation within a support period, not the length of accommodation within the financial year.</p>
Mean	<p>For non-funding support periods or client-level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.</p> <p>For funding items, the mean is the total funding as reported, divided by the relevant number of units. For funding per support period or per client, weighted estimates of support periods or clients are used in this division.</p>
Median	<p>The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value and half are above it.</p>
Met request for accommodation	<p>A request for accommodation is met if the agency offers supported accommodation to the person or group requesting accommodation and that offer is accepted. All met requests for accommodation are considered to be valid as the accommodation could be provided.</p>
Missing values	<p>Records that are not available for analysis are shown in table notes. The number of such records for each table is calculated in the following order of precedence:</p> <ul style="list-style-type: none"> • records not available because of errors • records not available because of omissions. <p>In tables involving subpopulations, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are generally not included in the missing count for these tables.</p>

Participating agency/ participation rate	<p>The participation status of an agency is determined by their status in the Administrative Data Collection as well as by their participation in the SAAP NDC during the reference period.</p> <p>The Administrative Data Collection contains information on all funded agencies. These agencies fall into one of two categories: non-participating agencies and participating agencies.</p> <p>Non-participating agencies are funded but are not required to participate in data collection. They are excluded from the calculation of the participation rate but are included in tables relating to agency funding.</p> <p>Participating agencies are those that are required to return data for the reference period. With some exceptions, these form the basis for the calculation of the participation rate. Participating agencies are not considered 'in scope' for the reference period if they were not able to participate in the collection for that year. For example, the Administrative Data Collection indicated that they were closed for the entire reference period and they did not return any data.</p>
Percentages	<p>Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.</p>
Primary target group	<p>Refers to the primary target group of the agency, that is, the primary characteristics of persons to whom a service is targeted.</p> <p>There are six classifications used by the SAAP NDC. These are:</p> <ul style="list-style-type: none"> • young people • single men only • single women only • families • women and children escaping domestic violence • cross-target/multiple/general.
Referral	<p>For the purposes of the SAAP NDC, a referral involves a formal process, not simply the provision of information. A (formal) referral occurs when an agency contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A referral has not been provided if the person is not accepted for an appointment or interview.</p>
Requesting group	<p>See 'Matching requesting groups' in Appendix 2 for details of how these groups are formed.</p>

Rounding	<p>Daily average estimates are generally rounded to one decimal place.</p> <p>Annual estimates derived from the Client Collection are generally rounded to the nearest 100.</p>
Statistical linkage key	<p>A statistical linkage key is a derived variable that allows demographic data about the same client to be combined across support periods without the name of the client being recorded.</p> <p>See also Valid statistical linkage key.</p>
Support period	<p>Commences when a client begins to receive support and/or supported accommodation from an agency. The support period is considered to finish when:</p> <ul style="list-style-type: none"> • the client ends the relationship with the agency; or • the agency ends the relationship with the client. <p>If it is not clear whether the agency or the client has ended the relationship, the support period is assumed to have ended if no assistance has been provided to the client for a period of 1 month. In such a case, the date the support period ended is the last contact with the client.</p> <p>Support periods from operational 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 AIHW before the data entry close-off date for the reporting period.
Support period with accommodation	<p>A support period in which a support type of ‘SAAP/CAP accommodation’ was provided and/or a date of ‘SAAP/CAP accommodation’ was provided.</p>
Total demand for accommodation	<p>The total demand for accommodation refers to accommodation requested from an agency, whether that request was met or not. It includes accommodation that was newly starting and accommodation that was continuing from a previous day, as well as unmet requests for accommodation.</p>
Turn-away – percentage of people requiring new and immediate accommodation	<p>Calculated as the daily average percentage of people who were turned away relative to all people who required new and immediate accommodation. It provides an indication of a person’s likelihood of obtaining government-funded specialist homelessness accommodation.</p>

