

# **Young homeless people in Australia 2001–02**

**A report from the SAAP  
National Data Collection**

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is to improve the health and well-being of Australians by informing community discussion and decision making through national leadership in developing and providing health and welfare statistics and information.

# **Young homeless people in Australia 2001–02**

**A report from the SAAP  
National Data Collection**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 87

© Australian Institute of Health and Welfare 2003

This work is copyright. Apart from any use as permitted under the *Copyright Act 1968*, no part may be reproduced without prior written permission from the Australian Institute of Health and Welfare. Requests and enquiries concerning reproduction and rights should be directed to the Head, Media and Publishing, Australian Institute of Health and Welfare, GPO Box 570, Canberra ACT 2601.

A complete list of the Institute's publications is available from the Media and Publishing Unit, Australian Institute of Health and Welfare, GPO Box 570, Canberra ACT 2601, or via the Institute's web site (<http://www.aihw.gov.au>).

ISBN 1 74024 281 5

### **Suggested citation**

Australian Institute of Health and Welfare 2003. Young homeless people in Australia 2001–02. AIHW cat. no. HOU 87. Canberra: AIHW (SAAP NDCA report).

### **Australian Institute of Health and Welfare**

Board Chair  
Dr Sandra Hacker

Director  
Dr Richard Madden

Any enquiries about or comments on this publication should be directed to:

Manager  
SAAP National Data Collection Agency  
Australian Institute of Health and Welfare  
GPO Box 570  
Canberra ACT 2601  
Phone: (02) 6244 1206

Published by the Australian Institute of Health and Welfare

Printed by National Capital Printing

# Contents

List of tables.....	vi
List of figures.....	viii
Preface.....	xi
Acknowledgments.....	xii
Abbreviations and symbols.....	xiii
Summary .....	xv
<b>1 Introduction .....</b>	<b>1</b>
<b>2 SAAP use by young people.....</b>	<b>3</b>
2.1 Table.....	6
<b>3 Young SAAP clients in the Australian population.....</b>	<b>7</b>
3.1 Table.....	10
<b>4 Age, gender and cultural and linguistic diversity .....</b>	<b>11</b>
4.1 Tables .....	14
<b>5 Service use by different client groups .....</b>	<b>17</b>
5.1 Tables .....	20
<b>6 Reasons for seeking assistance.....</b>	<b>23</b>
6.1 Tables .....	27
<b>7 Support services .....</b>	<b>31</b>
7.1 Tables .....	37
<b>8 Circumstances of young clients before and after support .....</b>	<b>39</b>
8.1 Tables .....	50
<b>9 Young SAAP clients: 1997-98 to 2001-02 .....</b>	<b>57</b>
9.1 Tables .....	63
<b>Appendix 1: The data .....</b>	<b>67</b>
A1.1 The National Data Collection .....	67
A1.2 Interpretation of tables .....	69
A1.3 Counting rules used in the analysis.....	70
A1.4 Errors and omissions for age.....	76
<b>Appendix 2: Collection forms.....</b>	<b>77</b>
<b>Glossary .....</b>	<b>89</b>
<b>References .....</b>	<b>93</b>

# List of tables

Table 2.1: SAAP clients aged 12–24 years: summary table, Australia, 2001–02.....	6
Table 3.1: SAAP clients aged 12–24 years: clients per 10,000 population, gender and age of client, by state and territory, Australia, 2001–02.....	10
Table 4.1: SAAP clients aged 12–24 years: gender and age of client, by state and territory, Australia, 2001–02.....	14
Table 4.2: SAAP clients aged 12–24 years: cultural and linguistic diversity and gender of client, by state and territory, Australia, 2001–02.....	15
Table 5.1: SAAP closed support periods for clients aged 12–24 years: client characteristics, by length of support, Australia, 2001–02.....	20
Table 5.2: SAAP closed support periods for clients aged 12–24 years: three measures comparing different client groups, Australia, 2001–02.....	21
Table 6.1: SAAP support periods for clients aged 12–24 years: main reason for seeking assistance, by age, Australia, 2001–02.....	27
Table 6.2: SAAP support periods for clients aged 12–24 years: main reasons for seeking assistance, by state and territory, Australia, 2001–02.....	28
Table 6.3: SAAP support periods for clients aged 12–24 years: most common main reasons for seeking assistance, by gender and state and territory, 2001–02.....	29
Table 6.4: SAAP closed support periods for clients aged 12–24 years: main reason for seeking assistance, by length of support, Australia, 2001–02.....	30
Table 7.1: SAAP closed support periods for clients aged 12–24 years: support services provided to clients or referred on, by broad service type and age, Australia, 2001–02.....	37
Table 7.2: SAAP services requested by clients aged 12–24 years in closed support periods that were neither provided nor referred, by broad service type and age, Australia, 2001–02.....	38
Table 8.1: SAAP support periods for clients aged 12–24 years: referral source, by gender and age, Australia, 2001–02.....	50
Table 8.2: SAAP closed support periods for clients aged 12–24 years: living situation immediately before and after a support period, by age, Australia, 2001–02.....	51
Table 8.3: SAAP closed support periods for clients aged 12–24 years: type of accommodation immediately before and after a support period, by age, Australia, 2001–02.....	52
Table 8.4: SAAP closed support periods for clients aged 12–24 years: type of accommodation immediately after a support period, by length of support, Australia, 2001–02.....	53
Table 8.5: SAAP closed support periods for clients aged 12–24 years: student status immediately before and after a support period, Australia, 2001–02.....	54

Table 8.6: SAAP closed support periods for clients aged 12–24 years: income source immediately before and after a support period, Australia, 2001–02..... 55

Table 8.7: SAAP closed support periods for clients aged 12–17 years with a guardianship order before or after SAAP support: gender and cultural and linguistic diversity of client by state and territory, Australia, 2001–02 ..... 56

Table 9.1: SAAP support for clients aged 12–24 years: overview of support, by reporting period, Australia, 1997–98 to 2001–02 ..... 63

Table 9.2: SAAP support periods for young clients: main reasons for seeking assistance, 1997–98 to 2001–02 ..... 64

Table A1: Errors and omissions for age ..... 76

# List of figures

Figure 2.1: Young people in SAAP: level of SAAP use, by age, Australia, 2001-02 .....	3
Figure 2.2: Young clients in SAAP: median length of support and median length of accommodation, Australia, 2001-02.....	4
Figure 2.3: SAAP use by young clients compared to older clients, Australia, 2001-02.....	5
Figure 3.1: SAAP use by young clients per 10,000 population, by state and territory, Australia, 2001-02 .....	7
Figure 3.2: SAAP usage per 10,000 population, young clients compared to older clients, by state and territory, Australia, 2001-02.....	8
Figure 3.3: SAAP usage per 10,000 population, by gender and state and territory, Australia, 2001-02 .....	9
Figure 4.1: Young SAAP clients, by age and state and territory, Australia, 2001-02.....	11
Figure 4.2: Young SAAP clients, gender by state and territory and gender by age, Australia, 2001-02 .....	12
Figure 4.3: Young SAAP clients, cultural and linguistic diversity, by state and territory, Australia, 2001-02 .....	13
Figure 5.1: SAAP closed support periods, length of support for young clients compared to older clients, Australia, 2001-02 .....	17
Figure 5.2: SAAP closed support periods for young clients, length of support for males compared to females, Australia, 2001-02.....	18
Figure 5.3: SAAP closed support periods for young clients, median length of support and median length of accommodation, Australia, 2001-02.....	19
Figure 6.1: SAAP support periods, main reason for seeking assistance, Australia, 2001-02..	23
Figure 6.2: SAAP support periods for young clients, five most common main reasons for seeking assistance, by state and territory, Australia, 2001-02 .....	24
Figure 6.3: SAAP support periods, six most common main reasons for seeking assistance, by gender, Australia, 2001-02.....	25
Figure 6.4: SAAP support periods, five most common main reasons for seeking assistance, by length of support, Australia, 2001-02 .....	26
Figure 7.1: Support services provided to young clients in SAAP, Australia, 2001-02 .....	31
Figure 7.2: Young clients in SAAP compared to older clients: support services provided, Australia, 2001-02 .....	32
Figure 7.3: Support services referred for young clients in SAAP, Australia, 2001-02.....	33
Figure 7.4: Young clients in SAAP compared to older clients: support services referred, Australia, 2001-02 .....	34
Figure 7.5: Broad types of services requested by young SAAP clients that were neither provided nor referred, Australia, 2001-02.....	35



Figure 7.6: Young clients in SAAP compared to older clients: services requested that were neither provided nor referred, Australia, 2001–02 .....	36
Figure 8.1: SAAP support periods for young clients, referral source by age, Australia, 2001–02.....	40
Figure 8.2: SAAP closed support periods for young clients, living situation immediately before and after support, Australia, 2001–02 .....	41
Figure 8.3: SAAP closed support periods for young clients, type of accommodation immediately before and after support, Australia, 2001–02 .....	42
Figure 8.4: SAAP closed support periods for young clients, most common types of accommodation immediately after support, by length of support, Australia, 2001–02.....	43
Figure 8.5: SAAP closed support periods for young clients, student status before and after support, Australia, 2001–02 .....	44
Figure 8.6: SAAP closed support periods for young clients, income source before and after support, Australia, 2001–02 .....	45
Figure 8.7: SAAP closed support periods for young clients with a guardianship order before or after support, by gender and state and territory, Australia, 2001–02 ....	47
Figure 8.8: SAAP closed support periods for young clients with a guardianship order before or after support, by cultural and linguistic diversity and state and territory, Australia, 2001–02.....	48
Figure 8.9: SAAP closed support periods for young clients with a guardianship order before or after support, by median length of support and state and territory, Australia, 2001–02 .....	49
Figure 9.1: Total number of young SAAP clients, by reporting period, Australia, 1997–98 to 2001–02.....	57
Figure 9.2: Gender distribution of young SAAP clients, by reporting period, Australia, 1997–98 to 2001–02 .....	58
Figure 9.3: Support periods, closed support periods and median length of support for young SAAP clients, by reporting period, Australia, 1997–98 to 2001–02.....	59
Figure 9.4: SAAP clients aged 12–17 years: five main reasons for seeking assistance, by reporting period, Australia, 1997–98 to 2001–02.....	60
Figure 9.5: SAAP clients aged 18–24 years: five main reasons for seeking assistance, by reporting period, Australia, 1997–98 to 2001–02.....	61



# Preface

This is the first thematic report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The report provides information on young people aged 12–24 years who are homeless or at imminent risk of becoming homeless.

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

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

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this report and the release of the 2001–02 data are another step towards this goal.

Richard Madden  
Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

# Acknowledgments

This report was written and prepared by staff of the SAAP National Data Collection Agency at the Australian Institute of Health and Welfare: Anne Giovanetti, Felicity Murdoch and Tim Adair. Justin Griffin, Helen Moyle and Diane Gibson provided helpful comments on the draft report.

Table programming and production were carried out by Qasim Shah and Manjiree Kulkarni. Data entry was managed by Fiona Holland. Without the efforts of Louise Catanzariti, Kay Grzadka, Paul Halliday, Gloria Jackson, Neil Angel, Melinda Hecker, Stirling Lewis, Toni Stepniak and Natalie Sugden, who ensured that the data were collected and processed, this report would not have been possible.

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

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

# Abbreviations and symbols

## Abbreviations

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

## Symbols

..	When used in a table, means not applicable
–	When used in a table, means nil or rounded to zero (including null cells)



# Summary

This report provides an overview of SAAP clients aged 12–24 years and the assistance given to them by the Supported Accommodation Assistance Program (SAAP). The SAAP National Data Collection Agency at the Australian Institute of Health and Welfare prepared the report, using data from the Client Collection. The following is a summary of the major findings of the report.

## SAAP use by young people

- Clients aged 12–24 years accounted for 36% of SAAP clients aged over 12 years and 33% of support periods in 2001–02 (Table 2.1).
- The number of clients and the number of support periods increased sharply for each year of age up until 17 years. After 17 years, there was a gradual decline.
- Amongst 12–24 year-olds, 17 and 18 year-olds had the longest periods of support and accommodation.
- Clients aged 12–24 years had longer support periods (median of 9 days) and accommodation periods (median of 6 days) than their older counterparts (3 days for both support and accommodation). On a per client basis, they had less support periods (1.7) than older clients (1.9). That is, young clients stay longer in SAAP than older clients, but return to SAAP less frequently within the same year.
- Clients aged 12–24 years were accommodated less frequently than older clients – in 58% of closed support periods, compared to 68% for clients aged 25 years and over.

## Young SAAP clients in the Australian population

- Young people aged 12–24 years were much more likely to use SAAP services than people aged 25 years and over. Nationally, for every 10,000 people aged 12–24 years in the general population, 98 people accessed SAAP services. For people in the general population aged 25 years and over, 47 people accessed SAAP services (Table 3.1).
- Nationally, young people aged 18–19 years were more likely to use SAAP agencies than other age groups. Females aged 18–19 years had the highest rate, with 174 per 10,000 in the general population using SAAP services (AIHW 2002b:17).
- When compared with other jurisdictions, the Australian Capital Territory had higher numbers of SAAP clients per 10,000 of the Australian population for the age groups 12–13 years and 14–15 years (Table 3.1).
- The Northern Territory had the highest rate of young people per 10,000 population utilising SAAP services (269), while New South Wales had the lowest rate (78). These differences reflect the varying client profiles, such as gender and cultural backgrounds, of clients in the states and Territories.
- Females aged 12–24 years were more likely to use SAAP services than males in this age range. Per 10,000 of the Australian population, 119 females aged 12–24 years used SAAP services in 2001–02, compared to 78 males aged 12–24 years.

## **Age, gender, and cultural and linguistic diversity**

- Clients aged 16–24 years made up 91% of 12–24 year-old SAAP clients (Table 4.1).
- The majority of young clients were Australian-born non-Indigenous (75%) (Table 4.2).
- Young Indigenous clients are significantly over-represented in the SAAP population relative to the Australian Indigenous population (Chapter 4). Nationally, 16% of clients aged 12–24 years identified as Indigenous, compared to 3% for the Australian population aged 12–24 years.
- In the Northern Territory, 57% of all young clients were Indigenous. Sixty-eight per cent of young female clients in the Northern Territory identified themselves as Indigenous, compared to 36% of young male clients.
- Nine per cent of young clients were born overseas. Seven per cent were born in predominantly non-English-speaking countries. The remaining 2% were born in predominantly English-speaking countries. People born overseas make up around 16% of the general Australian population aged 12–24 years.

## **Service use by different client groups**

- The most common length of support for young clients aged 12–24 years was 1 to 3 days. However, 16–17 year-olds and 18–19 year-olds were more likely to stay in SAAP for between 4 and 13 weeks (Table 5.1), making this support length the second most common overall.
- The median length of support for young female clients was 11 days. For young male clients it was 7 days (Table 5.2).
- Young clients born in predominantly non-English-speaking countries had the lowest average number of support periods per client (1.5) and the highest median length of support (14 days). For young Indigenous clients, the mean number of support periods was the highest of any group (1.9) and the median length of support the lowest (3 days).

## **Reasons for seeking assistance**

- Relationship or family breakdown was the most common reason for seeking assistance. Young clients in this category were more likely to be supported for between 4 and 13 weeks (Table 6.1).
- Domestic violence was the most frequently cited reason for seeking assistance in both the Northern Territory and Western Australia. Young clients citing domestic violence as their main reason for seeking support were most commonly supported for between 1 and 3 days (Tables 6.2 and 6.4).
- Young female clients most often cited domestic violence as their main reason for seeking assistance. For young male clients, the main reason for seeking assistance was eviction or the ending of previous accommodation (Table 6.3).
- When young clients cited that their main reason for seeking assistance was due to eviction or the ending of previous accommodation or usual accommodation unavailable, the most common length of support was between 4 and 13 weeks (Table 6.4).



## **Support services**

- General support or advocacy was the most commonly provided service for clients aged 12–24 years (Table 7.1).
- The services most often referred for young clients were financial and/or employment services and assistance to obtain or maintain non-SAAP/CAP accommodation.
- Clients aged 12–24 years had higher proportions of services referred than older clients for every broad service group.
- Assistance to obtain or maintain independent housing was the most significant unmet need for young clients, followed by financial and/or employment services (Table 7.2).

## **Circumstances of young clients before and after support**

- In a high proportion of support periods (47%), young clients were either self-referred or referred to a SAAP agency by family members or friends (Table 8.1).
- For clients aged 12–15 years, living with one or both parents was the most common living situation both before and after support (Table 8.2). These young clients were also more likely to be living rent-free in a house or flat both before and after support (Table 8.3).
- Clients aged 12–15 years most commonly reported no income before and after support. The percentage of young clients citing no income decreased following support across all age groups (Table 8.6).
- Before support, young clients aged 16–19 years were most commonly living with their parents or relatives or friends short-term. The proportion of clients in this age group with these living situations decreased after support. This supports data in Table 6.1 which show that young clients aged 16–19 years most often sought assistance because of relationship or family breakdown, followed by eviction or the ending of previous accommodation.
- Clients aged 16–19 years reported that their main source of income before and after support was the Youth Allowance (Table 8.6). The majority of these young clients indicated that they were not students either before or after support (Table 8.5).
- Clients aged 20–24 years were most often living with a spouse or partner before seeking support (Table 8.2). After support they were most likely to be living alone. Furthermore, the proportion of support periods where clients in this age group were living alone with child(ren) increased from 8% before support to 17% after support. Table 6.1 indicates that clients in this age category most often sought support because of domestic violence.
- In the higher age groups, the proportion of young clients renting independently in the private market and renting public community housing increased following support, indicating improved outcomes (Table 8.3).
- Across all age groups, young clients were less likely to be living in a car, park, tent, street or squat following support. Living in a car, park, tent, street or squat was the least common type of accommodation occupied by young clients overall after support.
- For young clients whose length of support was between 1 day and 13 weeks, the most common living situation after support was in SAAP or other emergency accommodation. For those who were supported for 13 weeks to 1 year, the most common type of accommodation after leaving SAAP was renting independently in the private market. Young clients who were supported for greater than 1 year were more likely to be either

renting public or community housing or renting independently in the private market after support (Table 8.4).

- Queensland had significantly more young male clients than young female clients with a guardianship order either before or after support (Table 8.7), while Western Australia had significantly more young female clients than young male clients who had a guardianship order either before or after support.
- Nationally, the median length of support for young clients aged 12–17 years with a guardianship order either before or after support was 13 days (Table 8.7). The median length of support varied from 33 days in Victoria to 7 days in Queensland.

### **Young SAAP clients: 1997–98 to 2001–02**

- Numbers of young clients fell from 36,100 in 1997–98 to a low of 33,000 in 1999–00, then rose to 34,100 in 2001–02 (Table 9.1).
- The number of support periods for young clients decreased from 62,800 in 1997–98 to 58,200 in 2001–02. Closed support periods and closed support periods in which young clients were accommodated also decreased, from 57,100 in 1997–98 to 51,000 in 2001–02 for closed support periods and from 35,200 in 1997–98 to 29,000 in 2001–02 for closed support periods with accommodation.
- The median length of support increased from 6 days in 1997–98 to 9 days in 2001–02. On the other hand, the median length of accommodation remained relatively steady at between 6 and 7 days over the 5 years.
- There was a rise in the percentage of closed support periods with a support plan in place, from 58% in 1997–98 to 64% in 2001–02, peaking at 66% in 1999–00.
- The percentage of support periods where usual accommodation unavailable was cited by young clients as the main reason for seeking assistance increased sharply between 1997–98 and 2001–02 (Table 9.2).
- Relationship or family breakdown was cited as the main reason that young clients aged between 12 and 17 years sought assistance from SAAP agencies across the five reporting periods.
- Domestic violence was cited by young clients aged 18–24 years as the most common reason for seeking assistance in each reporting period.

# 1 Introduction

This first thematic report by the National Data Collection Agency (NDCA) focuses on young people assisted by the Supported Accommodation Assistance Program (SAAP) in 2001–02. SAAP is the major response by the Commonwealth and state and territory governments to resolve and prevent homelessness (see Box 1.1). In 2001–02, 1,286 non-government, community or local government organisations were funded nationally under the Program (AIHW 2002b:1). Thirty-seven per cent of these agencies were specifically funded to assist young people.

This report provides an overview of clients aged 12–24 and the assistance provided to them by SAAP agencies. Children under 18 assisted by a SAAP agency while their parent or guardian was also being supported or accommodated at the same agency are not included in the analysis. A special report on children accompanying a parent or guardian was released in 2000 (AIHW 2000c). Information on accompanying children is also contained in the SAAP NDCA annual reports (see, for example AIHW 2002b).

Young SAAP clients are of particular interest, as ‘those who experience marginalisation and homelessness during young adulthood have a greatly diminished chance of finding a stable and productive role in the community in the longer term’ (CACH 2001:57). The fact that 36% of all SAAP clients are under the age of 25 years highlights the prevalence of homelessness amongst young Australians and the need for services to support them.

Relationship or family breakdown, eviction or the ending of previous accommodation, unavailability of usual accommodation, and domestic violence were the most common main reasons young people sought assistance from SAAP agencies. Based on length of support, repeat service use and case management plan data, SAAP appears to be increasingly successful in achieving its overall aims for a significant proportion of young people, particularly when the data are compared to that for clients aged 25 years and over.

This report contains data that refer to age ranges. Age is derived from Year of Birth, a data item requiring client consent in the National Data Collection (see Box 1.2). Adjustments have therefore been made to the data to allow estimates for clients who did not give consent for some or all of their support periods to be included in the analyses presented in this report. Appendix 1 describes the scheme developed by the Australian Institute of Health and Welfare to adjust for client non-consent and agency non-participation. An estimate of the number of errors and omissions relating to age is also included in this appendix.

## **Box 1.1: The Supported Accommodation Assistance Program**

*The Supported Accommodation Assistance Program (SAAP) was established in 1985 to consolidate a number of Commonwealth, state and territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence. The current program (SAAP IV from 16 December 1999) is governed by the Supported Accommodation Assistance Act 1994. This specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.*

### **Box 1.2: The SAAP National Data Collection**

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

*This report primarily presents analysis of the Client Collection. The Client Collection consists of information about all clients receiving SAAP support lasting more than 1 hour. Appendix 1 provides an overview of this collection.*

## **Report structure**

Chapter 2 presents data on the level of use of SAAP services in 2001–02 by clients aged 12–24 years. Young clients are also compared to older clients.

Chapter 3 provides data on how many young people used SAAP services per 10,000 people in the general Australian population.

Chapter 4 discusses the age, gender, and cultural and linguistic diversity of young clients.

Chapter 5 discusses the way different groups of young people used SAAP services, including length of support analysed by age group, gender, and cultural and linguistic diversity.

Chapter 6 presents the main reasons young clients sought SAAP assistance.

Chapter 7 summarises the support services provided to young clients by SAAP agencies. Referrals and unmet requests for services are also discussed.

Chapter 8 presents data on the circumstances of young clients before and after SAAP support.

Chapter 9 provides data on the level of SAAP use across the years 1997–98 to 2001–02. Information on the main reasons young clients sought assistance from SAAP agencies across these years is also included here.

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. A glossary of terms is included at the end of this report. Readers are also encouraged to consult Appendix 1, which contains important information about estimation methods, measurement of concepts, examples for table interpretation, and counting rules used in the analyses in this report.

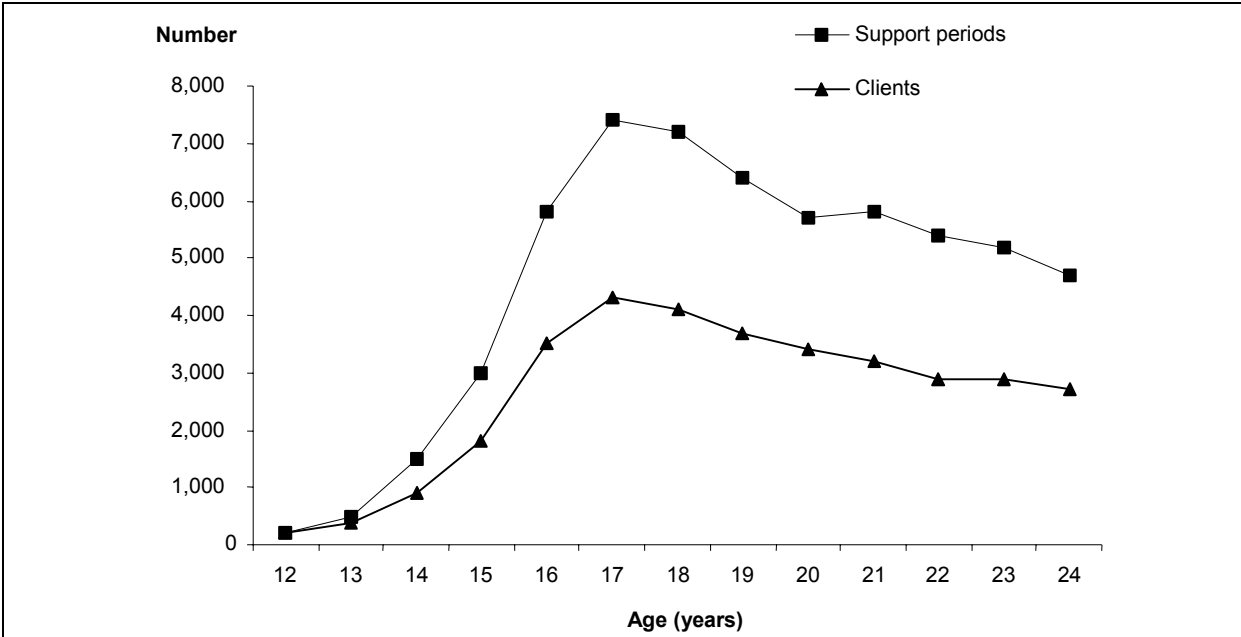
Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 2001–02. The National Data Collection Agency's (NDCA's) collectors manual (AIHW 2001b) also contains information that can aid in the use and interpretation of the data presented here.

# 2 SAAP use by young people

In 2001-02, 36% of the estimated 94,600 clients aged 12 years and over provided with SAAP support and/or accommodation were aged 12-24 years (Table 2.1). Of the total 175,700 support periods provided, clients aged 12-24 accounted for 58,200, or 33%. The number of support periods exceeded the number of clients as each client can receive support or supported accommodation on more than one occasion. As there were only around 100 clients aged under 12 years in 2001-02 who were assisted independently of a parent or guardian, these clients are not included in this report.

## Level of SAAP use by young clients by age

Figure 2.1 shows that SAAP use varied significantly by each year of age, ranging from a low level in the youngest ages until peaking at age 17. From age 18, usage declined gradually. This may reflect the different developmental stages of young people. For example, 12 year-olds may lack sufficient independence to approach SAAP agencies, or have little knowledge of available options if their living situation is inadequate or unsafe. Seventeen year-olds, on the other hand, may have varying capacity to achieve independence and therefore turn to SAAP services more frequently than people of other ages. Use of SAAP services by children aged 12-17 years is higher than these figures indicate, as there were more than 5,300 children who accompanied a parent or guardian to a SAAP agency in 2001-02 (AIHW 2002b:58).