Turn-away – percentage of total demand for immediate accommodation	Calculated as the daily average percentage of people who were turned away relative to all people who required new and immediate accommodation plus those who were continuing their accommodation from a previous day. It provides a measure of the overall ability of government-funded specialist homelessness agencies to meet the expressed demand for their accommodation.
Unmet need	Used in the SAAP NDC Client Collection. An unmet need occurs when an agency worker assesses that a client needs a support service during their support period, and that service is not provided or formally referred on.
Valid alpha code	This is an alpha code that is given with informed consent, and contains only letters from the alphabet or the numeral '2' (to indicate a short name) and ends in either M or F to indicate the sex.
Valid consent	Refers to a valid statistical linkage key.
Valid date of birth	For the purposes of the NDC, a valid date of birth is one which is provided with informed consent; and has the day and month of birth completed and not estimated; and the year of birth completed either estimated or not estimated.
Valid statistical linkage key	Statistical linkage keys are used to join records for the same person without identifying that person. For the purposes of the NDC, a valid statistical linkage key comprises a valid alpha code and valid date of birth.
Valid unmet request for accommodation	An unmet request for accommodation is valid if the agency cannot offer accommodation because: <ul style="list-style-type: none"> • insufficient accommodation is available • the agency is a referred agency with no vacancies on the books • the type of accommodation requested is not provided by the agency • there are insufficient staff to provide support • facilities for special needs are not available • other reasons not elsewhere specified.

Appendix 5 Abbreviations and symbols

Abbreviations

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

Symbols in tables

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

Appendix 6 Collection forms



DEMAND FOR ACCOMMODATION

5 MAY - 11 MAY 2010

AGENCY ID

DATE ACCOMMODATION SOUGHT

D	D	M	M	Y	Y	Y	Y
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2	0	1	0

CONTACT MADE *Please tick one box only*

by person/group, visiting agency 2

by person/group, by phone 3

via a third party, visiting agency 1

via a third party, by phone 4

PLEASE FILL OUT A FORM EVERY TIME A PERSON OR GROUP SEEKS ACCOMMODATION FORMS TO BE FILLED OUT BETWEEN 5 MAY - 11 MAY 2010

1. Person(s) requesting accommodation:

- WITH** child(ren)
- person with child(ren) 5
- persons with child(ren) 6
- couple with child(ren) 4
- WITHOUT** child(ren)
- person without child(ren) 7
- persons without child(ren) 8
- couple without child(ren) 2

2. Please specify the number of adults seeking accommodation in each age group:

This includes young people/children under 18 who seek accommodation without a parent/guardian.

Do not use ticks or crosses.

	Male	Female
under 12 years	<input type="checkbox"/>	<input type="checkbox"/>
12—14 years	<input type="checkbox"/>	<input type="checkbox"/>
15—17 years	<input type="checkbox"/>	<input type="checkbox"/>
18—19 years	<input type="checkbox"/>	<input type="checkbox"/>
20—24 years	<input type="checkbox"/>	<input type="checkbox"/>
25—44 years	<input type="checkbox"/>	<input type="checkbox"/>
45—64 years	<input type="checkbox"/>	<input type="checkbox"/>
65 years and over	<input type="checkbox"/>	<input type="checkbox"/>
don't know age	<input type="checkbox"/>	<input type="checkbox"/>

3. Please specify how many accompanying children require accommodation with their parent(s)/guardian:

Do not use ticks or crosses.

	Male	Female
under 12 years	<input type="checkbox"/>	<input type="checkbox"/>
12—14 years	<input type="checkbox"/>	<input type="checkbox"/>
15—17 years	<input type="checkbox"/>	<input type="checkbox"/>
don't know age	<input type="checkbox"/>	<input type="checkbox"/>

4. How soon is the accommodation needed:

- tonight (within 24 hours) 1
- tomorrow night (between 24 and 48 hours) 2
- in 3—4 days 6
- in 5—6 days 7
- in 7—14 days 4
- in more than 14 days 5

5a. Is this the first time today that the person/group has tried to get accommodation, either at this or any other agency?

- yes 1] go to Q. 6
- don't know 3]
- no 2 go to Q. 5b

5b. If the person/group has tried earlier today to get accommodation, why were they unsuccessful:

- (please tick one box only)*
- insufficient accommodation available 1
- agency inappropriate - wrong target group 2
- agency in wrong area 4
- group did not want to split up 5
- person/group inappropriate for agency 6
- type of accommodation requested not provided 7
- accommodation refused for other reason 8
- other (please specify) _____ 999
- no information/don't know 0

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1-800 627 191 or email ndca@ahw.gov.au

6. Was any accommodation offered?
 yes 1
 no 2 If no accommodation offered,
 please skip to question 9

7a. Was your offer of accommodation taken up?
 yes 1 If yes, go to question 8
 no 2

7b. If your offer of accommodation was not taken up,
 was it because:

the person/group did not show 1
 the group did not want to split up 2
 the agency was in the wrong area 3
 the person/group wanted longer term housing 4
 the person/group wanted different housing option 5
 or, other (please specify) _____ 999

▶ If accommodation not taken up, please skip to question 10

8. How many of the person/group will your agency
 accommodate?
 Please specify the number of adults
 you will accommodate: _____

(this includes young people/children under 18
 who seek accommodation without a parent/guardian)

Please specify the number of accompanying
 children under 18 you will accommodate: _____

▶ If accommodation provided, please skip to question 11

9. What was the main reason accommodation was
 not offered:
 (please tick one box only)

referral agency with no vacancies on books 15
 insufficient accommodation available 3
 agency inappropriate — wrong target group 4
 type of accommodation requested not provided 11
 insufficient staff to provide support 2
 facilities for special needs not available 12
 age of male child (applicable for DV agencies) 8
 person/group inappropriate for agency 13
 no fee-free accommodation available 14
 other (please specify) _____ 999

10. Did your agency make a referral for
 accommodation?
 yes 1
 no 2

11. How many in the group (including children) do or
 don't identify as Aboriginal and/or Torres Strait
 Islander:

Please specify the number of people in each category.
 Do not use ticks or crosses.

	Male	Female
don't identify as Aboriginal or Torres Strait Islander	_____	_____
do identify as Aboriginal	_____	_____
do identify as Torres Strait Islander	_____	_____
do identify as both Aboriginal and Torres Strait Islander	_____	_____
don't know	_____	_____

12. Country of birth of everyone in the group
 (including children):
 Please specify the number of people in each category.
 Do not use ticks or crosses.

	Male	Female
Australia	_____	_____
other English-speaking countries	_____	_____
non-English-speaking countries	_____	_____
don't know country of birth	_____	_____

13. Did your agency offer any of the following one-off
 assistance?

yes 1
 no 2

If yes, please tick as many circles as apply

Information 1
 referral for non-accommodation
 support services 3
 meals 4
 financial assistance/material aid 5
 transport 6
 laundry/shower facilities 7
 emotional support/counselling 10
 other (please specify) _____ 999

Thankyou



CLIENT FORM
JULY 2009 – JUNE 2010

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

AGENCY ID

SUPPORT PERIOD

	D	D	M	M	Y	Y	Y	Y
Date commenced	<input type="text"/>							
Date finished	<input type="text"/>							

SUPPORT PERIOD ONGOING AT 30 JUNE 2010 Yes 1

CONSENT OBTAINED Yes 1 No 2

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

* ALPHA CODE

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

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

* DATE OF BIRTH OF CLIENT

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

1 Sex of client

female 1
male 2

2 Person(s) receiving assistance

please tick one box only

WITH child(ren)

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

WITHOUT child(ren)

person alone or with unrelated person(s) 1
couple without child(ren) 2

OTHER
please specify _____ 999

3 Source of referral/information

please tick one box only

self 13
family/friends 16
school/other education institution 2
community services department 3
police/legal unit/correction institution 17
health services 18
psychiatric unit 7
telephone/crisis referral agency 8
SAAP agency/worker 9
other government department 10
other non-government organisation 11
other (please specify) _____ 999
don't know/no information 0