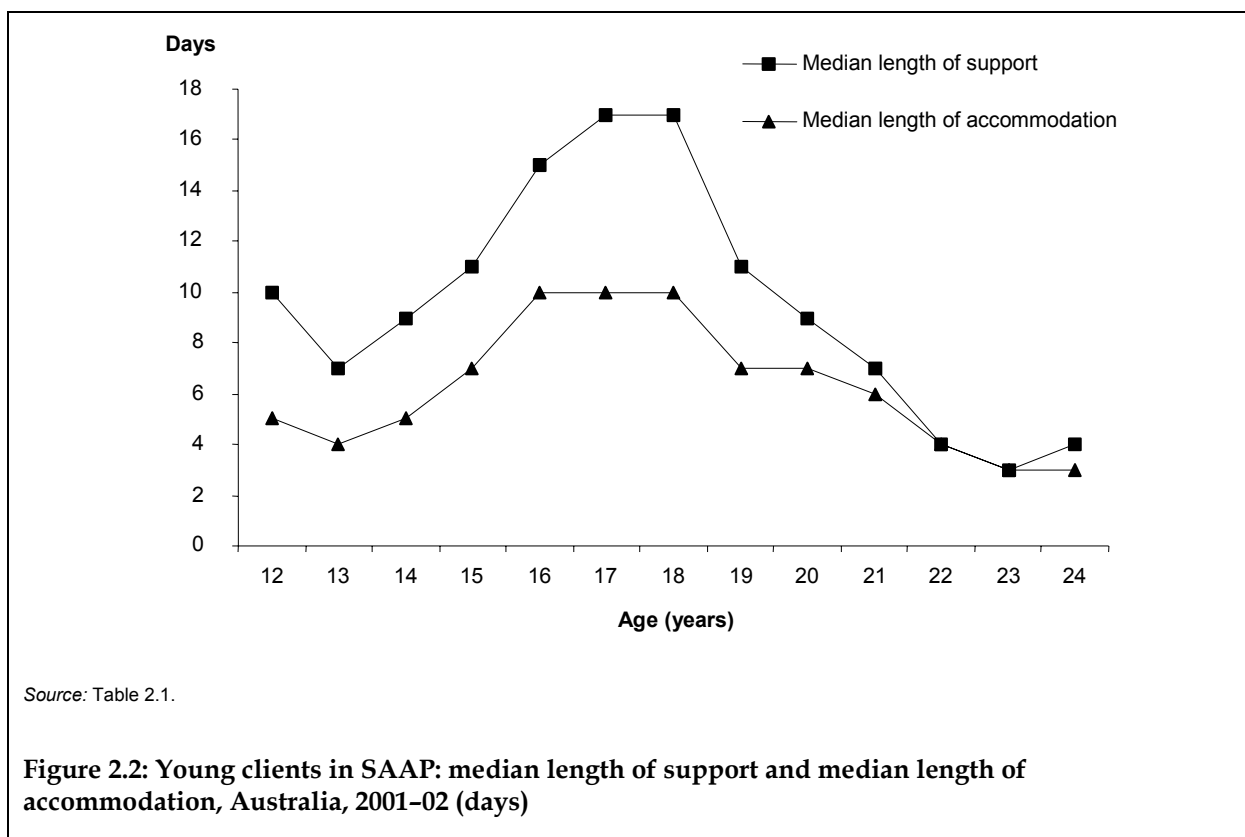
Source: Table 2.1.

Figure 2.1: Young people in SAAP: level of SAAP use, by age, Australia, 2001-02 (number)

- Seventeen year-olds were the most frequent users of SAAP in the 12–24 year age range. They accounted for the largest number of clients (4,400) and the most support periods (7,500).
- The number of clients roughly doubled for each year of age between 12 and 16 years. There was a similar pattern for support periods. Client and support period numbers declined gradually from age 18.
- The proportion of closed support periods in which accommodation was provided was lowest at 50% for 12 year-old clients and gradually increased to 63% for 16 year-olds. The proportion declined from 59% at age 17 to 52% at age 19 before rising to 61% for 24 year-olds (derived from Table 2.1).

### Duration of accommodation and support

A client can be provided with accommodation and/or support services during their support period. Accommodation periods can be equal to or less than the duration of a support period. The median, or middle value in a range, is used to give an indication of the length of closed support periods and closed support periods with accommodation for each year of age. This is because medians are less affected than means by a small number of large values.

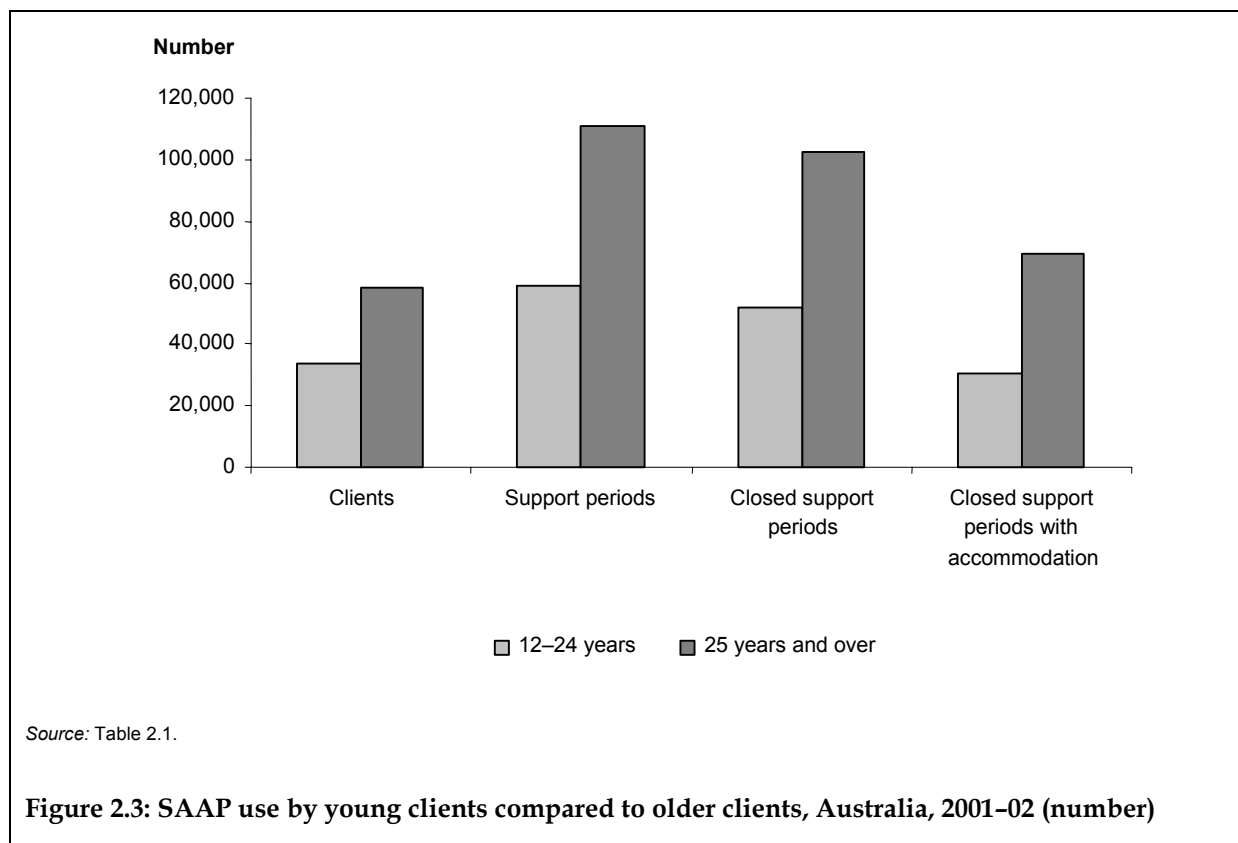


- Seventeen and eighteen year-olds had the highest median length of support and median length of accommodation (17 days and 10 days, respectively). Sixteen year-olds also had a median length of accommodation of 10 days.
- In general, there was a greater difference between the median length of support and median length of accommodation for clients under the age of 19 years. This suggests that

these clients were more likely to use support services only or support services outside their accommodation periods than clients aged between 19 and 24 years.

### Young SAAP clients compared to older SAAP clients

This section compares SAAP clients in 2001–02 aged 12–24 years to those aged 25 years and over. Figure 2.3 shows that clients aged 12–24 years made up a substantial proportion of SAAP clients and support periods. Because a client may be accommodated for only part of their support period, closed support periods are used to calculate the number of support periods with accommodation.



- Clients aged 12–24 years accounted for 34,100 (36%) of SAAP clients aged over 12 years, 58,200 (33%) support periods, and 29,000 (29%) of closed support periods with accommodation.
- Clients aged 12–24 years had a slightly lower average number of support periods per client (1.68) compared to clients aged 25 years and over (1.91) (Table 2.1).
- Although on average young clients had slightly less support periods than older clients, their support periods were much longer. The median length of support for young people was 9 days, compared to 3 days for clients aged 25 years and over.
- Young clients were accommodated less frequently than older clients. They were accommodated in 58% of their closed support periods, compared to 68% for clients aged 25 years and over (derived from Table 2.1). However, young clients had a higher median length of accommodation (6 days) compared to older clients (3 days).

## 2.1 Table

Table 2.1: SAAP clients aged 12–24 years: summary table, Australia, 2001–02

Age	Clients	Mean no. support periods per client	Support periods	Closed support periods	Median length of support (days)	Closed support periods with accommodation	Median length of accommodation (days)
12	200	1.36	300	200	10	100	5
13	400	1.52	600	500	7	300	4
14	800	1.56	1,100	1,000	9	700	5
15	1,800	1.75	2,900	2,600	11	1,600	7
16	3,300	1.71	5,600	4,800	15	3,000	10
17	4,400	1.67	7,500	6,400	17	3,800	10
18	4,200	1.59	7,100	6,000	17	3,300	10
19	3,900	1.66	6,500	5,600	11	2,900	7
20	3,400	1.64	5,700	5,000	9	2,600	7
21	3,200	1.61	5,400	4,800	7	2,600	6
22	2,900	1.79	5,100	4,500	4	2,600	4
23	2,900	1.83	5,400	4,900	3	2,900	3
24	2,800	1.77	5,100	4,600	4	2,800	3
<b>Total for clients aged 24 years and under</b>	<b>34,100</b>	<b>1.68</b>	<b>58,200</b>	<b>51,000</b>	<b>9</b>	<b>29,000</b>	<b>6</b>
<b>Total for clients aged 25 years and over</b>	<b>60,500</b>	<b>1.91</b>	<b>117,500</b>	<b>107,800</b>	<b>3</b>	<b>72,100</b>	<b>3</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 500 closed support periods for clients aged 12–24 years (length of support).
2. Number excluded due to errors and omissions (weighted): 800 closed support periods for clients aged 25 years and over (length of support).
3. Number excluded due to errors and omissions (weighted): 900 closed support periods with accommodation for clients aged 12–24 years (length of accommodation).
4. Number excluded due to errors and omissions (weighted): 1,300 closed support periods with accommodation for clients aged 25 years and over (length of accommodation).
5. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds and 25 and over.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



### 3 Young SAAP clients in the Australian population

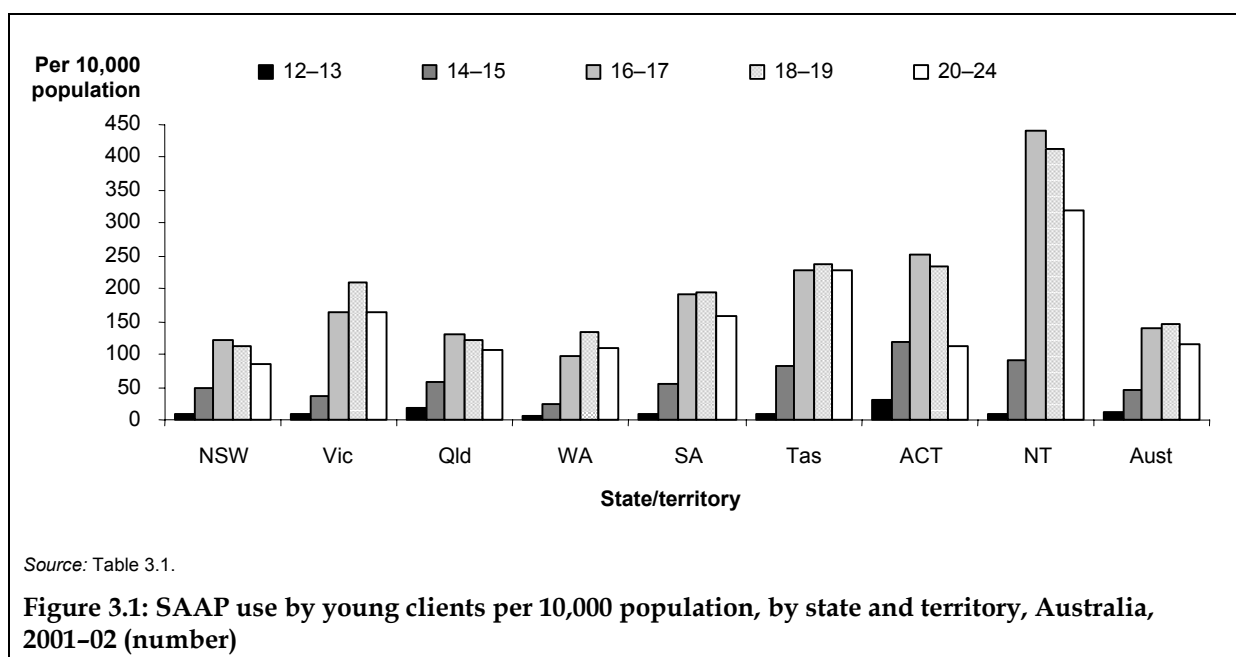
This chapter provides information about how many young people aged 12–24 years used SAAP services per 10,000 people in the general population. As population numbers and characteristics vary across each state and territory, per 10,000 population figures allow more meaningful comparisons of the level of SAAP use across Australia. It should be noted that the per 10,000 population figures used here are not indicative of the per capita size of the homeless population. They are only indicative of the number of people accessing SAAP.

The Australian Bureau of Statistics (ABS) publishes annual estimates of the size of the resident population of Australia by age and sex. The preliminary estimate of the Australian resident population aged 12–24 years at 30 June 2001 was 3,474,000. Of these, 1,702,000 were female and 1,772,000 were male (ABS 2001a). In contrast there were an estimated 12,816,000 people aged 25 years and over at 30 June 2001 of which 6,569,000 were female and 6,247,000 were male.

#### Age groups, by state and territory

In Australia during 2001–02, there was a large variation across states and territories in the per capita usage of SAAP services by young people. Figure 3.1 presents the age breakdown by state and territory of young people aged 12–24 years per 10,000 population who accessed SAAP support during 2001–02.

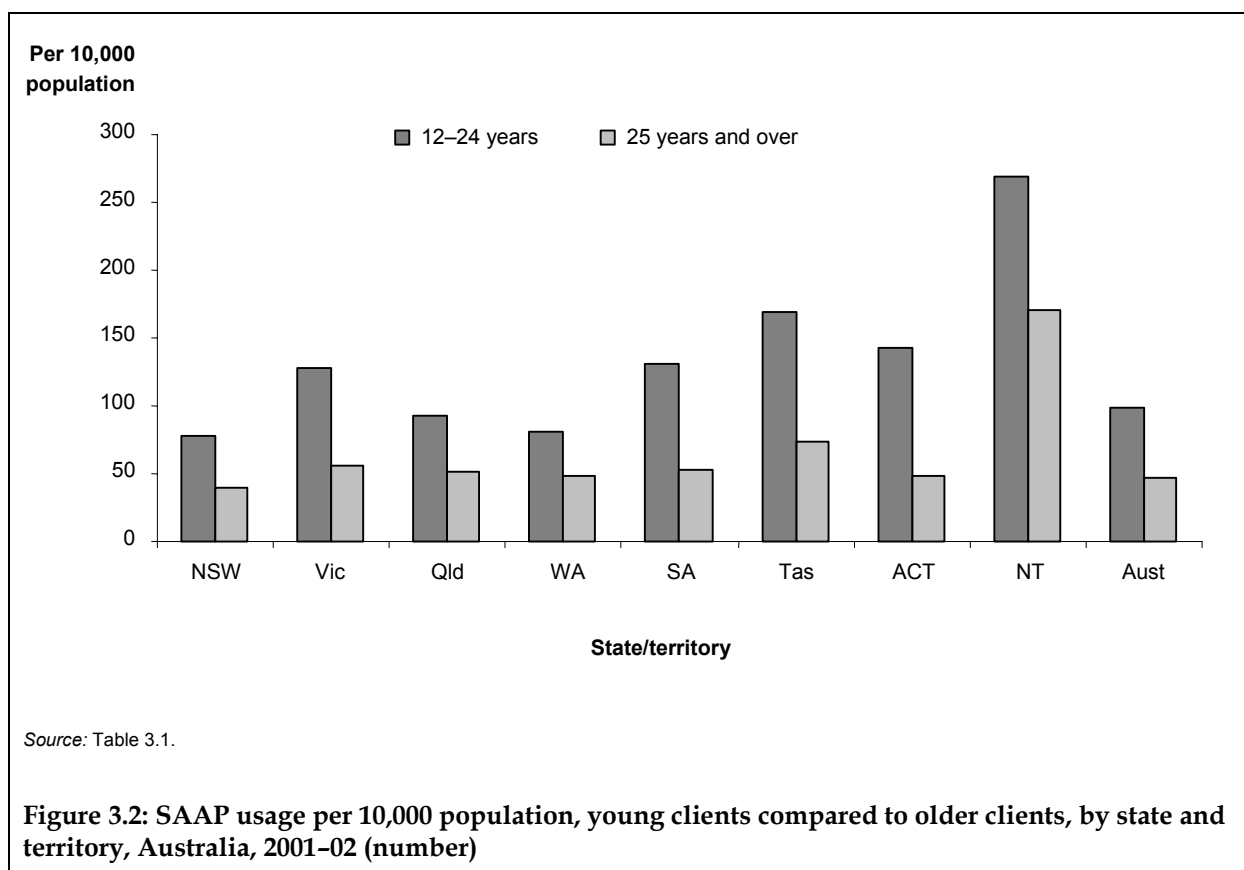
The Northern Territory had the largest number of young people per 10,000 population utilising SAAP services (269). New South Wales had the lowest rate of young people per 10,000 who used SAAP services (78). Differences across the states and territories reflect the varying client profiles, such as gender and cultural backgrounds, the capacity of SAAP services to assist homeless young people and the extent of homelessness itself.



- Nationally, 18–19 year-olds had the highest rate of SAAP use of all clients, with 147 people in this age bracket using SAAP services per 10,000 people in the general population. With regard to per 10,000 population figures by age and gender, 174 females aged 18–19 years used SAAP services. Males in this age group had a lower rate than females (122) (AIHW 2002b:17).
- The highest rate of SAAP use in New South Wales, Queensland and the two territories was by 16–17 year-olds.
- The Australian Capital Territory had higher numbers of SAAP clients per 10,000 people in the Australian population for 12–13 and 14–15 year-olds than any other state or territory.
- The Northern Territory had significantly more 16–17 and 18–19 year-olds using SAAP services during 2001–02 than the other states and territory, with 440 16–17 year-olds and 413 18–19 year-olds per 10,000 people in the general population accessing SAAP.

### Young clients compared to older clients, by state and territory

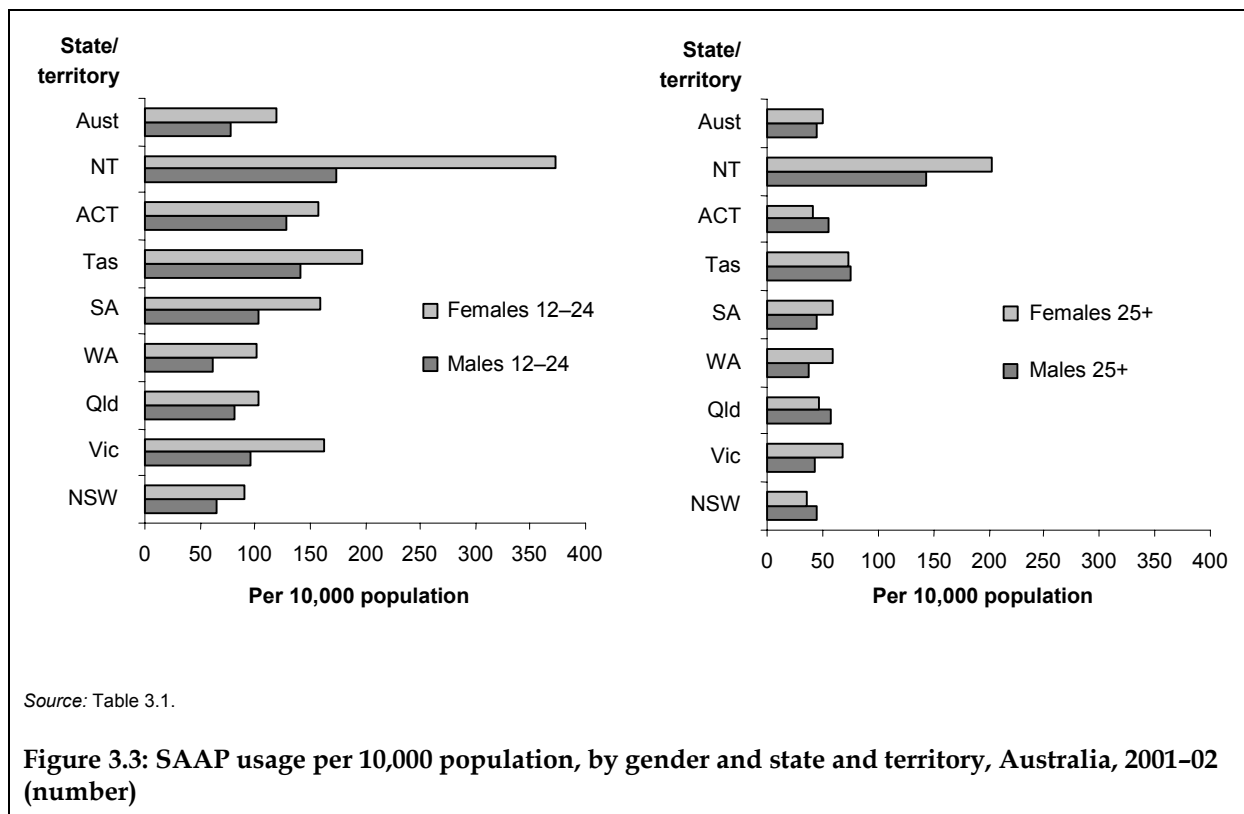
Figure 3.2 shows that, nationally, the proportion of young people aged 12–24 years who used SAAP services per 10,000 population in 2001–02 was more than double that of people aged over 25 years. On a state and territory basis, this was also the case in Victoria, South Australia, Tasmania and the Australian Capital Territory.



- For every 10,000 people aged 12–24 years in the general population, 98 people used SAAP services. For people aged 25 years and over, 47 people per 10,000 people in the general population used SAAP services.

### Young clients in the Australian population, by gender

The proportion of people accessing SAAP agencies varied by gender. Figure 3.3 presents the gender breakdown by state and territory of young people per 10,000 people in the general population who used SAAP services during 2001–02, and compares this to clients aged 25 years and over.



- Among 12–24 year-olds nationally, females were more likely to use SAAP services than males. There were 119 young females who used SAAP services for every 10,000 females aged 12–24 years in the general population. The corresponding figure for young males aged 12–24 years was 78 for every 10,000 males.
- Across each state and territory, the proportion of young females accessing SAAP services was consistently larger than for young males. In contrast, for clients aged 25 years and over, the use of SAAP services by males and females per 10,000 population was more evenly distributed. In New South Wales, Queensland, Tasmania and the Australian Capital Territory, a higher proportion of males than females aged 25 years and over accessed services during 2001–02.
- In the Northern Territory, the proportion of young females (372) was more than double the proportion of young males (173). The proportions for females and males aged 25 years and over in the Northern Territory were less pronounced (203 females and 143 males).

## 3.1 Table

Table 3.1: SAAP clients aged 12–24 years: clients per 10,000 population, gender and age of client, by state and territory, Australia, 2001–02 (number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Clients aged 12–24 years</b>									
<b>Gender</b>									
Male	66	96	81	62	103	141	128	173	78
Female	90	162	103	101	160	198	158	372	119
<b>Total</b>	<b>78</b>	<b>128</b>	<b>92</b>	<b>81</b>	<b>131</b>	<b>169</b>	<b>143</b>	<b>269</b>	<b>98</b>
<b>Age</b>									
12–13	10	9	17	5	8	10	31	9	11
14–15	50	37	59	23	55	82	119	91	47
16–17	123	165	132	97	193	228	252	440	141
18–19	111	209	121	134	196	236	235	413	147
20–24	85	165	107	109	159	229	112	320	117
<b>Total</b>	<b>78</b>	<b>128</b>	<b>92</b>	<b>81</b>	<b>131</b>	<b>169</b>	<b>143</b>	<b>269</b>	<b>98</b>
<b>Clients aged 25 years and over</b>									
<b>Gender</b>									
Male	44	43	58	38	45	75	55	143	44
Female	35	68	46	59	60	74	41	203	50
<b>Total</b>	<b>39</b>	<b>56</b>	<b>52</b>	<b>49</b>	<b>53</b>	<b>74</b>	<b>48</b>	<b>171</b>	<b>47</b>
<b>Age</b>									
25–44	65	98	86	83	98	140	75	226	80
45–64	25	28	30	24	28	37	28	94	27
65+	5	6	7	6	4	7	4	58	6
<b>Total</b>	<b>39</b>	<b>56</b>	<b>52</b>	<b>49</b>	<b>53</b>	<b>74</b>	<b>48</b>	<b>171</b>	<b>47</b>

*Notes*

1. Number excluded due to omissions and omissions (weighted): <50 clients aged 12–24 years (gender).
2. Number excluded due to omissions and omissions (weighted): <50 clients aged 25 years and over (gender).
3. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
4. 'Per 10,000 population' shows how many young people in the general population used SAAP services. The rate is estimated by comparing the number of SAAP clients aged 12–24 years and 25 years and over with the estimated resident population aged 12–24 years and 25 years and over. The Australian estimated resident population at 30 June 2001 (preliminary estimates) has been used as the reference population.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

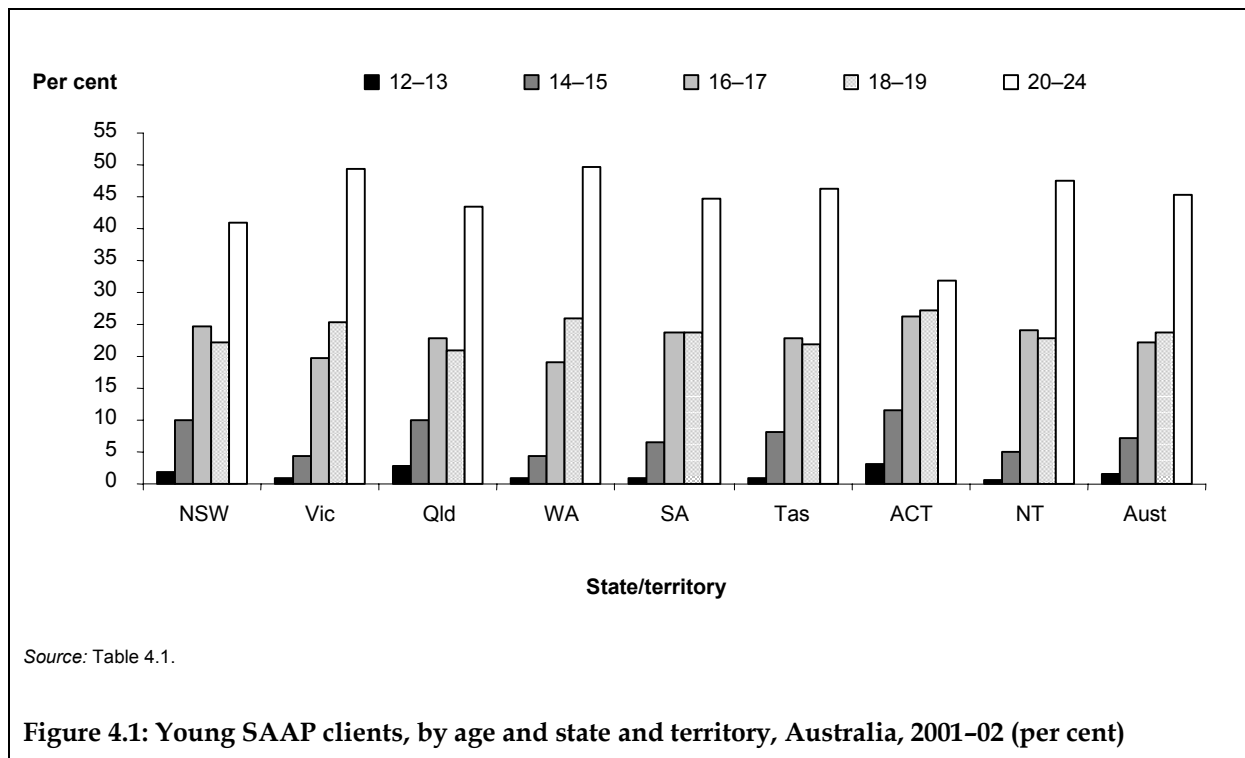
Source: SAAP Client Collection; ABS 2001a.

# 4 Age, gender, and cultural and linguistic diversity

This chapter provides basic demographic information about young people who accessed SAAP during 2001-02.

## Age groups

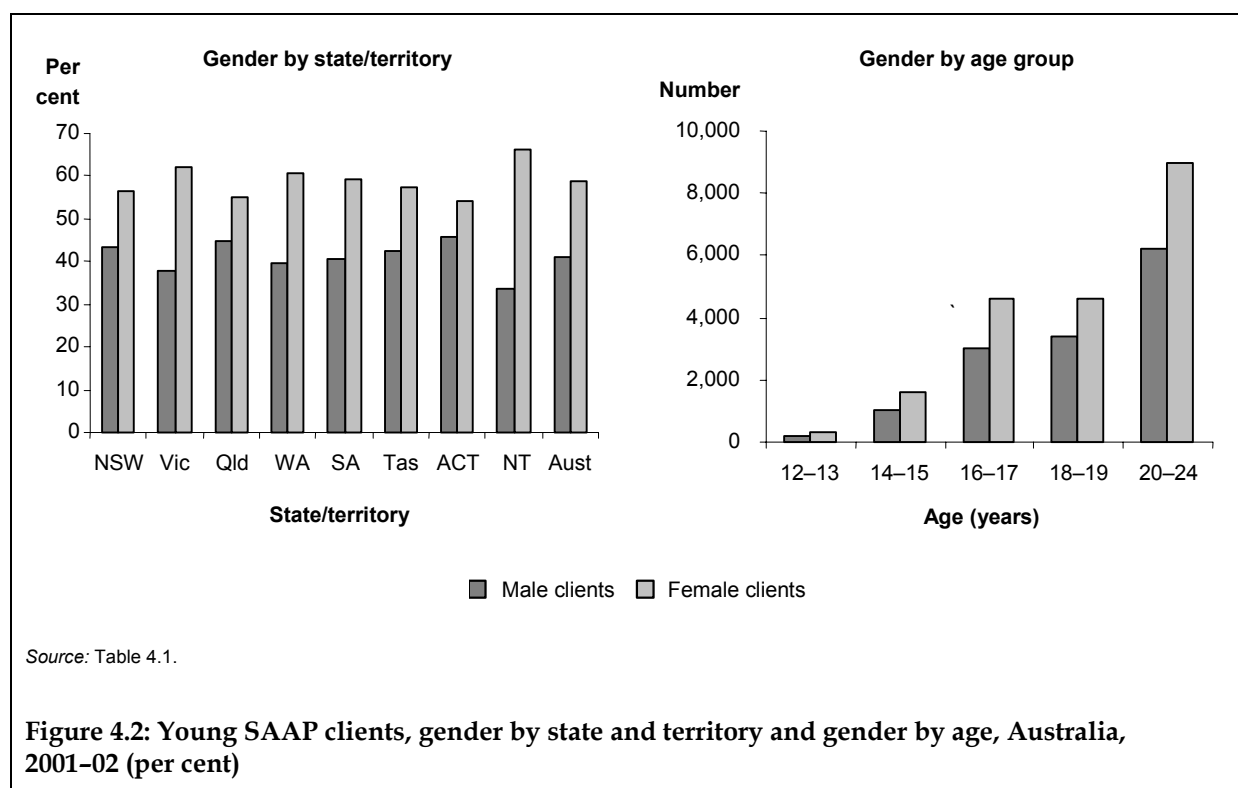
Figure 4.1 shows that, nationally, the highest proportions of young clients were aged 20-24 years (45%) and 16-19 years (46%). This trend can also be observed on a state and territory level. Clients aged 12-15 years made up just under 9% of clients aged 12-24 years.



- There were small percentages of young clients in the 12-13 and 14-15 year age groups both nationally and in every state and territory. There was a significantly higher percentage of clients in the 16-17 year age group, with an increase nationally from 8% of clients aged 14-15 years to 23% aged 16-17 years. This sharp rise was also recorded across the states and territories.
- The Australian Capital Territory had the lowest proportion of young clients aged 20-24 years (32%) and the highest proportion of 18-19 year-olds (27%) and 16-17 year-olds (26%), resulting in almost 54% of clients being aged between 16 and 19 years. The Australian Capital Territory also reported a higher proportion of 12-13 (3%) and 14-15 year-olds (12%) than any other state or territory.

## Gender

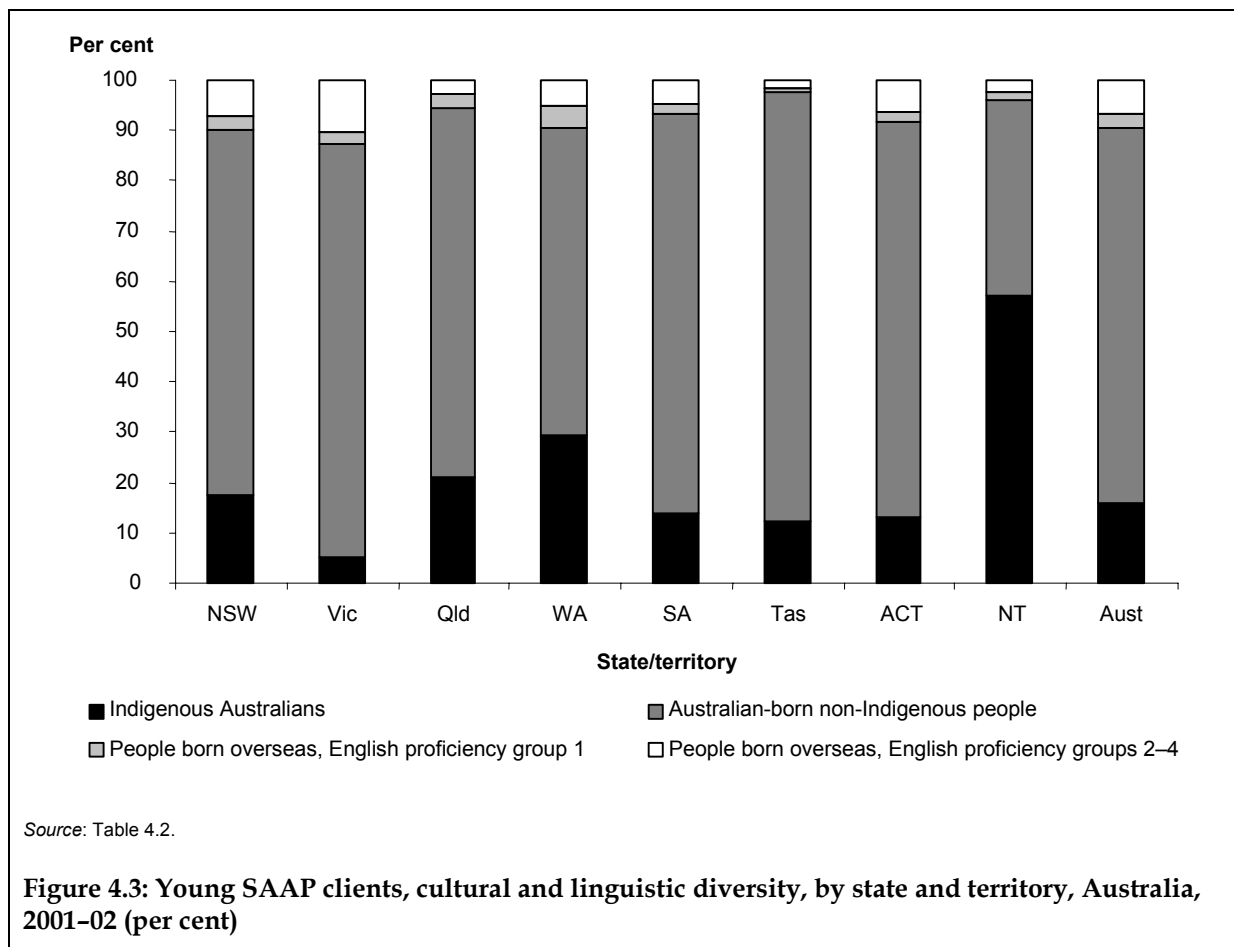
Figure 4.2 shows the gender distribution of young SAAP clients in 2001–02 by state and territory, and the number of young male and young female SAAP clients by age.



- Nationally, 59% of SAAP clients aged 12–24 years were female and 41% were male. Across each state and territory, there were also more female than male clients.
- The Northern Territory had the highest proportion of young female clients (66%) compared to young male clients (34%). The Australian Capital Territory had the lowest proportion of young female clients (54%) compared to male clients (46%).
- Overall, for each age group there was a higher percentage of young female SAAP clients compared to young male clients. However, New South Wales, Victoria, and Western Australia had a higher proportion of male clients aged 12–13 years than female clients in this age group (Table 4.1).

## Cultural and linguistic diversity

Figure 4.3 shows that 75% of young clients nationally identified as being Australian-born non-Indigenous. Tasmania had the largest proportion of Australian-born non-Indigenous clients (85%), and the Northern Territory the lowest (39%). Variations in the proportions of cultural and linguistic groups in the SAAP population generally reflect the proportions in the general population of each state and territory. However, it should be noted that Indigenous Australians are significantly over-represented in SAAP relative to their population size in every state and territory (see AIHW 2002b:13).



- Indigenous Australians made up 16% of young clients nationally. Indigenous Australians make up 3% of the general Australian population aged 12-24 years (ABS 1998; AIHW unpublished data). Overall, 11% of young male clients and 19% of young female clients identified as Indigenous (Table 4.2).
- In the Northern Territory, 57% of young clients were Indigenous Australians. This reflected the large proportion of Indigenous people in the general population of the Territory. The lowest percentage of Indigenous clients was recorded in Victoria (5%).
- Young female Indigenous Australians were the main cultural and linguistic client group in the Northern Territory, accounting for 68% of the young female clients and 45% of all young clients in the Territory (derived from Table 4.2). Indigenous young male clients made up 36% of the young male clients and 12% of all young clients in the Territory.
- Nationally, 9% of young clients were born overseas, with around 7% of these being from predominantly non-English-speaking countries (English proficiency groups 2-4 countries). People born overseas make up around 16% of the general Australian population aged 12-24 years (ABS 2001b; AIHW unpublished data).
- Victoria had the highest percentage of clients who were born overseas (13%). Eleven per cent of these clients were from predominantly non-English-speaking countries. The remaining 2% were from predominantly English-speaking countries.
- Just over 10% of young male clients and 9% of female clients nationally were born overseas, with the majority for both genders belonging to English proficiency groups 2-4 (7% and 6%, respectively).

## 4.1 Tables

**Table 4.1: SAAP clients aged 12–24 years: gender and age of client, by state and territory, Australia, 2001–02 (per cent)**

Age	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
<b>Male clients</b>										
12–13	2.2	1.4	1.9	1.4	0.7	0.6	2.7	0.3	1.7	200
14–15	9.7	3.5	9.1	3.8	6.8	4.8	12.6	3.7	7.0	1,000
16–17	24.2	17.9	23.7	17.7	23.4	20.0	25.6	19.5	21.9	3,000
18–19	22.7	25.9	21.3	28.7	25.9	22.4	29.2	26.2	24.5	3,400
20–24	41.2	51.2	43.9	48.4	43.3	52.3	29.9	50.3	44.9	6,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (row %)</b>	<b>27.9</b>	<b>29.8</b>	<b>19.6</b>	<b>8.2</b>	<b>9.9</b>	<b>4.3</b>	<b>3.0</b>	<b>2.6</b>	..	..
<b>Total (number)</b>	<b>3,900</b>	<b>4,100</b>	<b>2,700</b>	<b>1,100</b>	<b>1,400</b>	<b>600</b>	<b>400</b>	<b>400</b>	..	<b>13,900</b>
<b>Female clients</b>										
12–13	1.8	0.8	3.6	0.8	1.1	1.3	3.3	0.6	1.6	300
14–15	10.4	4.8	10.7	4.9	6.5	10.7	10.8	5.8	7.9	1,600
16–17	25.2	21.0	21.8	20.0	24.3	24.8	26.6	26.4	23.0	4,600
18–19	21.8	25.2	20.8	23.8	22.2	21.7	25.7	21.1	22.9	4,600
20–24	40.8	48.2	43.1	50.4	45.9	41.5	33.7	46.1	44.6	9,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (row %)</b>	<b>25.2</b>	<b>33.5</b>	<b>16.7</b>	<b>8.6</b>	<b>10.0</b>	<b>4.0</b>	<b>2.5</b>	<b>3.6</b>	..	..
<b>Total (number)</b>	<b>5,100</b>	<b>6,800</b>	<b>3,400</b>	<b>1,700</b>	<b>2,000</b>	<b>800</b>	<b>500</b>	<b>700</b>	..	<b>20,200</b>
<b>All young clients aged 12–24 years</b>										
12–13	2.0	1.0	2.8	1.0	0.9	1.0	3.0	0.5	1.7	600
14–15	10.1	4.3	10.0	4.5	6.6	8.2	11.6	5.1	7.3	2,600
16–17	24.8	19.8	22.7	19.1	23.9	22.7	26.2	24.1	22.5	7,700
18–19	22.2	25.4	21.0	25.8	23.7	22.0	27.3	22.8	23.5	8,000
20–24	40.9	49.4	43.4	49.6	44.8	46.1	32.0	47.5	44.7	15,300
<i>Male clients</i>	<i>43.3</i>	<i>38.0</i>	<i>44.7</i>	<i>39.5</i>	<i>40.6</i>	<i>42.4</i>	<i>45.7</i>	<i>33.6</i>	<i>40.8</i>	<i>13,900</i>
<i>Female clients</i>	<i>56.7</i>	<i>62.0</i>	<i>55.3</i>	<i>60.5</i>	<i>59.4</i>	<i>57.6</i>	<i>54.3</i>	<i>66.4</i>	<i>59.2</i>	<i>20,200</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (row %)</b>	<b>26.3</b>	<b>32.0</b>	<b>17.9</b>	<b>8.5</b>	<b>9.9</b>	<b>4.1</b>	<b>2.7</b>	<b>3.2</b>	..	..
<b>Total (number)</b>	<b>9,000</b>	<b>10,900</b>	<b>6,100</b>	<b>2,900</b>	<b>3,400</b>	<b>1,400</b>	<b>900</b>	<b>1,100</b>	..	<b>34,100</b>

### Notes

1. Number excluded due to errors and omissions (weighted): <50 clients aged 12–24 years (gender).
2. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds and 25 and over.
3. Number of clients within a state or territory relate to clients that ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure. The total per cent row does not total 100.0% because percentages for each state and territory (ever visited) are based on the national total (first visited).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 4.2: SAAP clients aged 12–24 years: cultural and linguistic diversity and gender of client, by state and territory, Australia, 2001–02 (per cent)**

<b>Cultural and linguistic diversity</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>	
									<b>%</b>	<b>Number</b>
<b>Male clients</b>										
Indigenous Australians	14.0	4.0	16.4	9.9	7.8	10.7	10.9	36.2	11.2	1,500
Australian-born non-Indigenous people	75.1	82.5	77.6	78.3	84.0	85.2	80.7	58.8	78.5	10,600
People born overseas, English proficiency group 1	3.6	2.0	3.3	4.9	2.2	1.7	1.9	2.1	2.8	400
People born overseas, English proficiency group 2–4	7.4	11.5	2.7	7.0	6.0	2.4	6.5	2.9	7.5	1,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>27.9</b>	<b>29.7</b>	<b>19.5</b>	<b>8.3</b>	<b>10.0</b>	<b>4.3</b>	<b>3.1</b>	<b>2.7</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>3,800</b>	<b>4,000</b>	<b>2,600</b>	<b>1,100</b>	<b>1,300</b>	<b>600</b>	<b>400</b>	<b>400</b>	<b>..</b>	<b>13,500</b>
<b>Female clients</b>										
Indigenous Australians	20.2	5.6	24.6	41.7	18.1	13.4	15.0	67.6	18.9	3,700
Australian-born non-Indigenous people	70.5	82.4	70.0	50.0	76.4	85.3	76.9	29.1	72.4	14,200
People born overseas, English proficiency group 1	2.6	2.0	2.8	4.1	1.8	0.2	1.9	1.5	2.4	500
People born overseas, English proficiency group 2–4	6.8	10.0	2.6	4.1	3.8	1.2	6.2	1.8	6.4	1,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>25.2</b>	<b>33.3</b>	<b>16.7</b>	<b>8.7</b>	<b>10.0</b>	<b>3.9</b>	<b>2.5</b>	<b>3.7</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>4,900</b>	<b>6,600</b>	<b>3,300</b>	<b>1,700</b>	<b>2,000</b>	<b>800</b>	<b>500</b>	<b>700</b>	<b>..</b>	<b>19,600</b>
<b>All young clients aged 12–24 years</b>										
Indigenous Australians	17.5	5.0	20.9	29.2	13.9	12.2	13.1	57.0	15.8	5,200
Australian-born non-Indigenous people	72.5	82.5	73.4	61.1	79.5	85.3	78.6	39.0	74.8	24,800
People born overseas, English proficiency group 1	3.0	2.0	3.0	4.5	1.9	0.8	1.9	1.7	2.6	800
People born overseas, English proficiency group 2–4	7.0	10.6	2.7	5.2	4.7	1.7	6.4	2.2	6.8	2,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>26.3</b>	<b>31.9</b>	<b>17.9</b>	<b>8.5</b>	<b>10.0</b>	<b>4.1</b>	<b>2.7</b>	<b>3.3</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>8,700</b>	<b>10,600</b>	<b>5,900</b>	<b>2,800</b>	<b>3,300</b>	<b>1,300</b>	<b>900</b>	<b>1,100</b>	<b>..</b>	<b>33,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,000 clients (cultural and linguistic diversity and gender).
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.3).
3. Number of clients within a state or territory relate to clients that ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure. The total per cent row does not total 100.0% because percentages for each state and territory (ever visited) are based on the national total (first visited).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

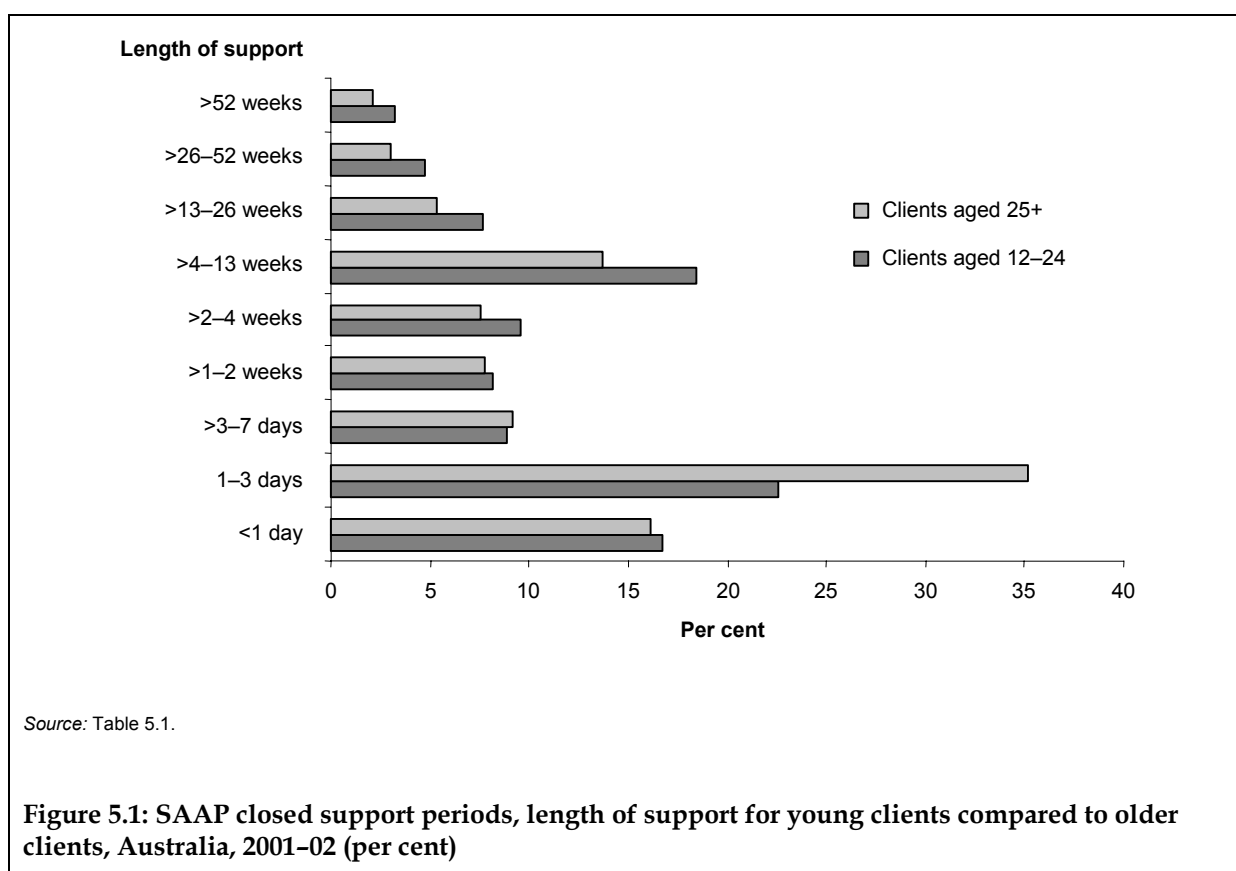
Source: SAAP Client Collection.



## 5 Service use by different client groups

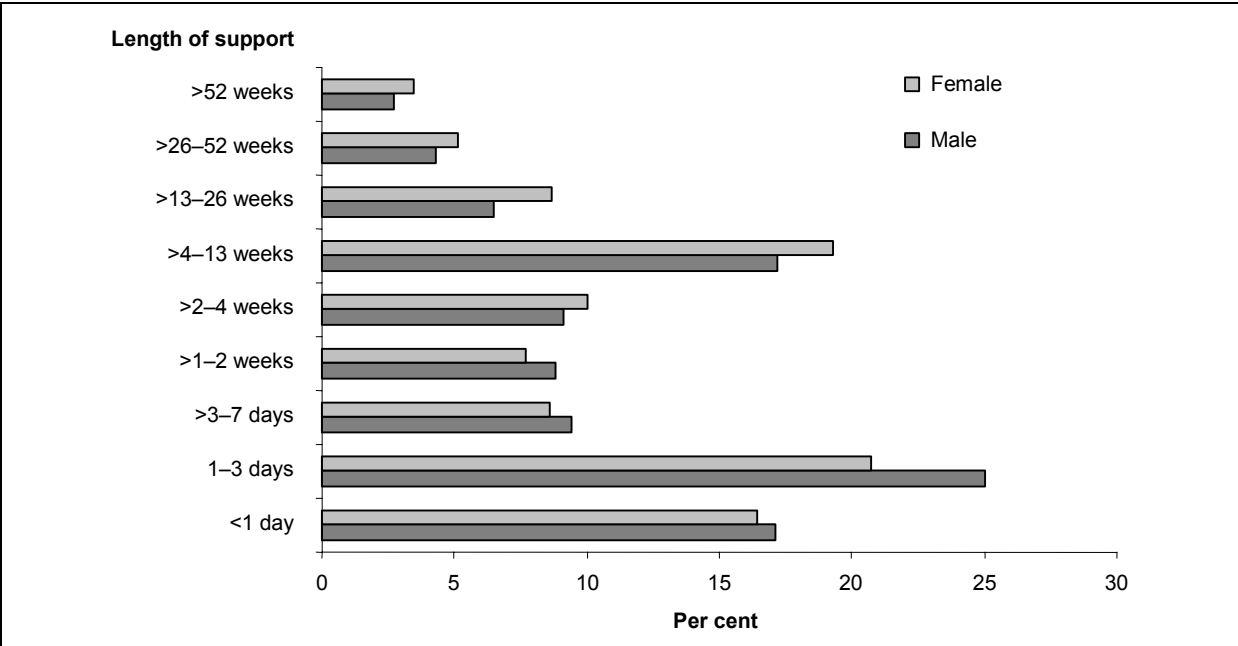
This chapter analyses the length of support and accommodation provided to young clients according to their age, gender, and cultural and linguistic diversity. The average number of support periods per client for different client groups is also presented.