IF CONSENT IS NOT OBTAINED PLEASE GO TO QUESTION 15

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email ndca@aihwa.gov.au

<p>* 4 Country of birth of client</p> <p>Australia <input type="checkbox"/> 1</p> <p>other (please specify) _____ <input type="checkbox"/></p>	<p>* 8 Main income source before and after support</p> <p><i>please tick one box only in each column</i></p> <table border="1"> <thead> <tr> <th></th> <th>Before</th> <th>After</th> </tr> </thead> <tbody> <tr> <td>No income</td> <td></td> <td></td> </tr> <tr> <td>no income</td> <td><input type="checkbox"/> 1</td> <td><input type="checkbox"/></td> </tr> <tr> <td>registered/awaiting benefit</td> <td><input type="checkbox"/> 2</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Government payments</td> <td></td> <td></td> </tr> <tr> <td>newstart</td> <td><input type="checkbox"/> 4</td> <td><input type="checkbox"/></td> </tr> <tr> <td>youth allowance</td> <td><input type="checkbox"/> 33</td> <td><input type="checkbox"/></td> </tr> <tr> <td>community development employment project (CDEP)</td> <td><input type="checkbox"/> 8</td> <td><input type="checkbox"/></td> </tr> <tr> <td>ABSTUDY</td> <td><input type="checkbox"/> 31</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Austudy payment for students aged 25 years and over</td> <td><input type="checkbox"/> 28</td> <td><input type="checkbox"/></td> </tr> <tr> <td>disability support pension</td> <td><input type="checkbox"/> 12</td> <td><input type="checkbox"/></td> </tr> <tr> <td>age pension</td> <td><input type="checkbox"/> 13</td> <td><input type="checkbox"/></td> </tr> <tr> <td>parenting payment</td> <td><input type="checkbox"/> 34</td> <td><input type="checkbox"/></td> </tr> <tr> <td>DVA payment (pension or support)</td> <td><input type="checkbox"/> 35</td> <td><input type="checkbox"/></td> </tr> <tr> <td>other type of allowance or benefit</td> <td><input type="checkbox"/> 36</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Other income</td> <td></td> <td></td> </tr> <tr> <td>workcover/compensation</td> <td><input type="checkbox"/> 19</td> <td><input type="checkbox"/></td> </tr> <tr> <td>maintenance/child support</td> <td><input type="checkbox"/> 20</td> <td><input type="checkbox"/></td> </tr> <tr> <td>wages/salary/own business</td> <td><input type="checkbox"/> 21</td> <td><input type="checkbox"/></td> </tr> <tr> <td>spouse/partner's income</td> <td><input type="checkbox"/> 22</td> <td><input type="checkbox"/></td> </tr> <tr> <td>other (please specify) _____</td> <td><input type="checkbox"/> 999</td> <td><input type="checkbox"/></td> </tr> <tr> <td>client left without providing any information</td> <td>98</td> <td><input type="checkbox"/></td> </tr> <tr> <td>don't know</td> <td><input type="checkbox"/> 99</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		Before	After	No income			no income	<input type="checkbox"/> 1	<input type="checkbox"/>	registered/awaiting benefit	<input type="checkbox"/> 2	<input type="checkbox"/>	Government payments			newstart	<input type="checkbox"/> 4	<input type="checkbox"/>	youth allowance	<input type="checkbox"/> 33	<input type="checkbox"/>	community development employment project (CDEP)	<input type="checkbox"/> 8	<input type="checkbox"/>	ABSTUDY	<input type="checkbox"/> 31	<input type="checkbox"/>	Austudy payment for students aged 25 years and over	<input type="checkbox"/> 28	<input type="checkbox"/>	disability support pension	<input type="checkbox"/> 12	<input type="checkbox"/>	age pension	<input type="checkbox"/> 13	<input type="checkbox"/>	parenting payment	<input type="checkbox"/> 34	<input type="checkbox"/>	DVA payment (pension or support)	<input type="checkbox"/> 35	<input type="checkbox"/>	other type of allowance or benefit	<input type="checkbox"/> 36	<input type="checkbox"/>	Other income			workcover/compensation	<input type="checkbox"/> 19	<input type="checkbox"/>	maintenance/child support	<input type="checkbox"/> 20	<input type="checkbox"/>	wages/salary/own business	<input type="checkbox"/> 21	<input type="checkbox"/>	spouse/partner's income	<input type="checkbox"/> 22	<input type="checkbox"/>	other (please specify) _____	<input type="checkbox"/> 999	<input type="checkbox"/>	client left without providing any information	98	<input type="checkbox"/>	don't know	<input type="checkbox"/> 99	<input type="checkbox"/>
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<p>* 5 Does the client identify as being of Aboriginal or Torres Strait Islander origin?</p> <p>no <input type="checkbox"/> 1</p> <p>yes, Aboriginal <input type="checkbox"/> 2</p> <p>yes, Torres Strait Islander <input type="checkbox"/> 3</p> <p>yes, both <input type="checkbox"/> 4</p>																																																																						
<p>* 6 Presenting reasons for seeking assistance</p> <p><i>please tick as many circles as apply</i></p> <p>Interpersonal relationships</p> <p>time out from family/other situation <input type="radio"/> 2</p> <p>relationship/family breakdown <input type="radio"/> 3</p> <p>interpersonal conflict <input type="radio"/> 4</p> <p>sexual abuse <input type="radio"/> 7</p> <p>domestic/family violence <input type="radio"/> 6</p> <p>physical/emotional abuse <input type="radio"/> 5</p> <p>Financial</p> <p>gambling <input type="radio"/> 20</p> <p>budgeting problems <input type="radio"/> 23</p> <p>rent too high <input type="radio"/> 24</p> <p>other financial difficulty <input type="radio"/> 21</p> <p>Accommodation</p> <p>overcrowding issues <input type="radio"/> 27</p> <p>eviction/asked to leave <input type="radio"/> 25</p> <p>emergency accommodation ended <input type="radio"/> 11</p> <p>previous accommodation ended <input type="radio"/> 26</p> <p>Health</p> <p>mental health issues <input type="radio"/> 28</p> <p>problematic drug/alcohol/substance use <input type="radio"/> 10</p> <p>psychiatric illness <input type="radio"/> 13</p> <p>other health issues <input type="radio"/> 29</p> <p>Other reasons</p> <p>gay/lesbian/transgender issues <input type="radio"/> 30</p> <p>recently left institution <input type="radio"/> 12</p> <p>recent arrival to area with no means of support <input type="radio"/> 14</p> <p>itinerant <input type="radio"/> 15</p> <p>other (please specify) _____ <input type="radio"/> 999</p> <p>don't know/no information <input type="radio"/> 0</p>																																																																						
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*** 11 Type of house/dwelling immediately before and after this support period**