Figure 5.1 shows the length of support patterns for SAAP clients aged between 12 and 24 years and those aged 25 years and over. For both age groups, clients were most commonly supported for a period of 1 to 3 days. Twenty-three per cent of support periods for 12–24 year-olds were of 1 to 3 days duration, compared to 35% for older clients.



- There was some variation across age groups amongst 12–24 year-olds: 16–17 year-olds and 18–19 year-olds were more likely to stay in SAAP for 4 to 13 weeks (22% and 21% of their support periods, respectively, compared to 19% and 20% for 1 to 3 days).
- The 16–17 and 18–19 year age groups had a higher proportion of clients staying in support for more than 13 weeks. Eighteen per cent of 16–17 year-olds and 19% of 18–19 year-olds had length of support of greater than 13 weeks.
- Clients aged 12–24 years were more likely to stay between 4 and 13 weeks (18%) than older clients (14%). Sixteen per cent of 12–24 year-olds stayed in SAAP for more than 13 weeks, whereas this was the case for 10% of older clients.

The length of support for both young male and female clients is illustrated in Figure 5.2.



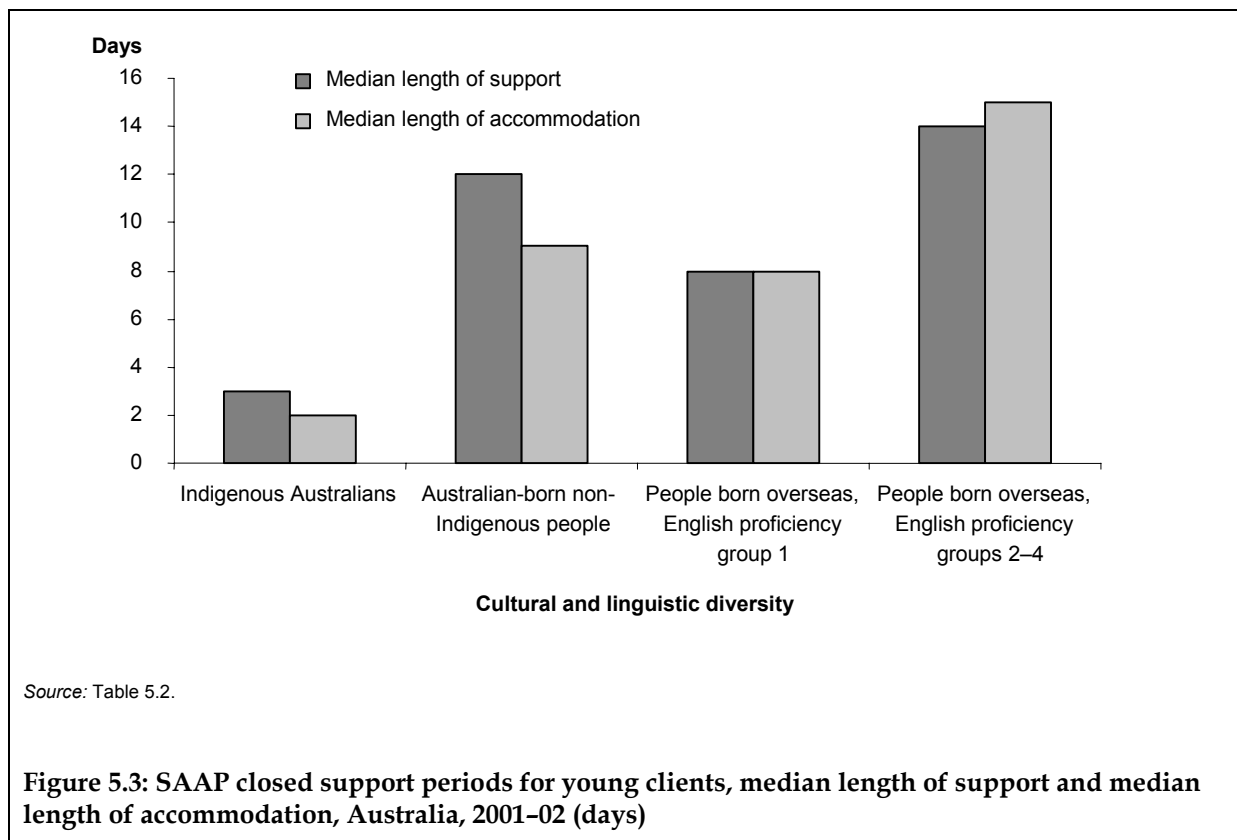
Source: Table 5.1.

**Figure 5.2: SAAP closed support periods for young clients, length of support for males compared to females, Australia, 2001-02 (per cent)**

- For young males, 69% of support periods lasted less than 4 weeks, and 31% were more than 4 weeks duration. For females, 63% of support periods lasted less than 4 weeks, and 37% were for longer than 4 weeks.
- Females aged 12-24 tended to have fewer support periods than males aged 12-24 (1.7 support periods per client compared to 1.8 for males), but stayed in support for longer. The median length of support for females was 11 days, compared to 7 days for males (Table 5.2). Males had a median length of accommodation of 6 days, compared to 7 days for females.

**Cultural and linguistic diversity**

Figure 5.3 provides the median length of both support and accommodation for different cultural and linguistic groups of young clients.



- Clients from predominantly non-English-speaking countries were more likely to have support periods lasting more than 4 weeks (42% of their support periods) than clients from other cultural backgrounds (Table 5.1). This compares to 31% of support periods for clients born overseas in predominantly English-speaking countries, 37% for Australian-born non-Indigenous clients and 23% for Aboriginal and/or Torres Strait Islander clients.
- People born overseas in predominantly non-English-speaking countries had an average of 1.5 support periods per client (Table 5.2). Their median length of support period (14 days) was the highest of any cultural and linguistic group, and more than triple that of Indigenous Australians. The median length of support for Australian-born non-Indigenous Australians was 12 days.
- A large proportion (43%) of support periods for Aboriginal and/or Torres Strait Islander people were for 1 to 3 days duration (Table 5.1). This figure was far higher than for the other cultural and linguistic groups. In contrast, only 10% of Indigenous clients had support periods of less than 1 day, which was lower than the figure for the other cultural and linguistic groups.
- Aboriginal and/or Torres Strait Islander clients had an average of 1.9 support periods per client, which was the highest of any cultural and linguistic group (Table 5.2). However, their median length of support was 3 days, the lowest of any group. The mean number of support periods per client for Australian-born non-Indigenous clients was 1.7.

## 5.1 Tables

**Table 5.1: SAAP closed support periods for clients aged 12–24 years: client characteristics, by length of support, Australia, 2001–02 (per cent)**

	Length of support									Total	
	<1 day	1–3 days	>3–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	%	Number
<b>Age of young client</b>											
12–13	15.1	23.9	9.8	10.9	13.8	14.7	7.0	3.7	0.9	100.0	800
14–15	10.8	24.7	10.7	10.1	12.2	18.2	7.1	3.6	2.5	100.0	3,600
16–17	11.9	19.0	9.2	8.7	10.9	22.3	9.5	5.7	2.8	100.0	11,100
18–19	16.0	19.5	7.6	7.4	10.2	20.6	8.7	5.9	4.1	100.0	11,500
20–24	20.3	25.4	9.1	7.9	8.2	15.7	6.5	3.9	3.0	100.0	23,600
<b>Total 12–24</b>	<b>16.7</b>	<b>22.6</b>	<b>8.9</b>	<b>8.2</b>	<b>9.6</b>	<b>18.4</b>	<b>7.7</b>	<b>4.7</b>	<b>3.2</b>	<b>100.0</b>	<b>50,500</b>
Clients aged 25+	16.1	35.2	9.2	7.8	7.6	13.7	5.3	3.0	2.1	100.0	107,000
<b>Gender of young client</b>											
Male	17.1	25.0	9.4	8.8	9.1	17.2	6.5	4.3	2.7	100.0	22,100
Female	16.4	20.7	8.6	7.7	10.0	19.3	8.7	5.1	3.5	100.0	28,300
<b>Young clients and cultural and linguistic diversity</b>											
Indigenous Australians	9.5	42.9	10.0	7.2	7.4	13.6	4.9	3.0	1.7	100.0	8,900
Australian-born non-Indigenous people	17.7	18.3	8.7	8.5	10.4	19.7	8.4	5.1	3.3	100.0	36,300
People born overseas, English proficiency group 1	15.5	23.6	10.5	8.8	10.6	17.4	6.5	3.9	3.3	100.0	1,200
People born overseas, English proficiency groups 2–4	20.4	14.5	8.7	7.2	7.6	19.8	9.6	6.2	6.0	100.0	2,600

### Notes

1. Number excluded due to errors and omissions (weighted): 500 closed support periods for 12–24 year-olds (length of support).
2. Number excluded due to errors and omissions (weighted): 800 closed support periods for clients aged 25 years and over (length of support).
3. Number excluded due to errors and omissions (weighted): 600 closed support periods for 12–24 year-olds (gender and length of support).
4. Number excluded due to errors and omissions (weighted): 2,000 closed support periods for 12–24 year-olds (cultural and linguistic diversity and length of support).
5. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds and 25 and over.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 5.2: SAAP closed support periods for clients aged 12–24 years: three measures comparing different client groups, Australia, 2001–02**

	Mean number of support periods per client	Median length of support (days)	Median length of accommodation (days)
<b>Gender of young client</b>			
Male	1.80	7	6
Female	1.70	11	7
<i>Number with missing data</i>	<50	600	900
<b>Young clients and cultural and linguistic diversity</b>			
Indigenous Australians	1.94	3	2
Australian-born non-Indigenous people	1.73	12	9
People born overseas, English proficiency group 1	1.73	8	8
People born overseas, English proficiency group 2–4	1.51	14	15
<i>Number with missing data</i>	1,500	2,000	1,500

*Notes*

1. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.



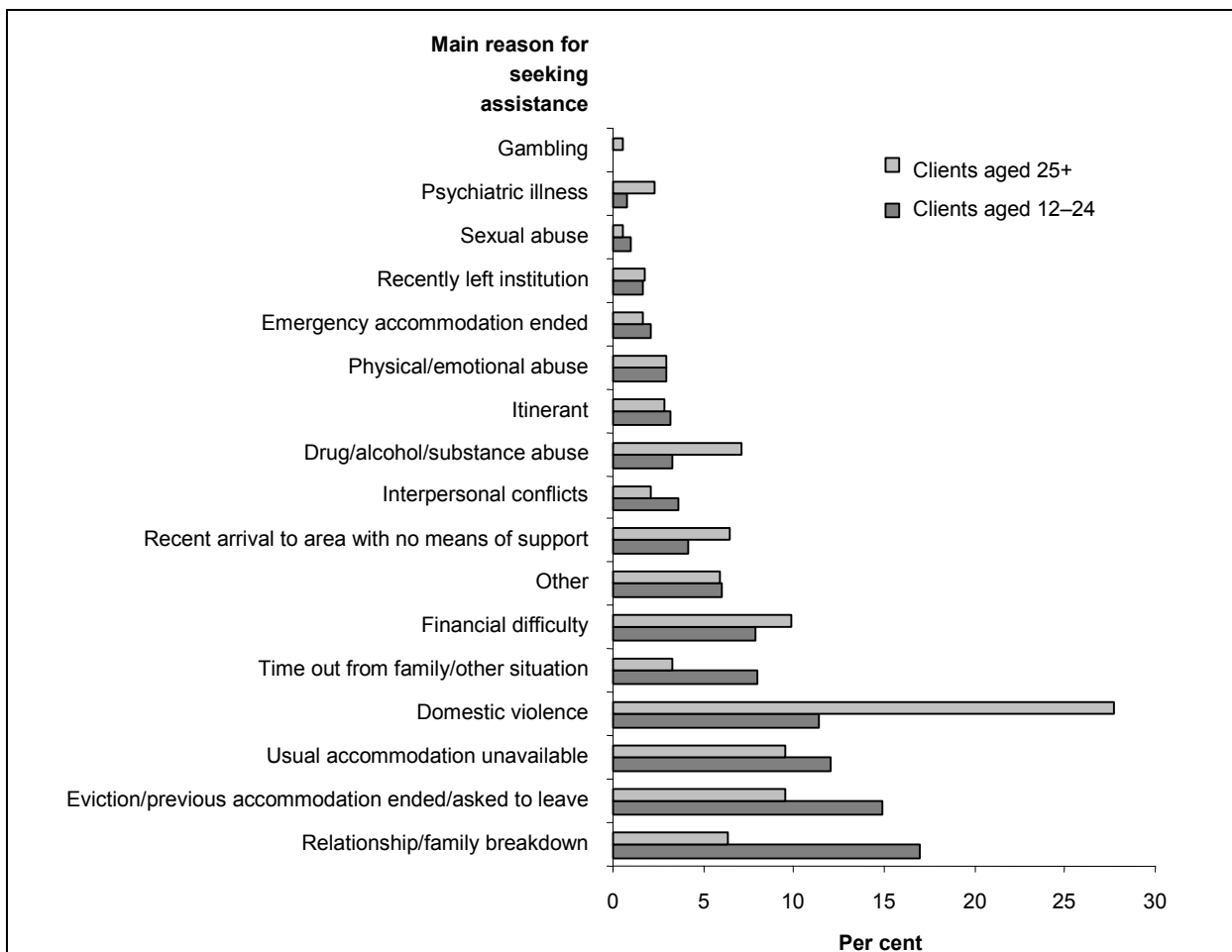


# 6 Reasons for seeking assistance

This chapter discusses why young clients need assistance from SAAP agencies. The data for main reason refer to support periods but exclude support periods for high-volume agencies as data on reasons for seeking assistance are not collected on the high-volume form.

## Main reason for seeking assistance, by age

Figure 6.1 presents the main reason for seeking assistance for young clients aged 12–24 years and for clients aged 25 years and over.



Source: Table 6.1.

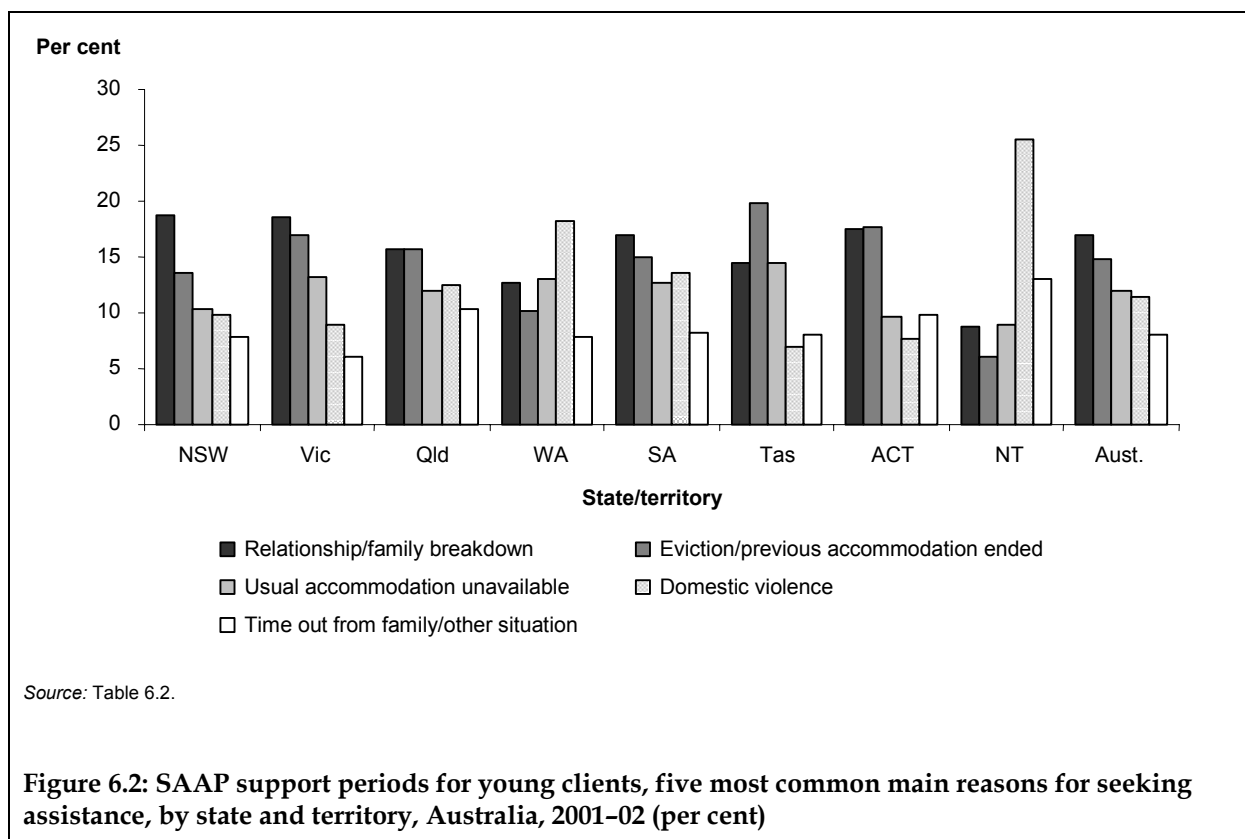
**Figure 6.1: SAAP support periods, main reason for seeking assistance, Australia, 2001-02 (per cent)**

- For 12–24 year-old clients, relationship or family breakdown was the most commonly reported main reason for seeking assistance (in 17% of support periods), followed by eviction or previous accommodation ended (in 15% of support periods).

- Domestic violence was cited by 12–24 year-old clients as the main reason for seeking assistance in 11% of support periods, making it the fourth most common main reason for this group overall. However, domestic violence was the most common main reason for 20–24 year-olds (in 19% of support periods). Domestic violence was also the most common main reason for clients aged 25 years and over (in 28% of support periods).
- Financial difficulty was the second most common main reason for clients aged 25 years and over (10% of support periods), but only the sixth most common main reason for clients aged 12–24 years (8% of support periods).
- The main reasons for seeking assistance varied across the different age groups. For 12–13 year-olds and 14–15 year-olds, the most common main reason for seeking assistance was relationship or family breakdown (33% and 29% of support periods, respectively), followed by time out from family or other non-related individuals (19% and 17%, respectively).
- For 16–17 year-olds and 18–19 year-olds, the most commonly reported main reason for seeking assistance was relationship or family breakdown (in 25% and 18% of support periods, respectively), followed by eviction or previous accommodation ended (in 17% of support periods for each age group).

### Main reason for seeking assistance, by state and territory

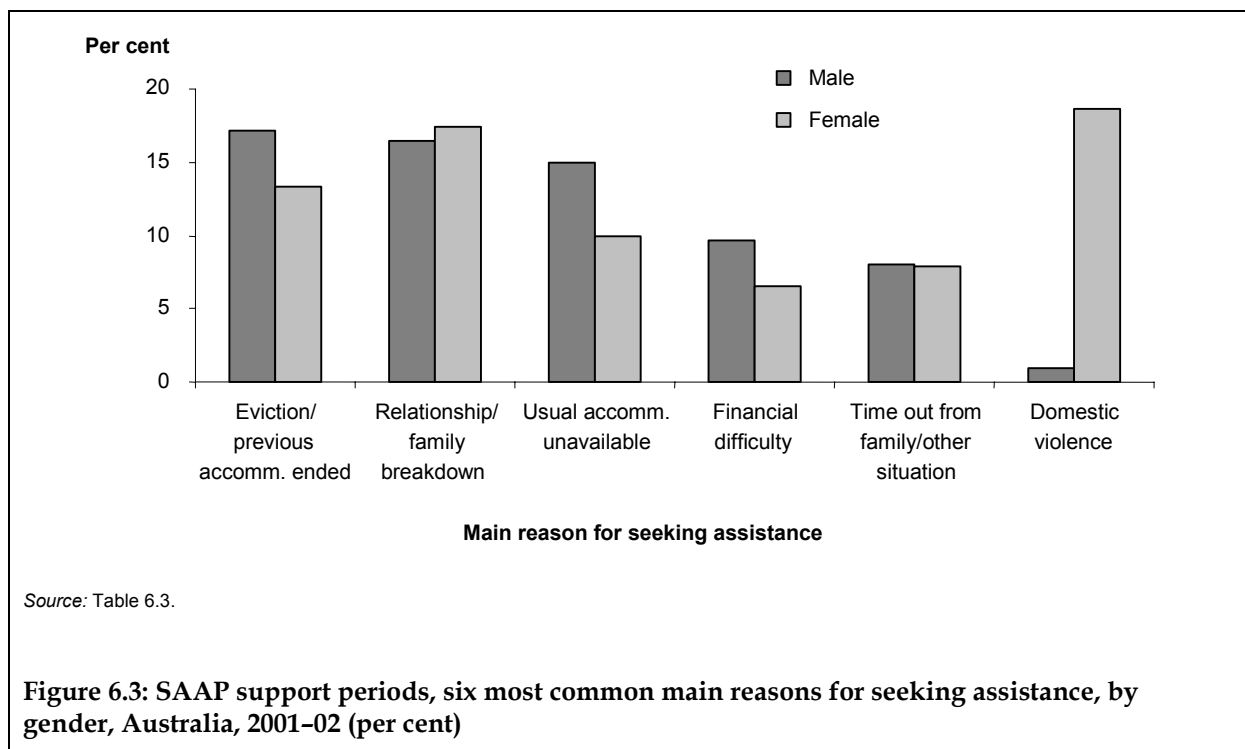
Figure 6.2 presents the five most common main reasons for young clients seeking assistance from SAAP agencies during 2001–02 by state and territory.



- In the Northern Territory and Western Australia, domestic violence was the most commonly reported main reason (in 26% and 18% of support periods, respectively). This was significantly higher than in the other states and territory.
- The Northern Territory and New South Wales had the highest percentage of support periods where the main reason for seeking assistance was financial difficulty (13% and 12% of support periods, respectively).
- Eviction or the ending of previous accommodation was the most commonly reported main reason for seeking assistance in Tasmania (20% of support periods) and the Australian Capital Territory (18% of support periods).

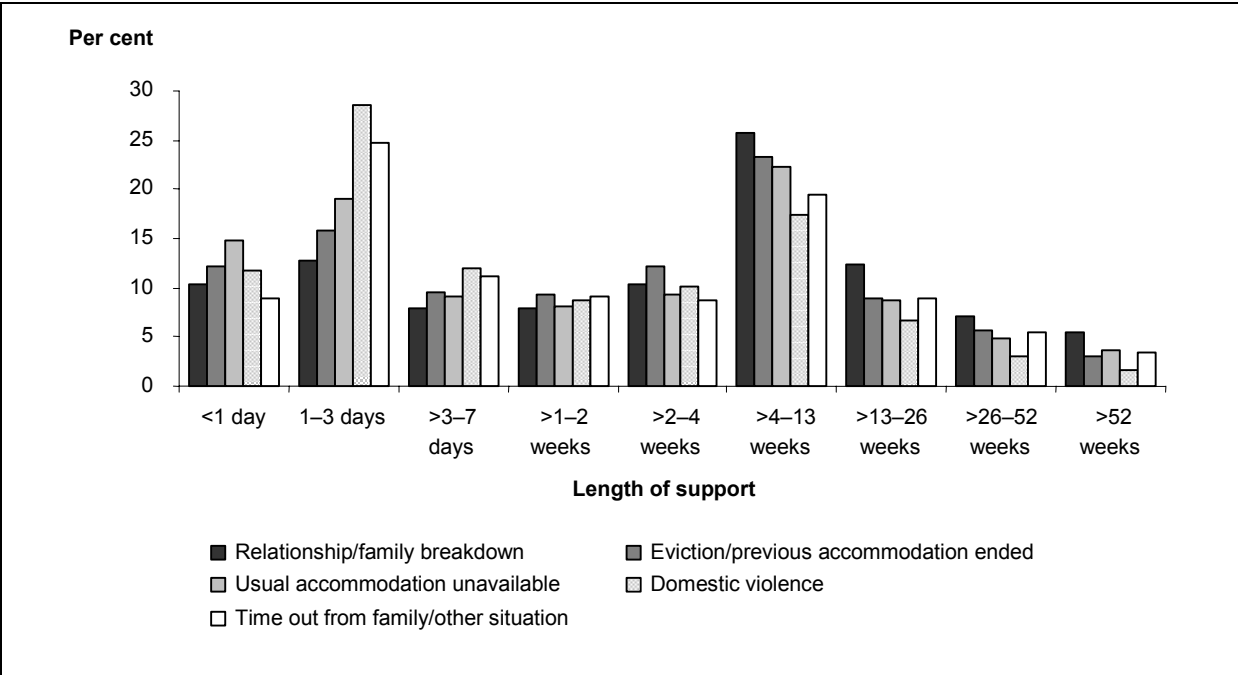
### Main reason for seeking assistance, by gender

There were some differences in the main reasons for seeking assistance between young male and young female clients aged between 12 and 24 years (Figure 6.3).



- The main reason for seeking assistance for young male clients was eviction or the ending of previous accommodation (in 17% of support periods). This main reason was cited by young female clients in 13% of support periods.
- For young female clients, the most common main reason for seeking assistance was domestic violence, which was reported in 19% of support periods. Domestic violence was cited in less than 1% of support periods for young male clients.
- Relationship or family breakdown was the second most common main reason for seeking assistance for both young male and young female clients (in 17% of support periods for both genders).

### Main reason for seeking assistance, by length of support



Source: Table 6.4.

**Figure 6.4: SAAP support periods, five most common main reasons for seeking assistance, by length of support, Australia, 2001-02 (per cent)**

- Between 4 and 13 weeks was the most common length of support when the main reason for a young client seeking assistance was relationship or family breakdown (in 26% of closed support periods for this main reason), eviction or the ending of previous accommodation (23%), and usual accommodation unavailable (22%).
- When the main reason for seeking assistance was sexual abuse, the most common length of support was between 4 and 13 weeks (31% of closed support periods) (Table 6.4).
- Between 1 and 3 days was the most common length of support when the main reason for seeking assistance was cited as domestic violence (in 29% of closed support periods), time out from family or other situation, drug, alcohol or substance abuse, physical or emotional abuse, and recent arrival to the area with no means of support (in 25% of closed support periods each) (Table 6.4).
- Young clients citing psychiatric illness as the main reason for seeking assistance were also more likely to be supported for between 1 and 3 days (in 22% of closed support periods).

## 6.1 Tables

**Table 6.1: SAAP support periods for clients aged 12–24 years: main reason for seeking assistance, by age, Australia, 2001–02 (per cent)**

Main reason for seeking assistance	Age					Total for young clients		Total for clients aged 25+	
	12–13	14–15	16–17	18–19	20–24	%	Number	%	Number
	Usual accommodation unavailable	8.5	9.9	12.3	13.7	11.4	12.0	5,800	9.5
Eviction/previous accommodation ended/asked to leave	8.3	12.2	16.7	16.9	13.5	14.9	7,200	9.5	7,400
Time out from family/other situation	19.1	17.3	11.4	7.5	4.4	8.0	3,900	3.3	2,500
Relationship/family breakdown	32.9	29.3	25.0	17.7	9.6	17.0	8,200	6.3	4,900
Interpersonal conflicts	6.3	4.7	4.4	4.0	2.7	3.6	1,800	2.1	1,600
Physical/emotional abuse	5.2	4.0	3.2	2.8	2.7	3.0	1,400	3.0	2,300
Domestic violence	6.1	3.1	3.8	8.0	19.1	11.4	5,500	27.7	21,500
Sexual abuse	2.0	1.9	1.0	0.8	0.8	1.0	500	0.5	400
Financial difficulty	1.5	2.0	4.3	8.8	10.5	7.9	3,800	9.8	7,600
Drug/alcohol/substance abuse	1.1	1.9	2.1	2.6	4.6	3.3	1,600	7.1	5,500
Gambling	—	—	—	—	0.2	0.1	<50	0.5	400
Emergency accommodation ended	0.8	1.4	2.4	2.4	2.0	2.1	1,000	1.6	1,200
Recently left institution	0.2	1.7	1.4	1.2	1.9	1.6	800	1.7	1,400
Psychiatric illness	0.6	0.2	0.4	0.7	1.3	0.8	400	2.3	1,700
Recent arrival to area with no means of support	2.4	1.8	3.3	3.8	5.4	4.2	2,100	6.5	5,100
Itinerant	0.4	1.5	3.0	3.5	3.5	3.2	1,500	2.8	2,200
Other	4.5	7.1	5.2	5.8	6.4	6.0	2,900	5.9	4,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (per cent)</b>	<b>1.4</b>	<b>7.3</b>	<b>24.0</b>	<b>24.0</b>	<b>43.4</b>	<b>100.0</b>	<b>..</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>700</b>	<b>3,500</b>	<b>11,600</b>	<b>11,600</b>	<b>21,000</b>	<b>..</b>	<b>48,400</b>	<b>..</b>	<b>77,500</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 2,300 support periods for clients aged 12–24 years.
2. Number excluded due to errors and omissions (weighted): 4,400 support periods for clients aged 25 years and over.
3. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds and 25 and over.
4. Table excludes high-volume records because not all items were included on the high-volume form.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.2: SAAP support periods for clients aged 12–24 years: main reasons for seeking assistance, by state and territory, Australia, 2001–02 (per cent)**

Main reason for seeking assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Usual accommodation unavailable	10.3	13.2	11.9	13.0	12.7	14.5	9.6	8.9	12.0	5,800
Eviction/previous accommodation ended/asked to leave	13.5	17.0	15.7	10.2	15.0	19.8	17.7	6.1	14.9	7,200
Time out from family/other situation	7.9	6.1	10.4	7.8	8.2	8.1	9.8	13.0	8.0	3,900
Relationship/family breakdown	18.7	18.6	15.8	12.6	17.0	14.5	17.5	8.8	17.0	8,200
Interpersonal conflicts	2.7	3.4	4.7	4.7	3.9	4.3	4.4	3.2	3.6	1,800
Physical/emotional abuse	2.5	2.4	2.9	3.5	4.2	2.9	3.2	6.2	3.0	1,400
Domestic violence	9.9	9.0	12.5	18.2	13.5	6.9	7.6	25.5	11.4	5,500
Sexual abuse	0.7	0.7	0.6	0.6	2.7	2.7	1.2	0.8	1.0	500
Financial difficulty	11.9	5.9	7.1	6.5	5.6	7.2	3.1	13.1	7.9	3,800
Drug/alcohol/substance abuse	4.7	2.6	2.2	6.0	1.8	2.2	3.8	1.4	3.3	1,600
Gambling	0.2	0.1	—	—	—	0.1	—	—	0.1	<50
Emergency accommodation ended	1.6	2.7	1.8	3.2	1.7	1.7	2.7	0.7	2.1	1,000
Recently left institution	1.5	1.4	1.4	1.9	2.1	2.0	1.8	0.8	1.6	800
Psychiatric illness	0.9	1.0	0.6	0.9	1.0	0.7	0.6	0.3	0.8	400
Recent arrival to area with no means of support	3.8	3.5	5.9	4.6	3.4	5.5	3.6	6.4	4.2	2,100
Itinerant	2.5	4.1	2.4	3.6	3.8	3.6	2.7	1.4	3.2	1,500
Other	6.6	8.4	4.1	2.7	3.2	3.3	10.7	3.3	6.0	2,900
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (per cent)</b>	<b>25.9</b>	<b>30.6</b>	<b>15.0</b>	<b>9.1</b>	<b>9.1</b>	<b>4.3</b>	<b>2.7</b>	<b>3.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>12,500</b>	<b>14,800</b>	<b>7,300</b>	<b>4,400</b>	<b>4,400</b>	<b>2,100</b>	<b>1,300</b>	<b>1,600</b>	<b>..</b>	<b>48,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,300 support periods (main reason).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.3: SAAP support periods for clients aged 12–24 years: most common main reasons for seeking assistance, by gender and state and territory, 2001–02 (per cent)**

<b>Main reason for seeking assistance</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>	
									<b>%</b>	<b>Number</b>
<b>Male clients</b>										
Usual accommodation unavailable	12.5	15.6	15.5	18.6	16.8	14.4	11.4	13.6	14.9	2,900
Eviction/previous accommodation ended/asked to leave	15.4	18.6	19.2	13.2	16.8	21.1	18.1	9.3	17.1	3,400
Time out from family/other situation	8.0	5.8	10.8	8.1	8.8	8.0	11.0	10.7	8.0	1,600
Relationship/family breakdown	17.1	18.0	15.5	12.1	18.8	15.1	14.9	9.9	16.5	3,300
Domestic violence	0.9	0.8	0.6	1.0	1.5	0.9	0.8	0.9	0.9	200
Financial difficulty	13.0	6.9	9.3	12.3	6.1	8.7	3.8	22.9	9.7	1,900
All other reasons	33.0	34.3	29.2	34.8	31.3	31.8	40.0	32.7	32.9	6,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (per cent)</b>	<b>27.3</b>	<b>29.0</b>	<b>16.4</b>	<b>9.5</b>	<b>8.2</b>	<b>4.7</b>	<b>2.9</b>	<b>2.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>5,400</b>	<b>5,700</b>	<b>3,200</b>	<b>1,900</b>	<b>1,600</b>	<b>900</b>	<b>600</b>	<b>400</b>	<b>..</b>	<b>19,800</b>
									<b>%</b>	<b>Number</b>
<b>Female clients</b>										
Usual accommodation unavailable	8.6	11.8	9.0	8.8	10.3	14.6	8.2	7.2	10.0	2,900
Eviction/previous accommodation ended/asked to leave	12.1	16.0	13.0	8.0	14.0	18.7	17.3	5.0	13.4	3,800
Time out from family/other situation	7.8	6.3	10.1	7.6	7.9	8.3	8.8	13.9	7.9	2,300
Relationship/family breakdown	19.9	18.9	16.1	13.0	16.0	14.1	19.5	8.4	17.4	5,000
Domestic violence	16.7	14.2	22.0	31.0	20.6	11.7	13.0	34.4	18.7	5,300
Financial difficulty	11.0	5.2	5.2	2.3	5.4	5.9	2.5	9.5	6.5	1,900
All other reasons	23.9	27.5	24.6	29.3	25.9	26.7	30.7	21.6	26.0	7,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (per cent)</b>	<b>24.9</b>	<b>31.8</b>	<b>14.1</b>	<b>8.8</b>	<b>9.7</b>	<b>4.0</b>	<b>2.6</b>	<b>4.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>7,000</b>	<b>9,100</b>	<b>4,000</b>	<b>2,500</b>	<b>2,800</b>	<b>1,200</b>	<b>700</b>	<b>1,100</b>	<b>..</b>	<b>28,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,300 support periods (main reason and gender).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 6.4: SAAP closed support periods for clients aged 12–24 years: main reason for seeking assistance, by length of support, Australia, 2001–02 (per cent)**

Main reason for seeking assistance	Length of support									Total	
	<1 day	1–3 days	>3–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	%	Number
Usual accommodation unavailable	14.8	19.0	9.1	8.2	9.4	22.2	8.8	4.8	3.6	100.0	4,900
Eviction/previous accommodation ended/asked to leave	12.1	15.8	9.6	9.3	12.1	23.3	9.0	5.7	3.1	100.0	6,100
Time out from family/other situation	8.9	24.8	11.1	9.1	8.8	19.4	8.9	5.5	3.4	100.0	3,400
Relationship/family breakdown	10.4	12.8	7.9	7.9	10.3	25.7	12.4	7.1	5.5	100.0	6,700
Interpersonal conflicts	13.9	13.9	8.9	6.1	10.0	24.3	11.9	6.1	4.9	100.0	1,400
Physical/emotional abuse	8.9	24.7	10.5	9.0	8.8	22.4	6.8	4.5	4.4	100.0	1,200
Domestic violence	11.7	28.5	11.9	8.8	10.1	17.5	6.7	3.0	1.7	100.0	5,000
Sexual abuse	6.4	14.3	7.2	5.9	8.8	30.6	12.6	9.9	4.3	100.0	300
Financial difficulty	26.2	16.9	7.6	7.0	8.1	18.3	7.0	6.1	2.8	100.0	3,300
Drug/alcohol/substance abuse	11.0	25.0	11.6	9.8	10.7	15.8	7.9	5.0	3.1	100.0	1,400
Gambling	3.6	17.9	16.9	20.4	11.8	13.0	4.1	7.9	4.4	100.0	<50
Emergency accommodation ended	19.5	15.7	8.3	8.8	6.9	17.8	10.1	8.3	4.5	100.0	800
Recently left institution	7.4	22.6	9.1	8.7	14.0	25.3	6.7	3.8	2.5	100.0	700
Psychiatric illness	11.0	21.9	9.6	7.7	13.3	17.9	8.6	5.2	4.8	100.0	400
Recent arrival to area with no means of support	8.9	24.8	10.5	11.9	10.2	20.2	7.4	4.2	2.0	100.0	1,800
Itinerant	12.7	18.9	9.8	8.2	8.5	19.9	10.0	7.3	4.6	100.0	1,300
Other	26.6	13.9	5.5	6.0	7.1	19.8	8.9	6.4	5.8	100.0	2,400
<b>Total (per cent)</b>	<b>13.6</b>	<b>19.1</b>	<b>9.3</b>	<b>8.4</b>	<b>9.9</b>	<b>21.4</b>	<b>9.0</b>	<b>5.5</b>	<b>3.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>5,600</b>	<b>7,900</b>	<b>3,800</b>	<b>3,500</b>	<b>4,100</b>	<b>8,800</b>	<b>3,700</b>	<b>2,300</b>	<b>1,500</b>	<b>..</b>	<b>41,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,500 closed support periods (main reason and length of support).
2. Statistics for support plans and main reason for seeking assistance exclude high-volume records because not all items were included on the high-volume form.
3. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



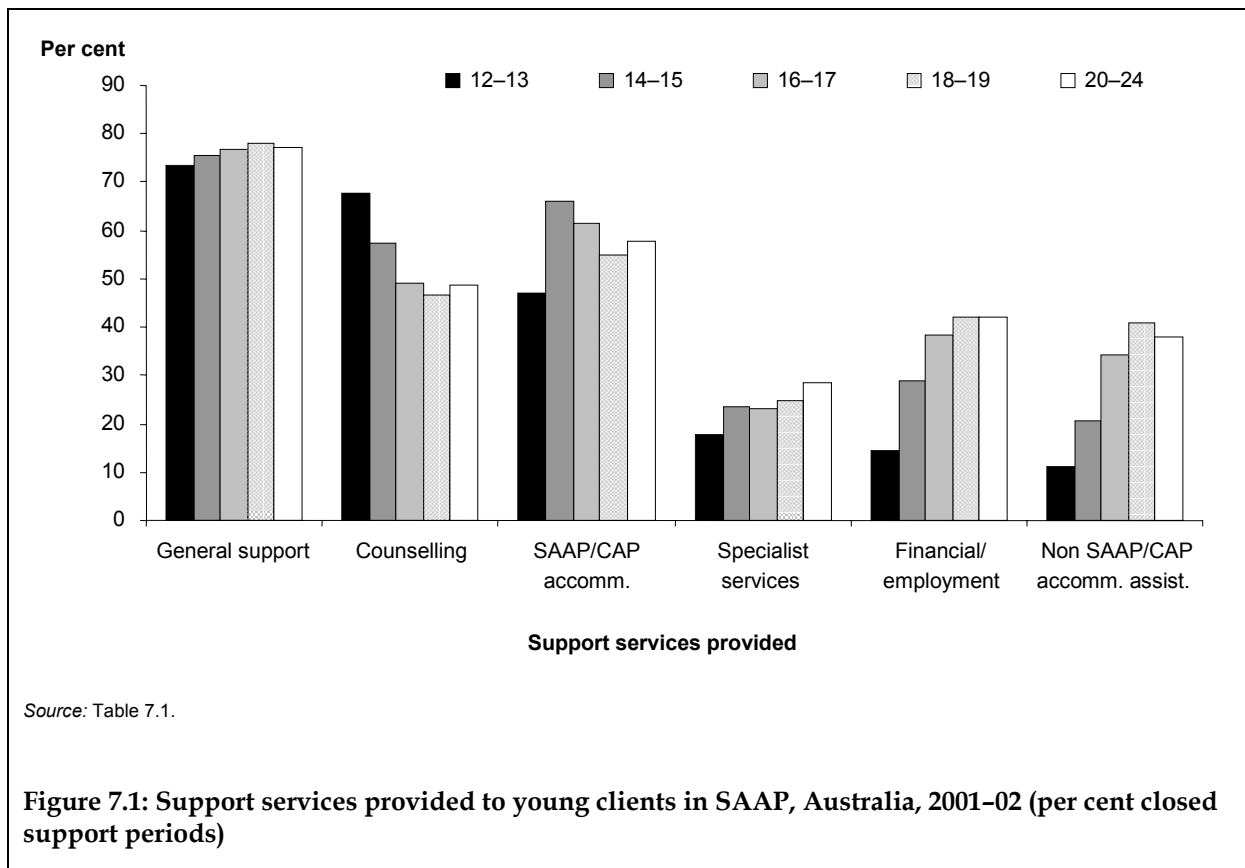
# 7 Support services

The diverse nature of client needs is reflected in the range of services SAAP agencies provided for people who are homeless or at risk of becoming homeless. Support may involve the provision of accommodation and/or a range of support services generally provided on an ongoing basis to clients. A client might request many services in a single support period. In some cases SAAP agencies might not be able to meet all of a client's requests directly. In these instances referrals to appropriate organisations might be arranged. However, for some required services it might not be possible either to provide the service or refer the client on. These services are referred to as unmet needs.

The services provided to clients by SAAP agencies, and the ability of agencies to meet the needs of their clients, are best measured after a client has finished receiving support. Therefore, it is necessary to look at closed support periods. Around 58,200 support periods were provided to young people aged 12–24 in 2001–02 (Table 2.1). Just over 51,000 of these were closed support periods – that is, they finished on or before 30 June 2002.

## Support services provided

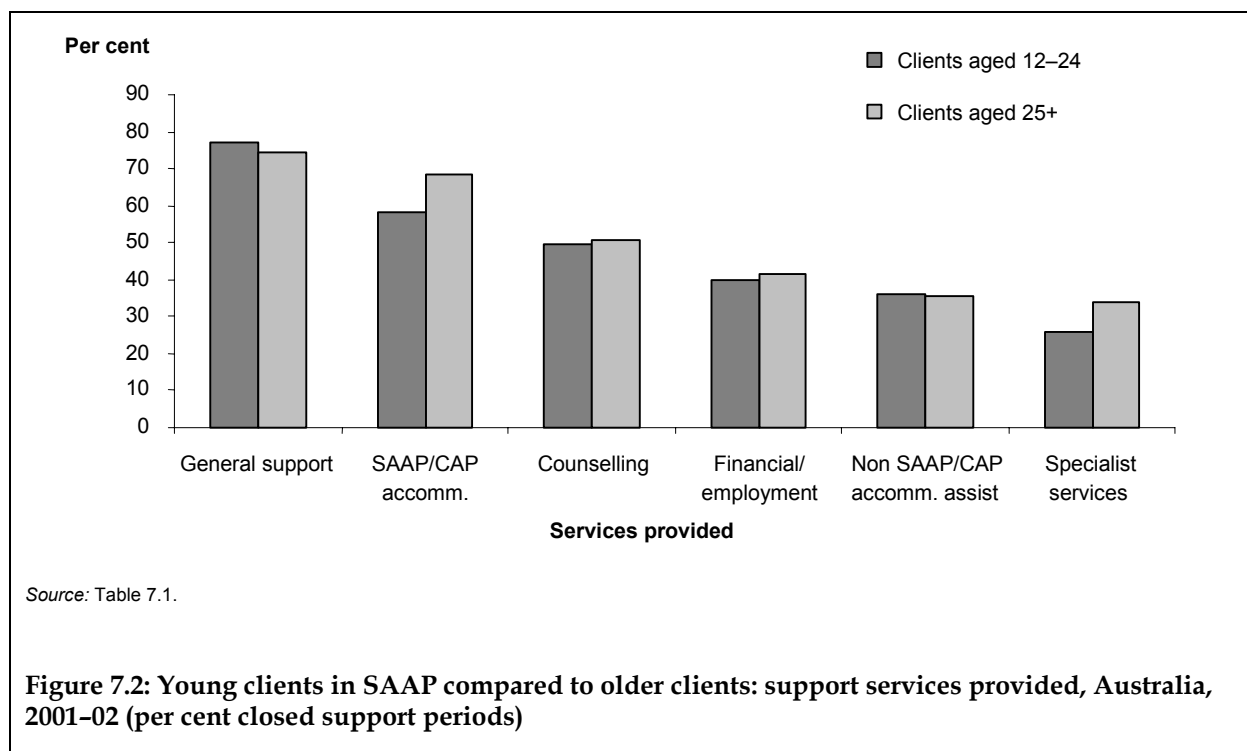
This section provides an overview of the broad types of support provided directly to clients by SAAP agencies. Figure 7.1 shows the support provided to young clients by age group.



- The most commonly provided service for all age groups was general support or advocacy. This service ranged from being provided in 74% of closed support periods for 12–13 year-olds to 78% for 18–19 year-olds.
- SAAP or CAP accommodation was provided in 58% of support services for young clients. It was most commonly provided for clients aged 14–15 years (66% of the 3,500 closed support periods) and least commonly provided for clients aged 12–13 years (47% of the 700 closed support periods).
- Assistance to obtain and/or maintain non-SAAP or non-CAP accommodation was lowest among those aged 15 years and under. The percentage of closed support periods with such assistance ranged from 11% for 12–13 year-olds to 41% for 18–19 year-olds.
- The percentage of support periods where counselling services were provided was lower in the older age groups. Counselling services were provided in 68% of closed support periods involving 12–13 year-olds, and in 47% of those involving 18–19 year-olds.
- The proportion of clients provided with assistance for employment and/or financial matters increased with age. Clients aged 12–13 years were provided with such assistance in 14% of their closed support periods, compared to 42% for clients aged 18–19 years and 20–24 years.
- The mean number of individual services provided for young clients was 6.1 per closed support period. Clients aged 14–15 years received the most services on average per closed support period (6.6), with clients aged 12–13 years receiving the lowest average number of services (5.6) (Table 7.1).

### Support services provided to young SAAP clients compared to older SAAP clients

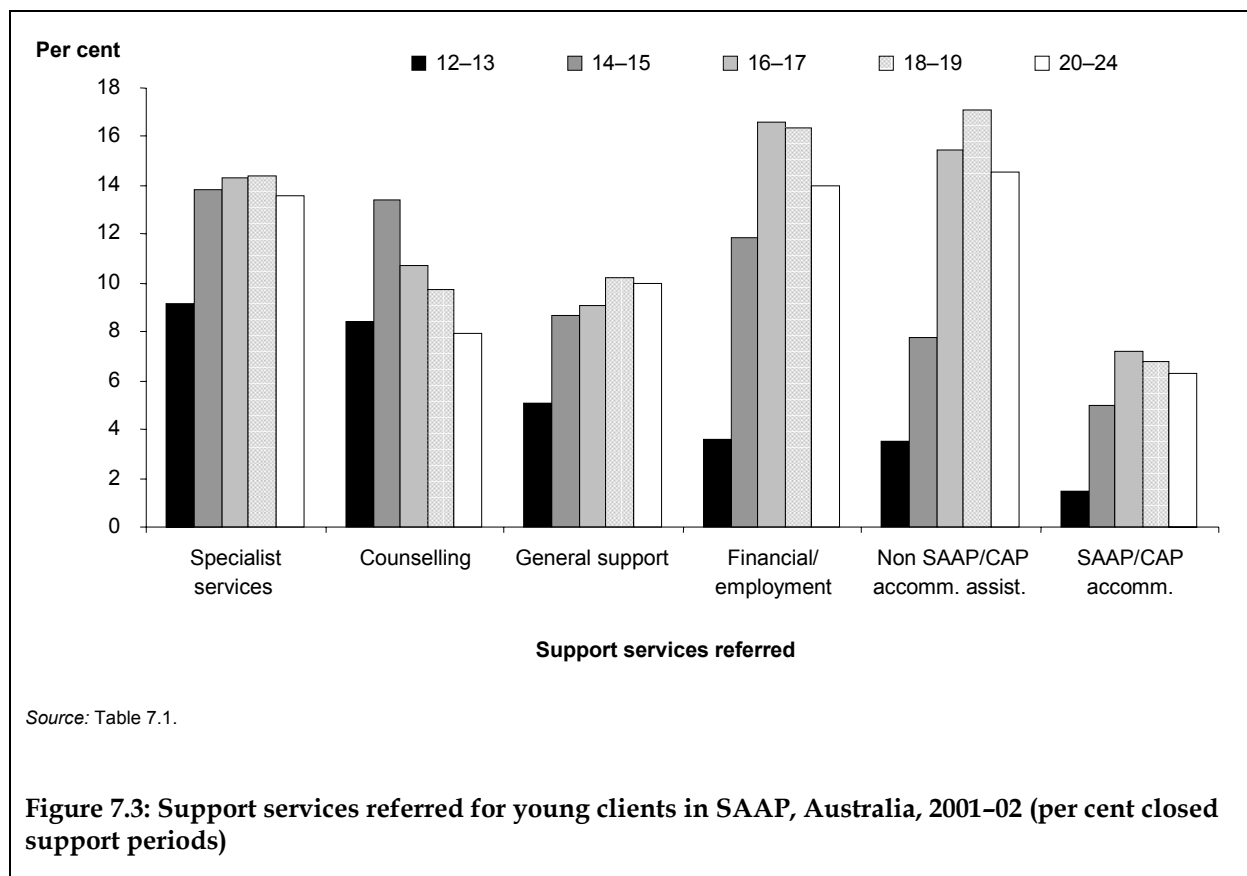
Figure 7.2 compares the proportion of closed support periods where each broad group of service was provided to clients aged 12–24 years and to clients aged 25 years and over.



- Older clients had higher rates of provision than those aged 12–24 years for specialist services (34% compared to 26%), SAAP or CAP accommodation (68% compared to 58%), and ‘other’ service types (72% compared to 64%).
- Provision levels were similar for young clients and older clients for all other groups of services.
- On average, clients aged 25 years and over received slightly more services than younger clients. Older clients had an average of 6.3 individual services provided per closed support period, compared to 6.1 for younger clients (Table 7.1).

### Support services referred

This section discusses referrals made by a SAAP agency on behalf of the client to other agencies for services unable to be directly provided by that agency. Figure 7.3 shows the broad types of referrals made for young SAAP clients across age groups.

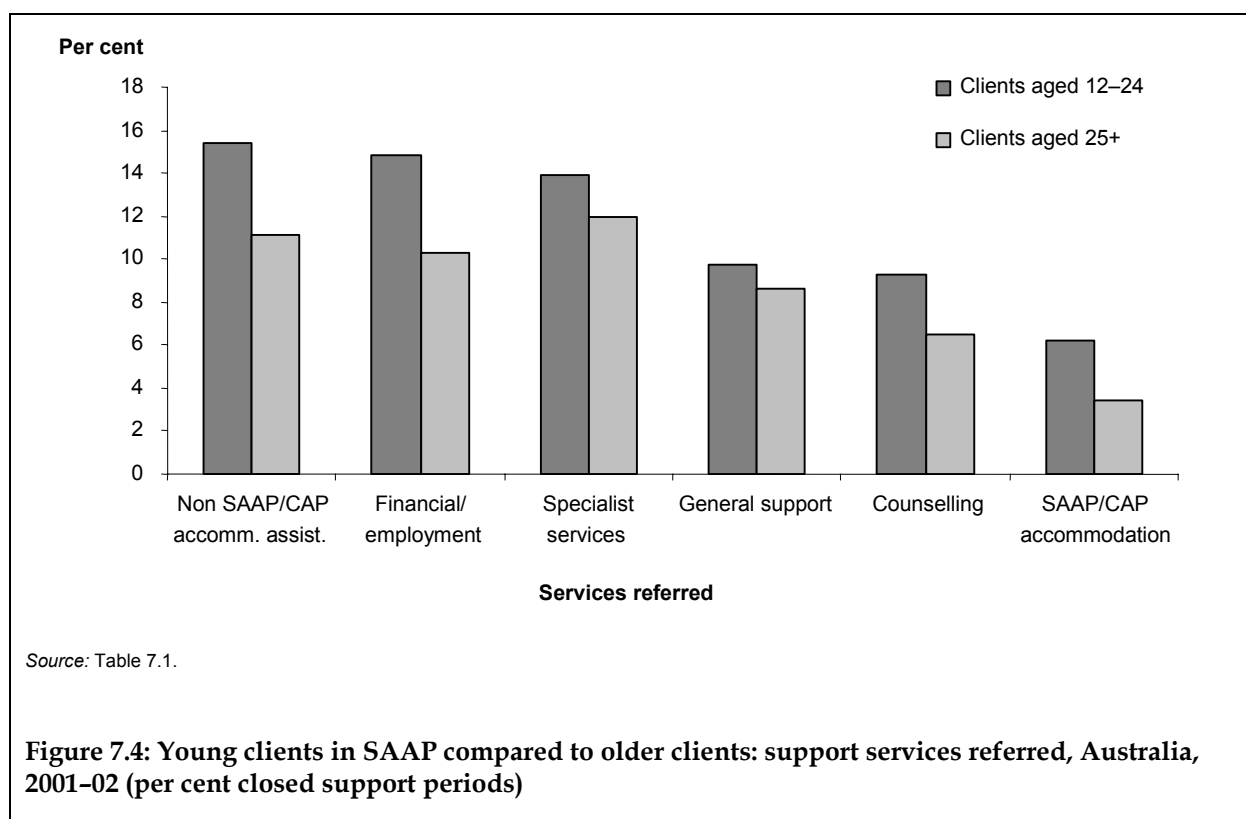


- Overall, for those aged 12–24 years, financial and/or employment services and assistance to obtain or maintain non-SAAP or non-CAP accommodation were the most commonly referred services (in around 15% of closed support periods each).
- Referrals for assistance to obtain or maintain non-SAAP or non-CAP accommodation ranged from 4% of closed support periods for 12–13 year-olds to 17% for 18–19 year-olds.