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

Improvised dwelling/sleeping rough

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

House/dwelling

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

Institutional setting

- hospital 7
 psychiatric institution 8
 prison/youth training centre 9
 other institutional setting 10

- client left without providing any information 98
 don't know 99

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

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

SAAP/CAP funded accommodation

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

No tenure

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

Tenure

- purchasing/purchased own home 7
 private rental 8
 public housing rental 9
 community housing rental (including THM transitional) 10
 rent-free accommodation 11
 boarding 12

- client left without providing any information 98
 don't know 99

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

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

- alone 10
 with both parents 1
 with one parent and parent's spouse/partner 2
 with one parent 3
 with foster family 4
 with relatives/friends temporary 16
 with relatives/friends long-term 17
 with spouse/partner 7
 with spouse/partner and child(ren) 8
 alone with child(ren) 9
 living with other unrelated persons 13
 other (please specify) _____ 999
 client left without providing any information 98
 don't know 99

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

suburb/town

state

postcode

- overseas 9998
 don't know/no information 0

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

please tick one box only

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

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

please tick one box only

- not at all 1
 some 2
 most 3
 all 4

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17 Support to client

please tick as many circles as apply

	Needs identified by worker	Provided	Referral arranged	
Housing/accommodation				
SAAP/CAP accommodation (including THMs and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	43
assistance to obtain/maintain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39
assistance to obtain/maintain medium-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	49
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
Financial/employment				
assistance to obtain/maintain government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
Personal support				
incest/sexual assault support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	45
domestic/family violence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	46
family/relationship support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	47
emotional support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	48
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
General support/advocacy				
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
Specialist services				
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
specialist counselling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	44
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
assistance with immigration services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
Basic support				
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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

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

1 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

7 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

2 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

8 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

3 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

9 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

4 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

10 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

5 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

11 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

6 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

12 Type of accommodation
please tick one box only

Date of accommodation
please complete all boxes

crisis/short term 7 Start

D	D	M	M	Y	Y	Y	Y

medium/long term 8 Finish

D	D	M	M	Y	Y	Y	Y

other SAAP 9

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

<p>★ 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)</p> <ul style="list-style-type: none"> • For short names fill in with 2's. • For missing names fill in with 9's. <p>★ DATE OF BIRTH OF CHILD(REN)</p> <ul style="list-style-type: none"> • Complete date as best you can. • If day unknown, tick box "day unknown". • If month unknown, tick box "month unknown". • If year unknown, provide best estimate and tick box "estimated year". 	<p>Letters of first name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td> </tr> </table> <p>Letters of last name</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p><input type="checkbox"/> day unknown <input type="checkbox"/> month unknown <input type="checkbox"/> estimated year</p>	1st	2nd	3rd	4th	5th	6th															<p>Letters of first name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td> </tr> </table> <p>Letters of last name</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p><input type="checkbox"/> day unknown <input type="checkbox"/> month unknown <input type="checkbox"/> estimated year</p>	1st	2nd	3rd	4th	5th	6th																																																																																														
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COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

RETURNING FORMS TO THE NDCA

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

30 JUNE 2009 AND 31 DECEMBER 2009

- In the first week of July 2009 and in the first week of January 2010, you should notify the NDCA of clients who are still being supported as at 30 June 2009 and 31 December 2009.
- For clients who are ongoing at 30 June 2009, transfer the information from the old 2008–2009 form to the new 2009–2010 form. Return the old form to the NDCA along with the forms of clients who have left your agency in the last month. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December—use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2009. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

If you do not need the materials sent to you, please return them in the NDCA Reply Paid envelope.

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

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