- For clients aged 15 years and under, specialist services (such as psychological, psychiatric, and drug or alcohol rehabilitation services) and counselling services were the most significant types of referral made.
- The percentage of closed support periods where counselling services were referred decreased as age increased. Counselling services were referred in 13% of closed support periods involving 14–15 year-olds, and in 8% of those involving 20–24 year-olds.
- The most common types of referrals for clients aged 16 and over were assistance to obtain or maintain non-SAAP or non-CAP accommodation, and financial and/or employment services.
- SAAP or CAP accommodation was referred in a lower proportion of closed support periods in every age group compared to all other broad groups of services, with the exception of the 'other' service category.

### Referrals for support services: young SAAP clients compared to older SAAP clients

Figure 7.4 shows the referrals made by a SAAP agency on behalf of young clients to other agencies for services unable to be provided directly by that agency, and compares these to referrals for older clients.



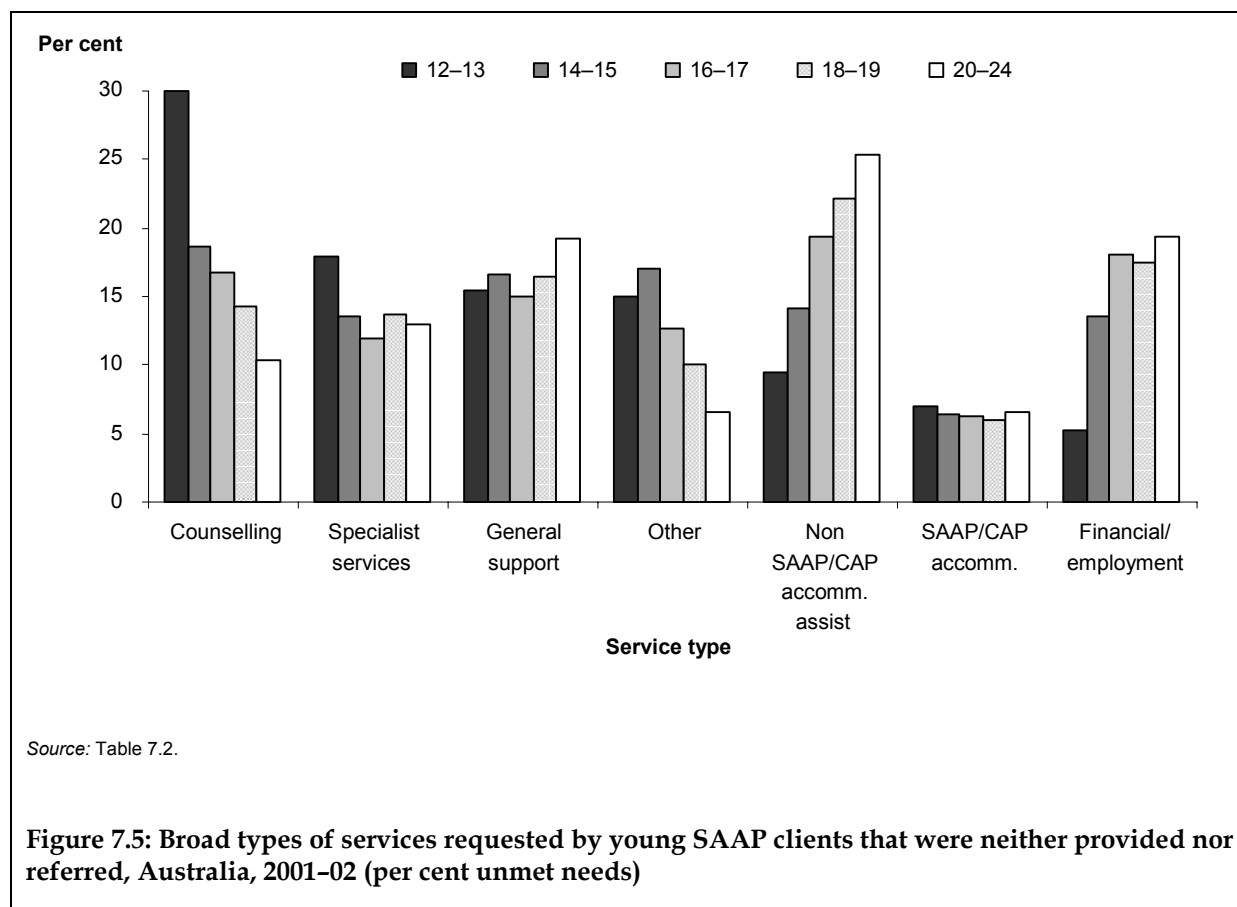
- Clients aged 12–24 years had higher proportions of services referred than older clients for every broad service group.
- The proportion of closed support periods with referrals for financial or employment assistance was substantially higher for young clients (15%) than older clients (10%). This

was also the case with referrals for assistance to obtain or maintain non-SAAP or non-CAP accommodation.

- The mean number of support services referred was very similar for both young clients (0.9) and those aged 25 years and over (0.7).

### Unmet requests for support services

This section details the services that clients requested but that were neither provided nor referred by SAAP agencies. Young clients aged 12–24 years requested 24,100 services within the seven broad groups that were not provided or referred.

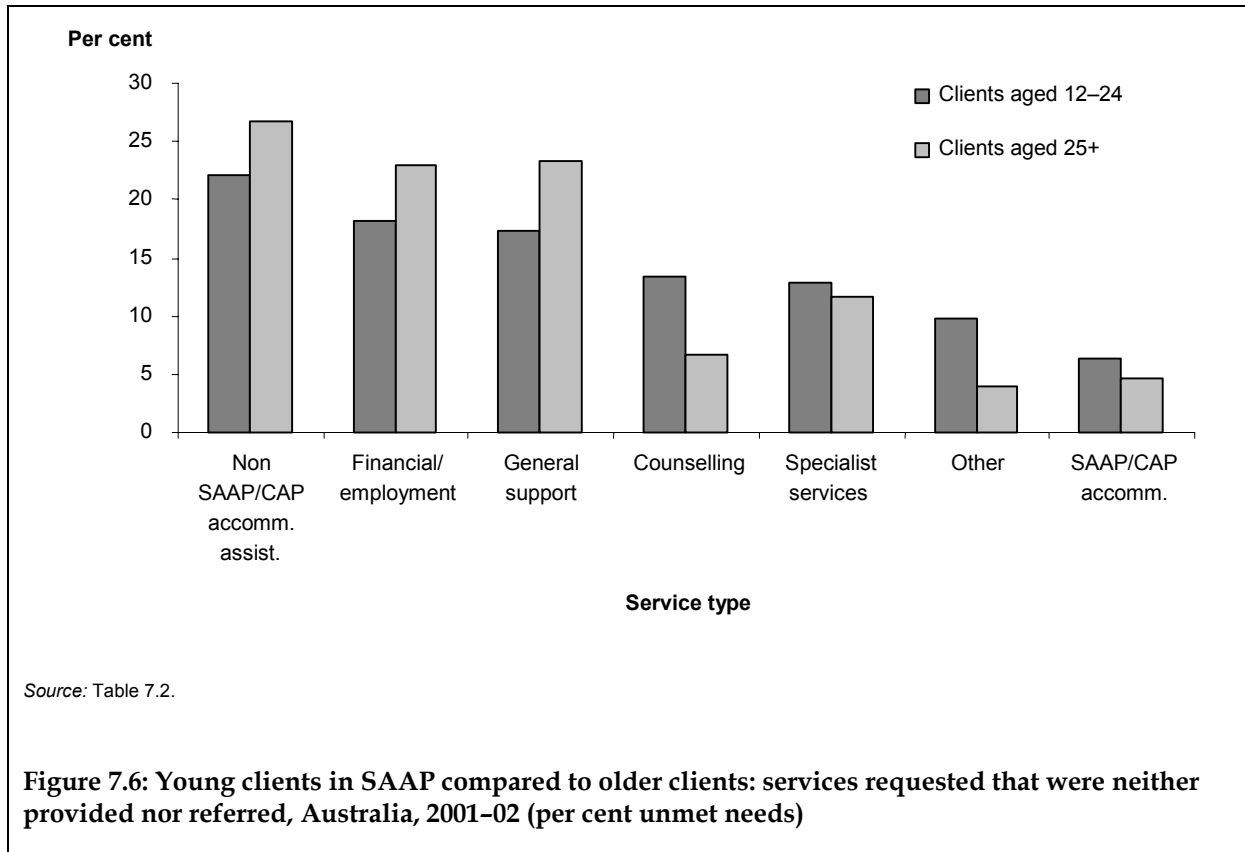


- Table 7.2 shows that 20–24 year-olds had the highest proportion of unmet requests (45% of total unmet requests for young clients). However, when considering that relatively large proportions of unmet requests were for 16–17 and 18–19 year-olds, young clients aged between 16 and 19 years had the most unmet requests (47%).
- Assistance to obtain or maintain independent housing was the most significant unmet request for young people (22% of total unmet needs for young clients). Unmet needs for this service increased with age, from 9% for 12–13 year-olds to 25% for 20–24 year-olds.
- Requests for financial and/or employment services and for general support and advocacy were also unmet for a relatively high proportion of unmet needs for young clients (18% and 17%, respectively).

- The highest proportion of unmet requests for counselling was in the 12–13 year-old age group (30%). This was the most significant unmet need for this age group.

### Unmet needs of young SAAP clients compared to older SAAP clients

Figure 7.6 compares the broad types of services that were requested by young clients and those aged over 25 years that were neither provided nor referred.



- Young clients had higher proportions of unmet requests than older clients for counselling services (13% compared to 7%), specialist services (13% compared to 12%), 'other' types of support (10% compared to 4%) and SAAP/CAP accommodation (6% compared to 5%).
- Older clients had higher proportions of unmet requests than younger clients for financial and/or employment services (23% compared to 18%), general support/advocacy (23% compared to 17%) and assistance to obtain/maintain non-SAAP/CAP accommodation (27% compared to 22%).

## 7.1 Tables

**Table 7.1: SAAP closed support periods for clients aged 12–24 years: support services provided to clients or referred on, by broad service type and age, Australia, 2001–02 (per cent closed support periods)**

Broad type of service	Age					Total for young clients	Total for clients aged 25+
	12–13	14–15	16–17	18–19	20–24		
<b>Support services provided</b>							
SAAP/CAP accommodation	47.2	65.9	61.6	55.1	57.7	58.4	68.2
Assistance to obtain/maintain non-SAAP/CAP accommodation/housing	11.3	20.5	34.1	40.7	37.8	36.0	35.8
Financial/employment	14.4	28.9	38.2	42.3	42.2	40.0	41.3
Counselling	67.6	57.5	49.0	46.8	48.9	49.4	50.8
General support/advocacy	73.6	75.7	76.8	78.0	77.3	77.2	74.6
Specialist services	17.8	23.4	23.3	24.6	28.3	25.9	34.1
Other	69.1	72.3	66.7	61.2	63.4	64.3	71.7
<b>Mean number of individual services provided</b>	<b>5.6</b>	<b>6.6</b>	<b>6.4</b>	<b>6.0</b>	<b>5.9</b>	<b>6.1</b>	<b>6.3</b>
<b>Support services referred</b>							
SAAP/CAP accommodation	1.5	5.0	7.2	6.8	6.3	6.5	4.1
Assistance to obtain/maintain non-SAAP/CAP accommodation/housing	3.5	7.8	15.5	17.1	14.6	14.7	10.9
Financial/employment	3.6	11.9	16.6	16.4	14.0	14.8	10.3
Counselling	8.4	13.4	10.7	9.7	7.9	9.3	6.5
General support/advocacy	5.1	8.7	9.1	10.2	10.0	9.7	8.6
Specialist services	9.2	13.8	14.3	14.4	13.6	13.9	12.0
Other	1.8	2.9	3.4	4.0	4.1	3.8	2.9
<b>Mean number of individual services referred</b>	<b>0.4</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>0.9</b>	<b>0.9</b>	<b>0.7</b>
<b>Total (per cent)</b>	<b>1.5</b>	<b>7.0</b>	<b>21.9</b>	<b>22.7</b>	<b>46.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>700</b>	<b>3,500</b>	<b>10,900</b>	<b>11,300</b>	<b>23,200</b>	<b>49,700</b>	<b>105,800</b>

### Notes

- Number excluded due to errors and omissions (weighted): 1,300 closed support periods with no information on service requirements or provision for 12–24 year-olds.
- Number excluded due to errors and omissions (weighted): 2,000 closed support periods with no information on service requirements or provision for clients aged 25 years and over.
- See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds and 25 and over.
- Clients were able to receive multiple services so percentages do not total 100.
- Percentages refer to if a service was provided or referred within a broad grouping, not the sum of individual services within that grouping.
- The 34 individual service types have been grouped into seven major classifications as follows:
  - SAAP or CAP accommodation;
  - assistance to obtain or maintain non-SAAP/CAP housing or accommodation—assistance to obtain short-term accommodation and assistance to obtain independent housing;
  - financial/employment—employment and training assistance, assistance to obtain a benefit or pension or other government allowance, financial assistance or material aid, or financial counselling and support;
  - counselling—incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling, assistance with problem gambling;
  - general support and advocacy—living skills and personal development assistance, assistance with legal issues or court support, advice or information, retrieval, storage or removal of personal belongings, advocacy or liaison on behalf of clients, and brokerage services;
  - specialist services—psychological services, psychiatric services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, assistance with immigration issues, and health or medical services; and
  - other—meals, laundry or shower facilities, recreation, transport, and other support not elsewhere specified.
- 'Mean number of individual support services' is based on the 34 individual service types.
- Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 7.2: SAAP services requested by clients aged 12–24 years in closed support periods that were neither provided nor referred, by broad service type and age, Australia, 2001–02**

	Age					Total for young clients	Total for clients aged 25+		
	12–13	14–15	16–17	18–19	20–24		%	Number	
<b>Broad type of service</b>	<b>% unmet needs</b>					<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>
SAAP/CAP accommodation	7.0	6.4	6.3	6.0	6.5	6.3	1,500	4.6	2,300
Assistance to obtain/maintain non-SAAP/CAP accommodation/housing	9.4	14.1	19.4	22.1	25.3	22.2	5,400	26.8	13,300
Financial/employment	5.2	13.6	18.1	17.5	19.3	18.1	4,400	23.0	11,500
Counselling	30.0	18.7	16.7	14.2	10.3	13.4	3,200	6.7	3,300
General support/advocacy	15.5	16.6	15.0	16.4	19.2	17.3	4,200	23.3	11,600
Specialist services	17.9	13.5	11.9	13.7	12.9	12.9	3,100	11.7	5,800
Other	15.0	17.1	12.7	10.1	6.6	9.7	2,300	4.0	2,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>24,100</i>	<i>100.0</i>	<i>49,800</i>
<b>Summary totals</b>									
Total unmet needs (per cent)	0.7	7.2	23.3	23.9	44.8	100.0	..	100.0	..
Total unmet needs (number)	200	1,700	5,600	5,800	10,800	..	24,100	..	49,800
Total closed support periods with unmet needs (per cent)	0.8	6.4	22.2	23.6	47.0	100.0	..	100.0	..
Total closed support periods with unmet needs (number)	100	700	2,300	2,500	4,900	..	10,500	..	22,400
Total closed support periods (per cent)	1.5	7.0	21.9	22.7	46.6	100.0	..	100.0	..
Total closed support periods (number)	700	3,500	10,900	11,300	23,200	100.0	49,700	..	105,800

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,300 closed support periods with no information on service requirements or provision for 12–24 year-olds.
2. Number excluded due to errors and omissions (weighted): 2,000 closed support periods with no information on service requirements or provision for clients aged 25 years and over.
3. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds and 25 and over.
4. A client may require more than one type of service within the broad type of assistance. The 34 individual service types have been grouped into seven major classifications. See note 6 to Table 7.1.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



## 8 Circumstances of young clients before and after support

As a way of examining the pathways young people take into SAAP and the outcomes for young clients following SAAP support, this chapter discusses the circumstances of young clients before and after they sought assistance.

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

Within this aim the goals are:

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

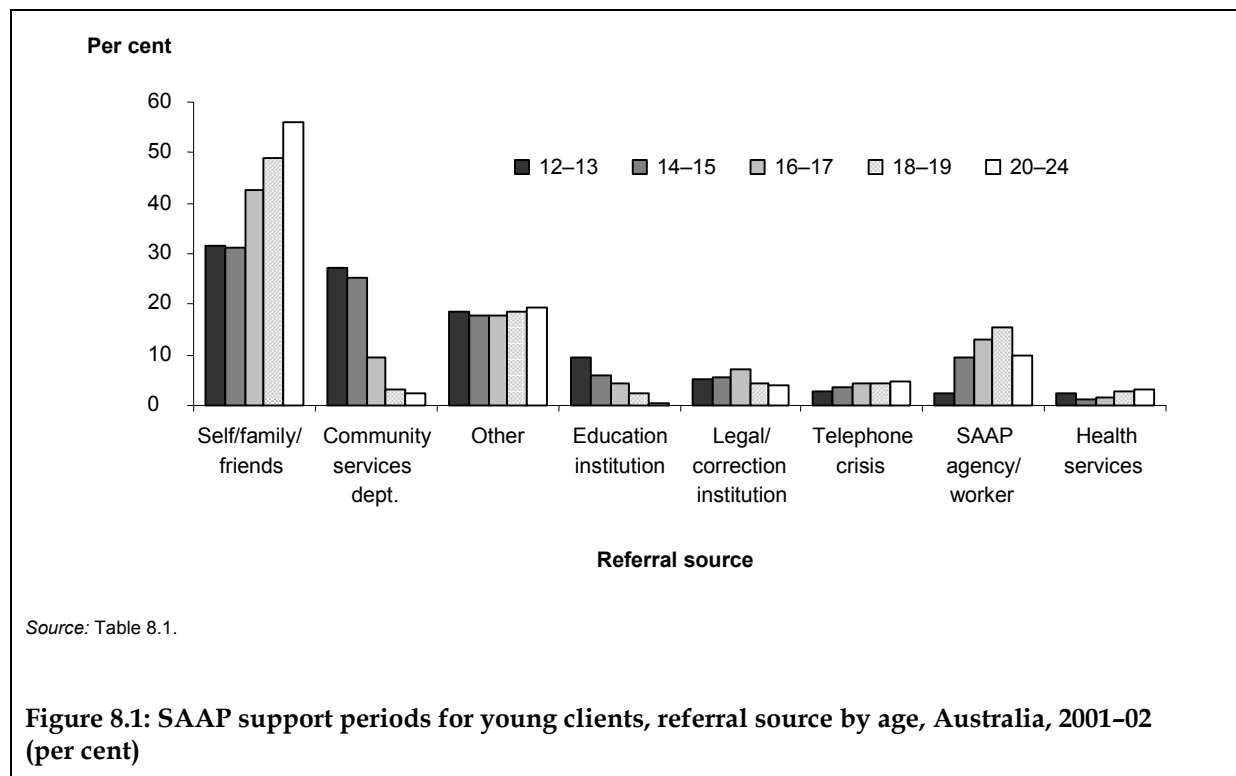
There is a significant amount of data missing in relation to client circumstances, particularly after support has ended, and this should be taken into account when assessing the outcomes presented here. In addition, outcomes for young clients do not depend on the intervention of SAAP agencies alone – a complex interplay of policies and programs relating to housing, income security and community services, as well as individuals' personal circumstances, will influence outcomes for SAAP clients.

### Sources of referral for young clients

The source of referral shows the formal way a young client was referred to a SAAP agency or how the young client found out about a SAAP agency. It provides information about the links between individuals, SAAP and other parts of the welfare, corrective services and health systems.

Figure 8.1 shows that in a high proportion of support periods (47%), young clients aged between 12–24 years were either self-referred or heard about the SAAP agency from family members or friends. The same is true for each age group, ranging from 29% of support periods for 12–13 year-olds to 51% of support periods for 20–24 year-olds (Table 8.1).

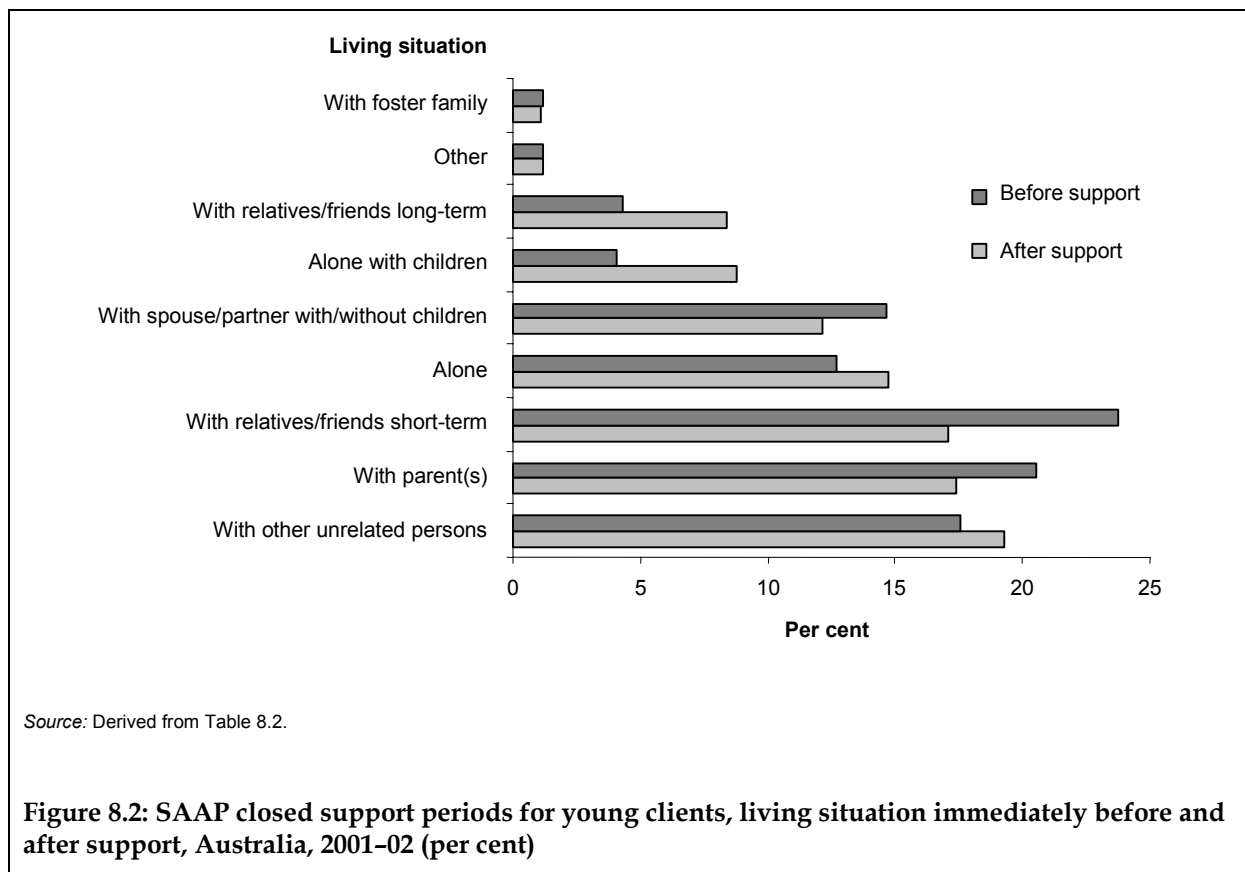
Overall, referrals from SAAP agencies or workers were the third most common source of referrals reported in support periods for young clients aged 12–24 years (12%). In particular, 16–17 year-olds and 18–19 year-olds reported being referred from this source in around 14% of support periods each. This indicates that the linkages between SAAP agencies play an important role in young people accessing services (Table 8.1).



- In only 6% of support periods were young clients referred to a SAAP agency by the community services department in their state or territory. However, a higher proportion of support periods for 12-13 year-olds (29%) and 14-15 year-olds (22%) were referred from this source. Referrals from this source dropped sharply once the young person reached 16 years of age, falling to 3% of support periods for 20-24 year-olds.
- Young male clients aged 16-17 years were more likely to be referred to SAAP from a legal or correctional institution (7%) than their female counterparts (3%). However, young female clients were more likely to be referred from this source in all other age categories except 18-19 years where they were referred in equal proportions.
- Females aged 12-24 years were overall more likely to be referred from a telephone crisis service than young males (7% compared to 4%). This difference was most noticeable in the 20-24 year-old age group with 10% of females referred from this source compared to 5% of males.

### Living situation of young clients immediately before and after support

Living situation measures the people with whom the young client was living immediately before and after a support period. By comparing the young client's situation before and after receiving SAAP assistance, it may give information about the ongoing resolution of conflicts in their living situation – an important outcome indicator. Data in the remainder of this chapter relate to closed support periods.



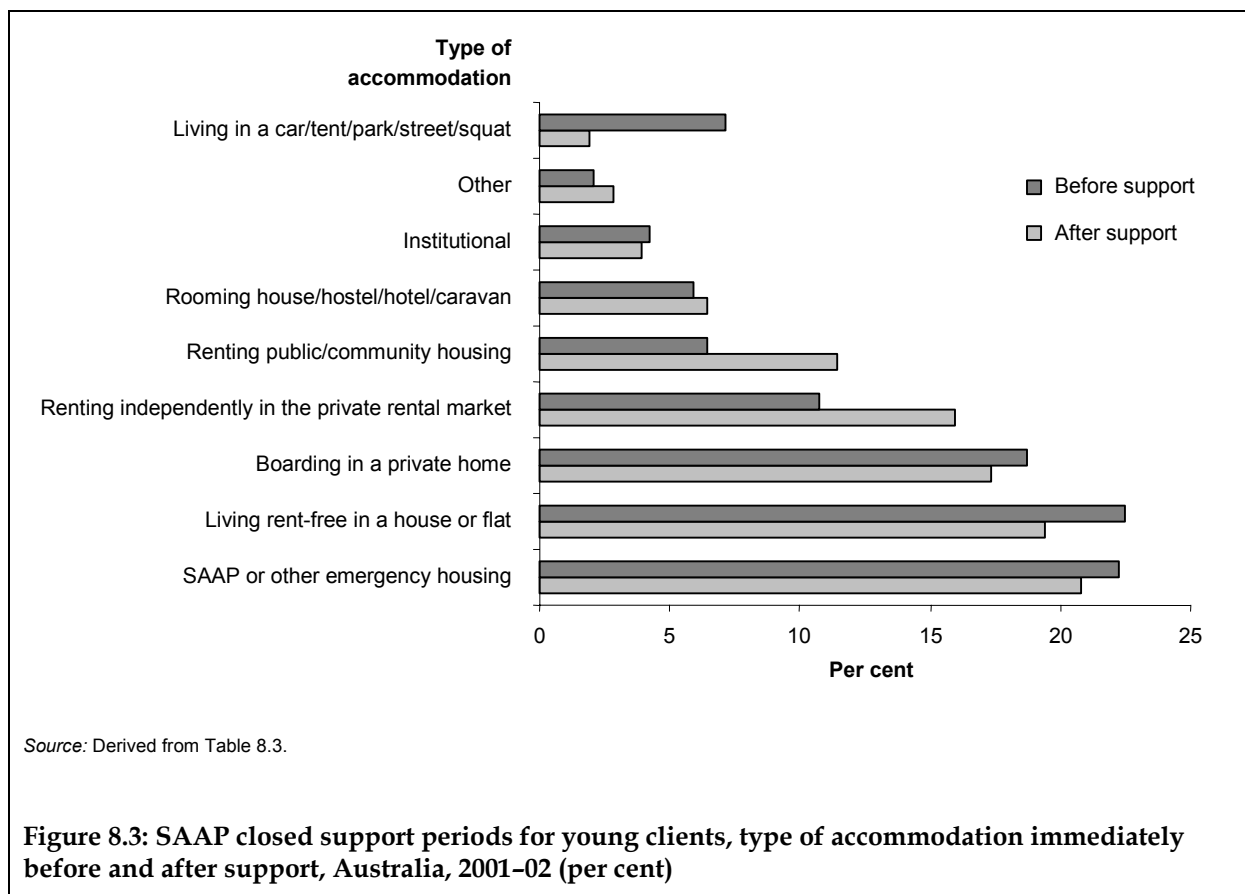
- In general, the living situation of young clients aged 12-24 years did not vary greatly between before support and after support. However, some indication of changes is evident from the data presented in Table 8.2 and discussed below.
- Overall, before support young clients aged 12-24 years were most often living short-term with relatives or friends (in 24% of closed support periods) (derived from Table 8.2). However, after support, young clients were more likely to be living with other unrelated persons (in 19% of closed support periods). The proportion of young clients living with other unrelated persons was higher following support for each age group and was the most commonly reported living situation for 16-17 year-olds after support (Table 8.2).
- Living with a parent or parents was the most common living situation for young clients aged 12-15 years both before and after support. However, for each age group, the proportion of young clients living with a parent or parents decreased following support.
- Before support, young clients aged 16-19 years were most commonly living with their parents or relatives or friends short-term. The proportion of these clients with these living situations decreased after support. This supports data in Table 6.1 which show that young clients aged 16-19 years most often sought assistance due to relationship or family breakdown, followed by eviction or the ending of previous accommodation.
- The proportion of clients aged 12-24 years living alone, alone with children or long-term with relatives or friends increased after support. This trend can also be seen across all age categories excepting 12-13 year-olds where the percentage living alone or with relatives or friends long-term fell slightly after support.
- For clients aged between 14 and 19, the percentage living with relatives or friends long-term at least doubled following support.

- The 20–24 age group had the highest percentage of closed support periods in which clients were living alone with children both before and after support. After support, the proportion of closed support periods for 20–24 year-old clients in this living situation approximately doubled.

### Type of accommodation occupied by young clients immediately before and after support

The type of housing or accommodation measures the physical structure in which the young client lived immediately before and after a support period. How young clients access secure accommodation and housing can be an important outcome indicator and can show how young clients are moving into and out of SAAP accommodation and other housing. The data presented here refer to closed support periods.

In general, the type of accommodation young clients aged 12–24 years were living in did not vary greatly between before support and after support. However, some changes are evident from the data presented in Table 8.3 and are discussed below.



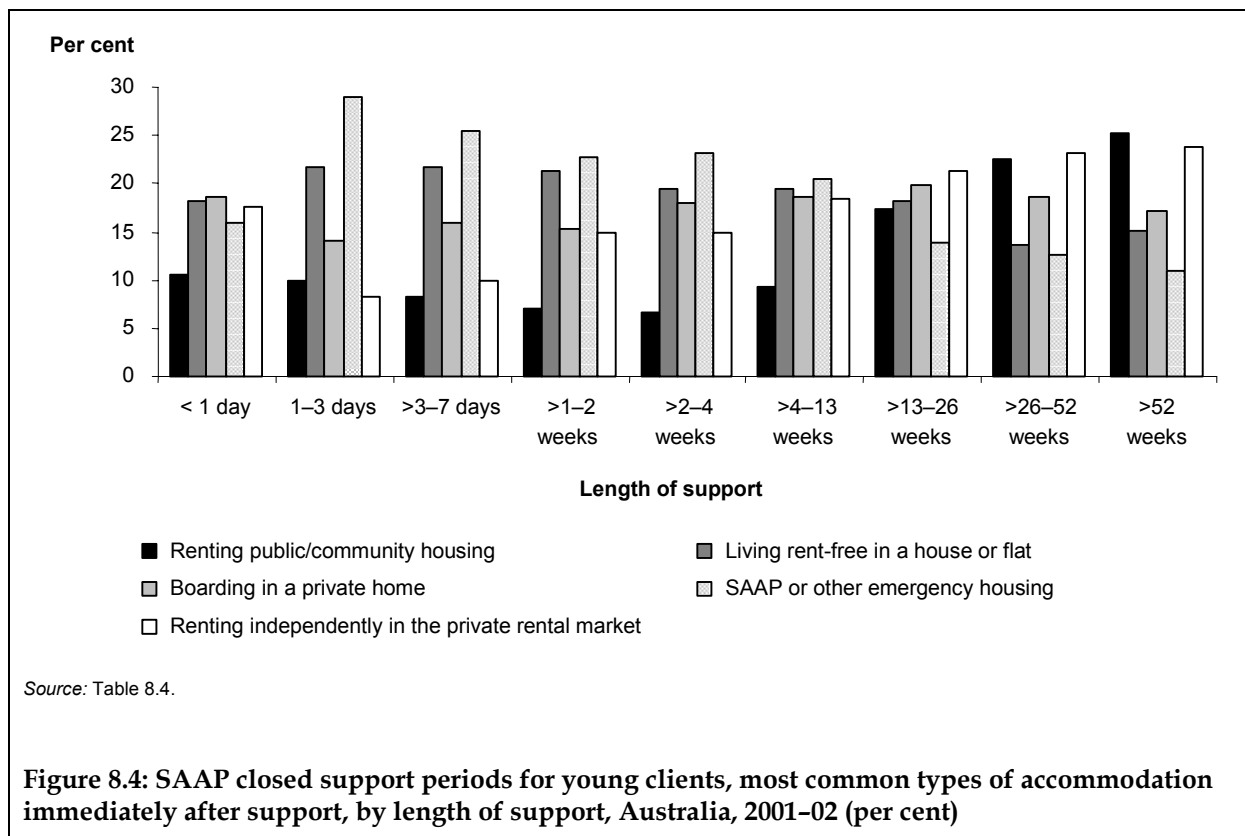
- The proportion of closed support periods in which young clients reported that they were living in a car, park, tent, street or squat decreased for each age group following support, making it the least common type of accommodation occupied by young clients overall after support.
- Living rent-free in a house or flat was the most common type of accommodation for clients aged 12–24 years before support, followed by SAAP or other emergency housing.

SAAP or other emergency housing was the most commonly reported type of accommodation for clients aged 12–24 years after support, followed by living rent-free in a house or flat (Table 8.3).

- The most common type of accommodation for those aged 12–17 years, both before and after support, was living rent-free in a house or flat. The proportion of closed support periods where clients were living in this type of accommodation fell as age increased.
- The proportion of closed support periods with young clients renting independently in the private rental market increased following support for every age group. For the 16–17 year age group the percentage doubled (from 5% of closed support periods before support to 10% after support). For the 20–24 year age group, it was the common type of accommodation occupied after support (20% of closed support periods).
- The proportion of closed support periods in which young clients aged between 16 and 24 years were renting public or community housing increased after support.

### Type of accommodation after support, by length of support

Figure 8.4 shows the most common types of accommodation young clients occupied immediately following support by the amount of time they were supported.



Source: Table 8.4.

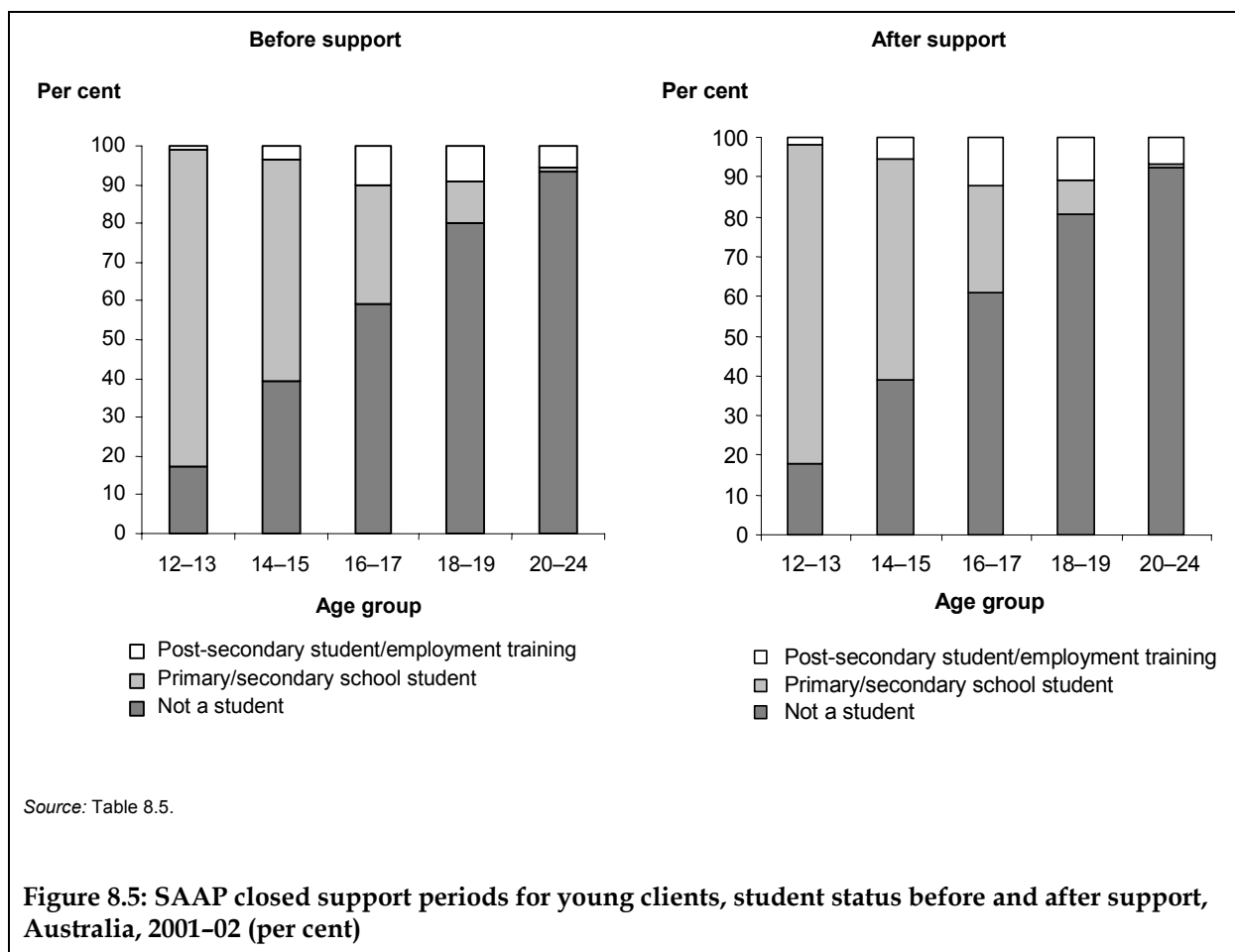
**Figure 8.4: SAAP closed support periods for young clients, most common types of accommodation immediately after support, by length of support, Australia, 2001–02 (per cent)**

- Young clients who were supported for 1 day or less were more likely to be boarding in a private home than living in other types of accommodation after support (in 19% of closed support periods).

- Young clients who were supported for between 1 and 13 weeks were more likely to be living in SAAP or other emergency housing after support than in other types of accommodation.
- Young clients who were supported for between 13 weeks and 1 year were most often renting independently in the private rental market after support.
- Young clients who were supported for more than a year were more likely to be renting public or community housing after support than living in other types of accommodation (in 25% of closed support periods).

### Student status of young clients immediately before and after support

Student status measures whether a young client was involved in any full-time or part-time study immediately before and after a support period. Comparing the client's situation before and after using SAAP services may show how SAAP agencies assist clients in participating in education and training.

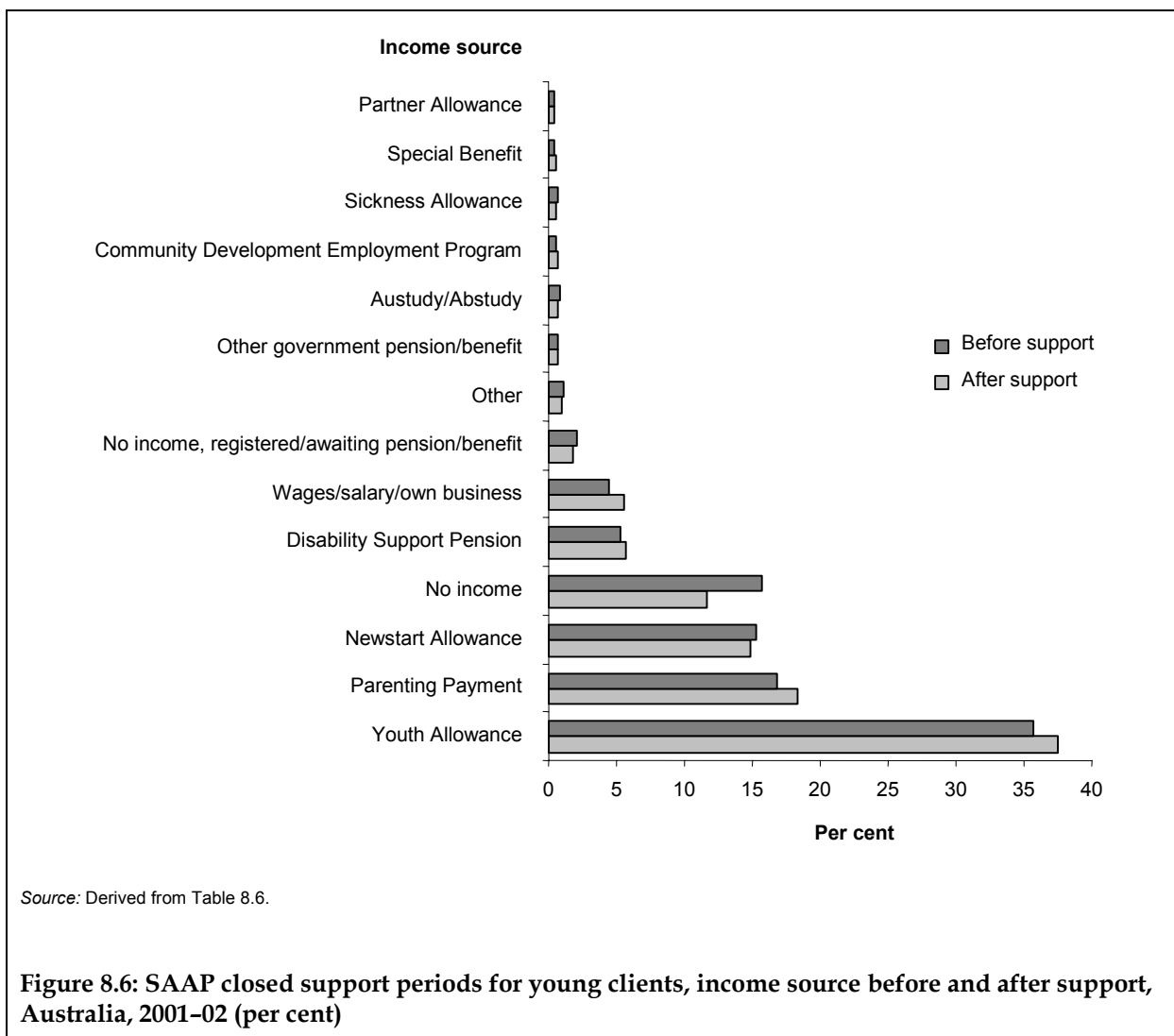


- The majority of 12-15 year-olds were primary or secondary school students both before and after support. The percentage of these young clients who were primary or secondary students decreased slightly after support.

- The proportion of 16–17 year-olds who were students decreased slightly after support from 41% of closed support periods before support to 39% of support periods after support (Table 8.5).
- The percentage of young clients in post-secondary studies or employment training increased slightly after support for all age groups.

### Main source of income for young clients immediately before and after support

Main income source measures the young client’s source of regular income or, if they have more than one source of income, the largest part of their total income, immediately before and after support. Legally, the age restrictions on young people being eligible for paid work vary across Australia. In addition, as can be seen from Table 8.6, many young people under the age of 17 are still attending school. Given the difficulties that young people aged under 18 years have finding regular paid work or obtaining benefits, it is not surprising that it is only in the later age groups from 16 to 24 years that significant percentages of young clients report having some source of income.



- Overall, Youth Allowance was the main source of income for young clients both before and after support. By age group, Youth Allowance was the most commonly cited main source of income for both 16–17 and 18–19 year-olds before and after support (in over 50% of closed support periods in each case) (Table 8.6).
- The percentage of closed support periods where no income was reported decreased after support for all age groups, with the greatest decrease in the age groups between 16 and 24 years. This corresponds to the proportion of young clients not in school, as shown in Table 8.5.
- Overall, Parenting Payment was the second highest main source of income for young clients before and after support. This was due to the high proportion of closed support periods for 20–24 year-olds in which this income source was reported (29% before support and 32% after support). For the 18–19 year age group this income source increased from 13% of closed support periods before support to 16% after.
- The percentage of closed support periods in which young clients had access to private sources of income through wages, salary or owning their own business increased across all ages after support.

### **Young clients with a guardianship order**

For the purposes of the SAAP NDC, a protection or guardianship order (including wardship or equivalent) relates to a person under the age of 18 and includes:

- orders where legal guardianship is transferred to a Minister, Director or other official of the community services department, giving the department total responsibility for the young person.
- non-guardianship orders where the Minister, Director, or other official is given some responsibility for a young person’s welfare, such as supervision, custody, or accommodation arrangements.

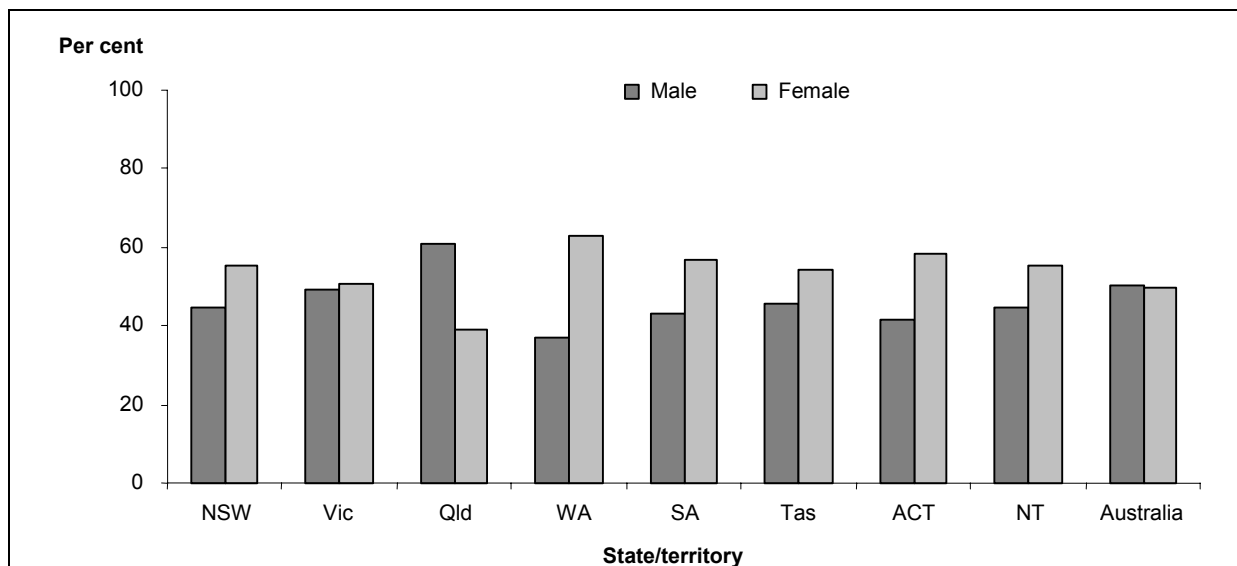
It does not include guardianship orders in place for adults (for example, people with an intellectual or psychiatric disability).

It should be noted that the data presented here relate to whether a young client aged between 12 and 18 years had a guardianship order either before *or* after support.

### **Gender of young clients with a guardianship order**

The gender distribution of young clients with a guardianship order varied by state and territory. Figure 8.7 shows the gender distribution by state and territory of closed support periods for young clients aged 12–17 years who had a guardianship order either before or after support. Nationally, there were slightly more males than females with guardianship orders, despite the fact that every state except Queensland had more closed support periods for young females with a guardianship order than young males. The high proportion of males with a guardianship order in Queensland (61%) influenced the national figures.





Source: Table 8.7.

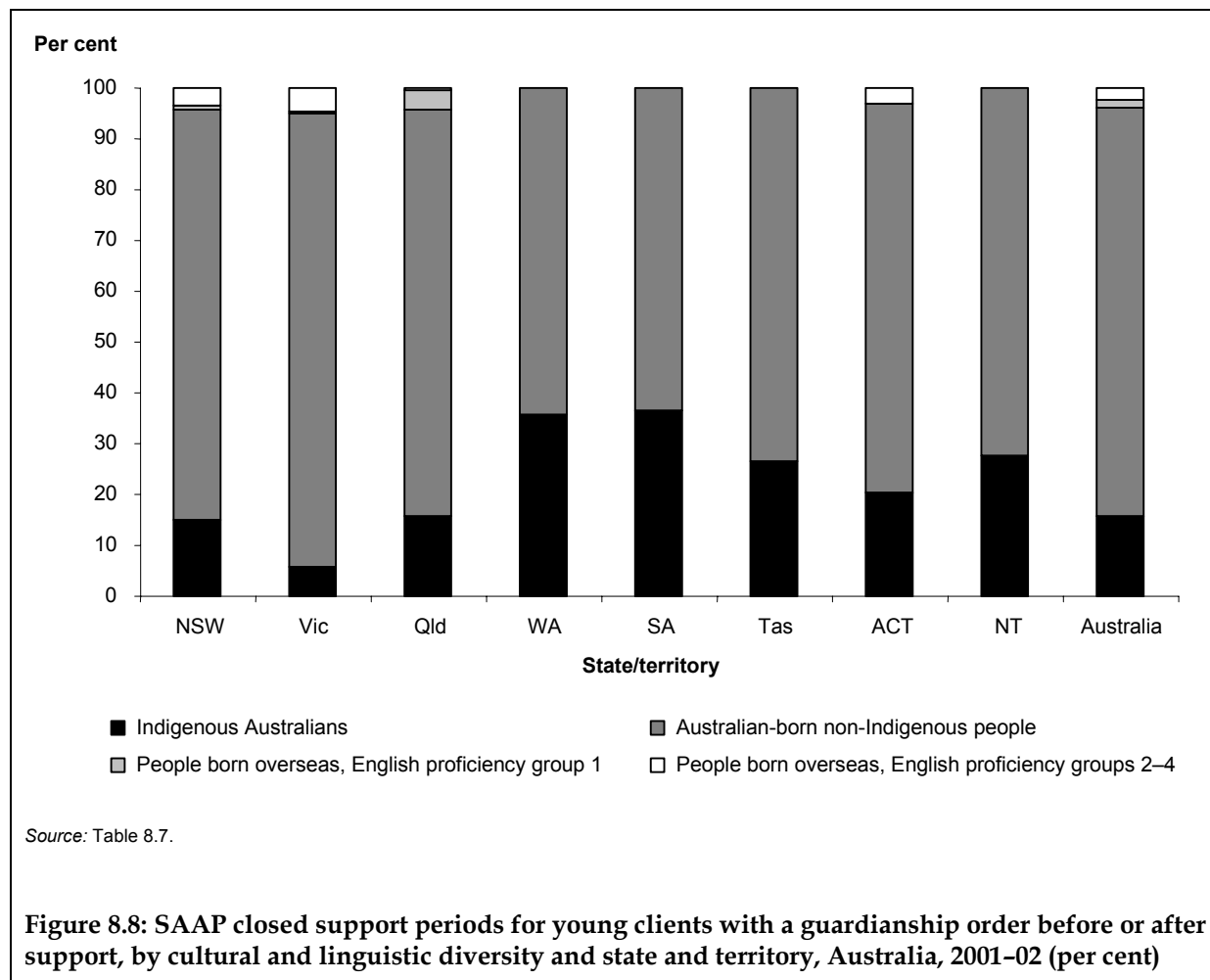
**Figure 8.7: SAAP closed support periods for young clients with a guardianship order before or after support, by gender and state and territory, Australia, 2001-02 (per cent)**

### Cultural and linguistic diversity of young clients with a guardianship order

Figure 8.8 shows the closed support periods for young clients with a guardianship order by cultural and linguistic diversity and state and territory. The majority of closed support periods for young clients with a guardianship order before or after support were for Australian-born non-Indigenous people (80%).

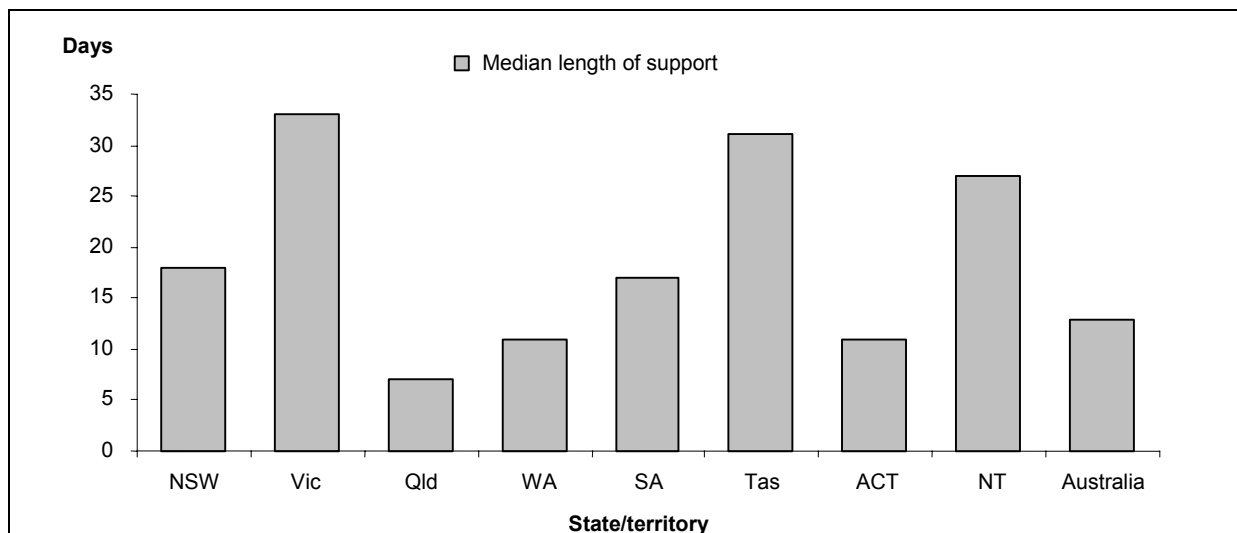
Nationally, 16% of closed support periods for young clients with a guardianship order were for Indigenous Australians. South Australia had the highest proportion, with 37% of closed support periods for clients with a guardianship order being for Indigenous Australians.

The Northern Territory, South Australia, Western Australia and Tasmania had no closed support periods for young clients with a guardianship order who were born overseas. Victoria had the highest percentage of closed support periods for young clients born overseas who had a guardianship order before or after support (5%).



### Length of support for young clients with a guardianship order

Figure 8.9 presents the median length of support for young clients with a guardianship order by state and territory. Nationally, the median length of support for young clients with a guardianship order before or after support was 13 days. For all young clients, the median length of support was 9 days (Table 2.1). The length of support of young clients with a guardianship order before and after support varied by state and territory, from 33 days in Victoria to 7 days in Queensland.



Source: Table 8.7.

**Figure 8.9: SAAP closed support periods for young clients with a guardianship order before or after support, by median length of support and state and territory, Australia, 2001-02 (days)**

### Main reason for seeking support for young clients with a guardianship order

The most commonly reported main reason young clients with a guardianship order sought assistance in Australia during 2001-02 was eviction, previous accommodation ended or being asked to leave (in 20% of closed support periods) (Table 8.7). This was also the main reason reported in Queensland. Relationship or family breakdown was the most common main reason in New South Wales, Victoria, South Australia and Tasmania (in 22%, 21%, 15% and 35% of closed support periods, respectively). In Western Australia, the main reason for seeking assistance was usual accommodation being unavailable (in 27% of closed support periods), while in the Northern Territory it was being a recent arrival to an area with no means of support (28% of closed support periods).

## 8.1 Tables

Table 8.1: SAAP support periods for clients aged 12–24 years: referral source, by gender and age, Australia, 2001–02 (per cent)

Age	Self/ family/ friends	Education institution	Community services dept.	Legal/ correction institution	Health services	Telephone crisis	SAAP agency/ worker	Other	Total	
									%	Number
<b>Male</b>										
12–13	31.5	9.4	27.4	5.3	2.4	2.9	2.5	18.6	100.0	300
14–15	31.3	6.0	25.3	5.7	1.1	3.7	9.3	17.8	100.0	1,300
16–17	42.5	4.2	9.5	7.0	1.6	4.2	13.1	17.8	100.0	4,700
18–19	49.1	2.4	3.3	4.4	2.8	4.4	15.2	18.5	100.0	4,700
20–24	56.2	0.3	2.5	3.9	3.3	4.6	9.7	19.3	100.0	7,600
<b>Total (%)</b>	<b>48.8</b>	<b>2.4</b>	<b>6.5</b>	<b>5.0</b>	<b>2.6</b>	<b>4.4</b>	<b>11.8</b>	<b>18.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>9,100</b>	<b>400</b>	<b>1,200</b>	<b>900</b>	<b>500</b>	<b>800</b>	<b>2,200</b>	<b>3,500</b>	<b>..</b>	<b>18,600</b>
<b>Female</b>										
12–13	26.3	7.3	30.0	5.5	3.0	2.8	2.9	22.3	100.0	300
14–15	36.4	7.2	20.0	6.3	2.7	2.8	8.4	16.2	100.0	2,100
16–17	45.4	5.6	6.6	3.0	3.1	4.4	14.9	16.9	100.0	6,600
18–19	49.3	2.7	4.2	4.4	4.0	5.5	13.6	16.3	100.0	6,500
20–24	47.4	0.8	3.4	6.0	5.0	10.0	10.1	17.2	100.0	12,100
<b>Total (%)</b>	<b>46.2</b>	<b>3.0</b>	<b>6.0</b>	<b>4.9</b>	<b>4.1</b>	<b>7.0</b>	<b>11.9</b>	<b>16.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>12,800</b>	<b>800</b>	<b>1,700</b>	<b>1,400</b>	<b>1,100</b>	<b>1,900</b>	<b>3,300</b>	<b>4,700</b>	<b>..</b>	<b>27,700</b>
<b>All 12–24</b>										
12–13	28.7	8.3	28.8	5.4	2.7	2.8	2.7	20.6	100.0	600
14–15	34.5	6.7	22.0	6.1	2.0	3.1	8.7	16.8	100.0	3,500
16–17	44.2	5.0	7.8	4.7	2.5	4.3	14.2	17.3	100.0	11,300
18–19	49.2	2.6	3.8	4.4	3.5	5.0	14.2	17.3	100.0	11,100
20–24	50.8	0.6	3.0	5.2	4.4	7.9	10.0	18.0	100.0	19,700
<b>Total (%)</b>	<b>47.3</b>	<b>2.7</b>	<b>6.2</b>	<b>5.0</b>	<b>3.5</b>	<b>5.9</b>	<b>11.8</b>	<b>17.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>21,900</b>	<b>1,300</b>	<b>2,900</b>	<b>2,300</b>	<b>1,600</b>	<b>2,700</b>	<b>5,500</b>	<b>8,100</b>	<b>..</b>	<b>46,300</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 4,400 referral source and gender.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.2: SAAP closed support periods for clients aged 12–24 years: living situation immediately before and after a support period, by age, Australia, 2001–02 (per cent)**

Living situation	Before support					After support				
	12–13	14–15	16–17	18–19	20–24	12–13	14–15	16–17	18–19	20–24
With parent(s)	55.3	42.5	28.0	19.8	11.6	51.4	41.4	23.9	15.0	8.9
With foster family	11.9	5.5	1.7	0.5	0.2	11.7	6.0	1.1	0.3	0.1
With relatives/friends short-term	10.1	19.8	27.5	26.2	21.6	10.2	14.9	18.4	18.1	16.4
With relatives/friends long-term	6.0	3.6	4.5	4.9	3.9	5.8	8.0	10.7	10.4	6.2
With spouse/partner with/without children	0.4	1.5	5.7	13.5	23.0	0.2	1.3	6.7	13.3	17.2
Alone with child(ren)	0.5	0.2	0.7	2.2	7.8	0.6	0.5	1.4	5.7	16.7
Alone	2.1	3.9	7.4	12.9	17.5	1.5	4.3	9.7	16.1	19.4
With other unrelated persons	12.7	21.0	23.2	18.6	13.5	17.7	21.8	26.5	20.2	14.0
Other	1.1	1.9	1.4	1.3	0.9	0.8	1.8	1.5	1.0	1.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<i>Total (number with valid data)</i>	<i>600</i>	<i>3,000</i>	<i>9,200</i>	<i>8,900</i>	<i>16,500</i>	<i>500</i>	<i>2,400</i>	<i>7,100</i>	<i>6,700</i>	<i>12,100</i>
Number with missing data	<50	300	1,200	1,300	2,700	100	900	3,300	3,600	7,000
<b>Total (number)</b>	<b>600</b>	<b>3,300</b>	<b>10,300</b>	<b>10,300</b>	<b>19,100</b>	<b>600</b>	<b>3,300</b>	<b>10,300</b>	<b>10,300</b>	<b>19,100</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 8.3: SAAP closed support periods for clients aged 12–24 years: type of accommodation immediately before and after a support period, by age, Australia, 2001–02 (per cent)**

Type of accommodation	Before support					After support				
	12–13	14–15	16–17	18–19	20–24	12–13	14–15	16–17	18–19	20–24
SAAP or other emergency housing	21.7	27.7	28.2	21.9	18.2	21.5	21.8	25.1	19.9	18.4
Living rent-free in a house or flat	59.3	48.0	30.9	20.4	13.1	61.1	50.0	26.4	15.1	10.0
Renting independently in the private rental market	1.8	1.8	4.8	10.8	15.9	2.5	2.7	10.3	19.8	20.4
Renting public/community housing	2.3	1.4	2.2	5.5	10.4	1.7	2.0	5.7	11.1	17.3
Rooming house/hostel/hotel/caravan	0.9	2.2	3.4	6.1	7.9	0.5	2.8	4.1	6.5	8.8
Boarding in a private home	4.8	7.9	19.2	22.7	18.7	3.2	10.0	20.7	20.1	15.7
Living in a car/tent/park/street/squat	2.9	3.9	5.1	7.3	8.9	0.7	1.6	1.3	1.6	2.5
Institutional	4.2	4.1	4.2	3.5	4.7	5.7	4.8	3.7	3.1	4.3
Other	2.1	3.0	2.1	1.8	2.1	3.0	4.2	2.7	2.9	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>500</i>	<i>2,900</i>	<i>9,300</i>	<i>9,100</i>	<i>16,500</i>	<i>500</i>	<i>2,300</i>	<i>7,000</i>	<i>6,700</i>	<i>11,700</i>
Number with missing data	100	400	1,100	1,200	2,700	100	1,000	3,300	3,600	7,400
<b>Total (number)</b>	<b>600</b>	<b>3,300</b>	<b>10,300</b>	<b>10,300</b>	<b>19,100</b>	<b>600</b>	<b>3,300</b>	<b>10,300</b>	<b>10,300</b>	<b>19,100</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.4: SAAP closed support periods for clients aged 12–24 years: type of accommodation immediately after a support period, by length of support, Australia, 2001–02 (per cent)**

Type of accommodation	Length of support									Total	
	<1 day	1–3 days	>3–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	%	Number
SAAP or other emergency housing	15.9	28.9	25.4	22.7	23.1	20.5	13.8	12.6	10.9	20.7	5,800
Living rent-free in a house or flat	18.2	21.8	21.7	21.4	19.5	19.4	18.3	13.7	15.1	19.4	5,400
Renting independently in the private rental market	17.5	8.2	10.0	15.0	14.8	18.4	21.4	23.2	23.8	16.0	4,500
Renting public/community housing	10.6	9.9	8.2	7.0	6.7	9.4	17.4	22.5	25.2	11.4	3,200
Rooming house/hostel/hotel/caravan	11.0	6.2	7.9	7.3	8.7	6.0	3.1	3.8	2.5	6.5	1,800
Boarding in a private home	18.6	14.1	15.9	15.4	17.9	18.6	19.9	18.6	17.1	17.3	4,800
Living in a car/tent/park/street/squat	3.2	3.0	2.1	2.3	1.9	1.4	0.9	0.4	0.4	1.9	500
Institutional	2.4	5.0	6.0	5.8	5.0	3.2	2.2	2.3	2.7	3.9	1,100
Other	2.6	2.9	2.8	3.1	2.3	3.1	3.1	2.8	2.4	2.8	800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (per cent)</b>	<b>10.4</b>	<b>17.8</b>	<b>8.9</b>	<b>8.2</b>	<b>10.5</b>	<b>22.9</b>	<b>10.2</b>	<b>6.7</b>	<b>4.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,900</b>	<b>5,000</b>	<b>2,500</b>	<b>2,300</b>	<b>2,900</b>	<b>6,400</b>	<b>2,900</b>	<b>1,900</b>	<b>1,300</b>	<b>..</b>	<b>27,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 15,700 closed support periods (type of accommodation and length of support).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 8.5: SAAP closed support periods for clients aged 12–24 years: student status immediately before and after a support period, Australia, 2001–02 (per cent)**

Student status	Before support					After support				
	12–13	14–15	16–17	18–19	20–24	12–13	14–15	16–17	18–19	20–24
Not a student	17.6	39.4	59.0	80.1	93.3	17.8	38.8	60.8	80.5	92.3
Primary/secondary school student	81.2	57.0	30.8	10.9	1.2	80.4	55.6	27.3	8.8	0.9
Post-secondary student/employment training	1.2	3.6	10.2	8.9	5.4	1.8	5.6	11.9	10.7	6.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>500</i>	<i>3,000</i>	<i>9,100</i>	<i>8,800</i>	<i>16,000</i>	<i>500</i>	<i>2,700</i>	<i>7,900</i>	<i>7,400</i>	<i>13,500</i>
Number with missing data	100	300	1,200	1,400	3,200	100	600	2,400	2,800	5,600
<b>Total (number)</b>	<b>600</b>	<b>3,300</b>	<b>10,300</b>	<b>10,300</b>	<b>19,100</b>	<b>600</b>	<b>3,300</b>	<b>10,300</b>	<b>10,300</b>	<b>19,100</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.



**Table 8.6: SAAP closed support periods for clients aged 12–24 years: income source immediately before and after a support period, Australia, 2001–02 (per cent)**

Income source	Before support					After support				
	12–13	14–15	16–17	18–19	20–24	12–13	14–15	16–17	18–19	20–24
No income	89.1	72.2	22.9	7.5	4.0	87.7	62.7	13.9	3.7	2.3
No income, registered/awaiting pension/benefit	—	2.7	3.6	2.1	1.2	—	3.9	3.0	1.3	0.9
Newstart Allowance	0.9	0.6	2.4	7.5	29.8	0.7	0.7	2.6	8.1	28.9
Youth Allowance	4.4	15.1	57.2	55.7	17.5	5.4	22.5	64.6	55.2	16.1
Community Development Employment Program	0.2	—	0.4	0.6	0.9	0.3	0.1	0.4	0.6	0.9
Austudy/Abstudy	0.2	1.4	1.3	0.9	0.5	0.3	1.1	1.0	0.8	0.5
Disability Support Pension	0.2	0.3	2.0	4.6	8.5	0.2	0.4	2.3	5.1	9.1
Parenting payment (sole parent pension)	1.0	1.0	3.4	13.4	29.3	1.0	1.0	4.4	15.7	31.9
Special Benefit	—	0.8	0.4	0.3	0.5	—	1.1	0.3	0.3	0.7
Sickness Allowance	—	—	0.1	0.3	1.2	—	0.1	0.1	0.5	1.1
Partner Allowance	—	—	0.1	0.3	0.7	—	—	0.1	0.2	0.7
Other government pension/benefit	1.2	0.9	0.5	0.7	0.8	1.7	1.0	0.6	0.7	0.8
Wages/salary/own business	0.5	2.8	4.9	5.2	4.1	0.5	3.2	5.6	7.0	5.4
Other	2.2	2.1	0.8	0.8	1.1	2.1	2.0	0.8	0.8	0.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<i>Total (number with valid data)</i>	<i>500</i>	<i>2,900</i>	<i>9,200</i>	<i>9,100</i>	<i>16,700</i>	<i>500</i>	<i>2,700</i>	<i>8,200</i>	<i>7,800</i>	<i>14,200</i>
Number with missing data	100	400	1,100	1,100	2,500	100	600	2,100	2,500	4,900
<b>Total (number)</b>	<b>600</b>	<b>3,300</b>	<b>10,300</b>	<b>10,300</b>	<b>19,100</b>	<b>600</b>	<b>3,300</b>	<b>10,300</b>	<b>10,300</b>	<b>19,100</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.7: SAAP closed support periods for clients aged 12–17 years with a guardianship order before or after SAAP support: gender and cultural and linguistic diversity of client by state and territory, Australia, 2001–02 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Gender</b>										
Male	44.7	49.0	60.8	37.3	43.4	45.8	41.4	44.5	50.4	500
Female	55.3	51.0	39.2	62.7	56.6	54.2	58.6	55.5	49.6	500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (per cent)</b>	<b>29.8</b>	<b>21.3</b>	<b>32.2</b>	<b>3.7</b>	<b>6.1</b>	<b>2.4</b>	<b>3.7</b>	<b>0.8</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>300</b>	<b>200</b>	<b>300</b>	<b>&lt;50</b>	<b>100</b>	<b>&lt;50</b>	<b>&lt;50</b>	<b>&lt;50</b>	..	<b>1,000</b>
<b>Cultural and linguistic diversity</b>										
Indigenous Australians	14.9	5.9	15.7	35.7	36.6	26.6	20.2	27.6	15.9	200
Australian-born non-Indigenous people	80.7	89.0	80.1	64.3	63.4	73.4	76.8	72.4	80.2	800
People born overseas, English proficiency group 1	0.9	0.6	3.8	—	—	—	—	—	1.6	<50
People born overseas, English proficiency groups 2–4	3.5	4.4	0.4	—	—	—	3.0	—	2.2	<50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (per cent)</b>	<b>29.7</b>	<b>21.4</b>	<b>32.3</b>	<b>3.7</b>	<b>6.2</b>	<b>2.2</b>	<b>3.7</b>	<b>0.8</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>300</b>	<b>200</b>	<b>300</b>	<b>&lt;50</b>	<b>100</b>	<b>&lt;50</b>	<b>&lt;50</b>	<b>&lt;50</b>	..	<b>1,000</b>
<b>Median length of support (days)</b>	<b>18</b>	<b>33</b>	<b>7</b>	<b>11</b>	<b>17</b>	<b>31</b>	<b>11</b>	<b>27</b>	..	<b>13</b>
<b>Main reason for seeking assistance (see note 4) (per cent)</b>	<b>3</b>	<b>3</b>	<b>9</b>	<b>19</b>	<b>3</b>	<b>3</b>	<b>999</b>	<b>14</b>	<b>9</b>	..
	<b>21.6</b>	<b>20.6</b>	<b>25.5</b>	<b>26.6</b>	<b>15.0</b>	<b>35.0</b>	<b>21.5</b>	<b>28.0</b>	<b>20.2</b>	

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 (gender).
2. Number excluded due to errors and omissions (weighted): <50 (cultural and linguistic diversity).
3. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.3).
4. 'Main reason for seeking assistance' refers to the most common reason for seeking assistance per state and territory. The codes expand as follows:
  - 2 = time out from family/other situation;
  - 3 = relationship/family breakdown;
  - 4 = interpersonal conflict;
  - 5 = physical/emotional abuse;
  - 6 = domestic violence;
  - 7 = sexual abuse;
  - 8 = financial difficulty;
  - 9 = eviction/previous accommodation ended/asked to leave;
  - 10 = drug/alcohol/substance abuse;
  - 11 = emergency accommodation ended;
  - 12 = recently left institution;
  - 13 = psychiatric illness;
  - 14 = recent arrival to area with no means of support;
  - 15 = itinerant (moving from place to place);
  - 19 = usual accommodation unavailable;
  - 20 = gambling;
  - 998/9 = other;
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

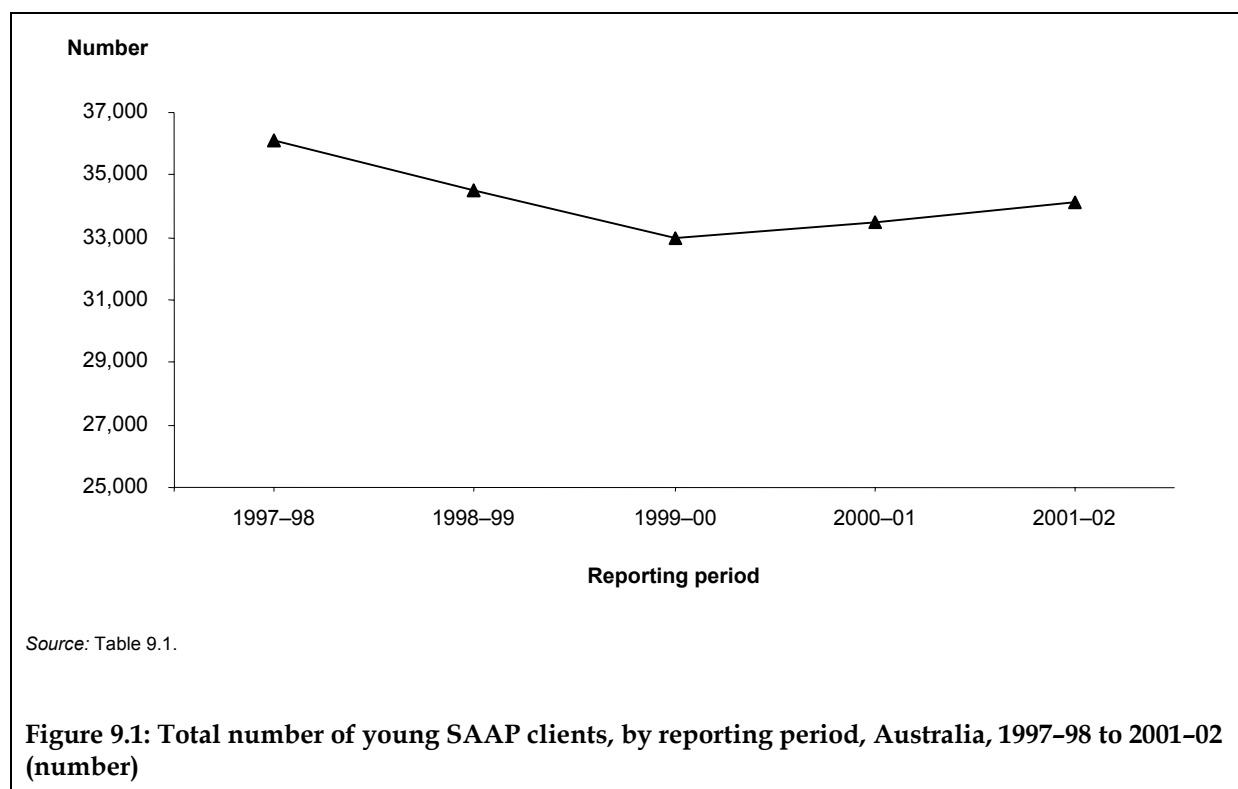
Source: SAAP Client Collection.

## 9 Young SAAP clients: 1997–98 to 2001–02

This chapter outlines some statistics that have been gathered over 5 years of the collection, from 1997–98 to 2001–02. Included in this chapter are the number of clients, support periods, and closed support periods in which young clients were accommodated. The support periods for children accompanying clients aged 12–24 years are also included. Also discussed are the main reasons young clients sought assistance in each of the five reporting periods.

### Clients

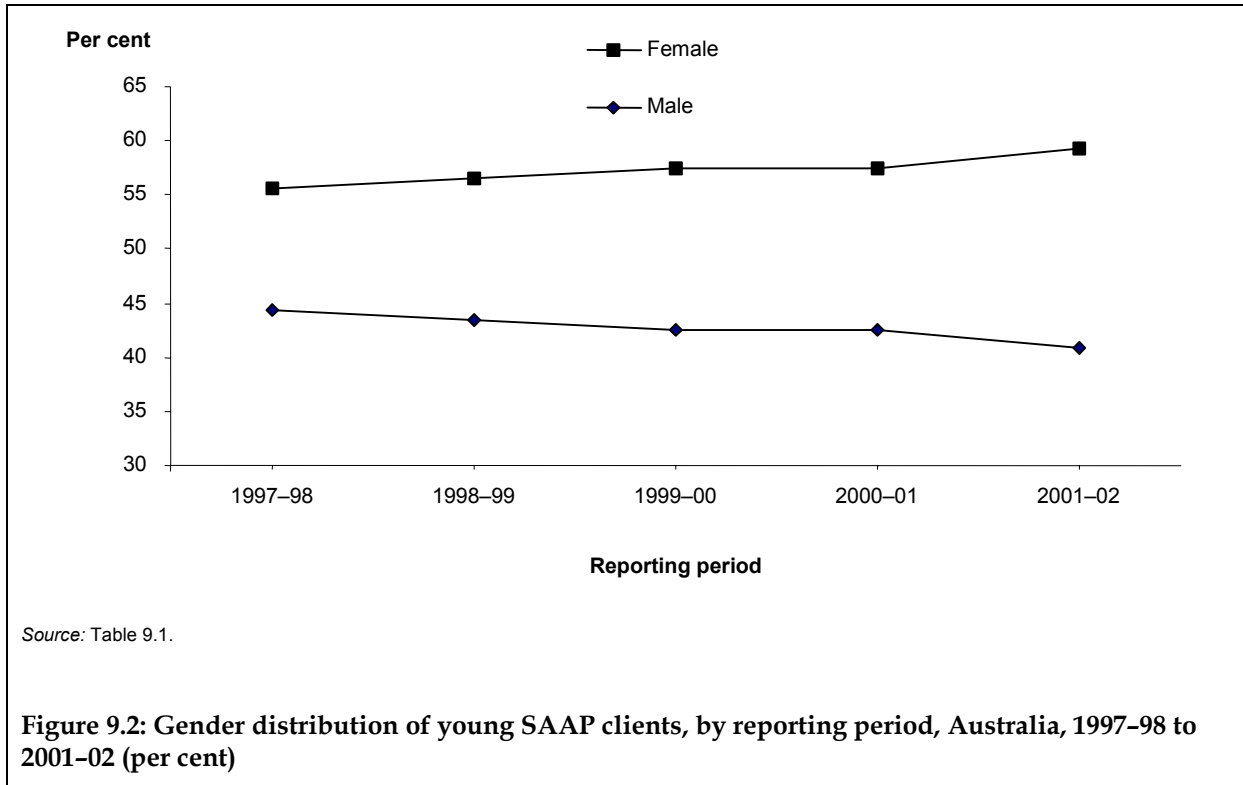
The number of young SAAP clients aged between 12 and 24 years over five reporting periods from 1997–98 to 2001–02 is presented in Figure 9.1.



- The total number of clients aged 12–24 years decreased over the 5-year period. The highest number was 36,100 in 1997–98 and decreased to 34,100 in 2000–01, after reaching a low of 33,000 in 1999–00. Conversely, the number of clients aged over 25 years has risen, from 57,500 in 1997–98 to 60,500 in 2001–02 (derived from Table 10.4, AIHW 2002b:74).
- The number of clients aged 12–24 years per 10,000 of the Australian population also decreased over the five reporting periods. The peak number of clients per 10,000 of the Australian population was 105 in 1997–98, falling to 98 in 2001–02 (Table 9.1).

- The proportion of clients who had only one support period increased slightly from 65% in 1998-99 to 68% in 2001-02.

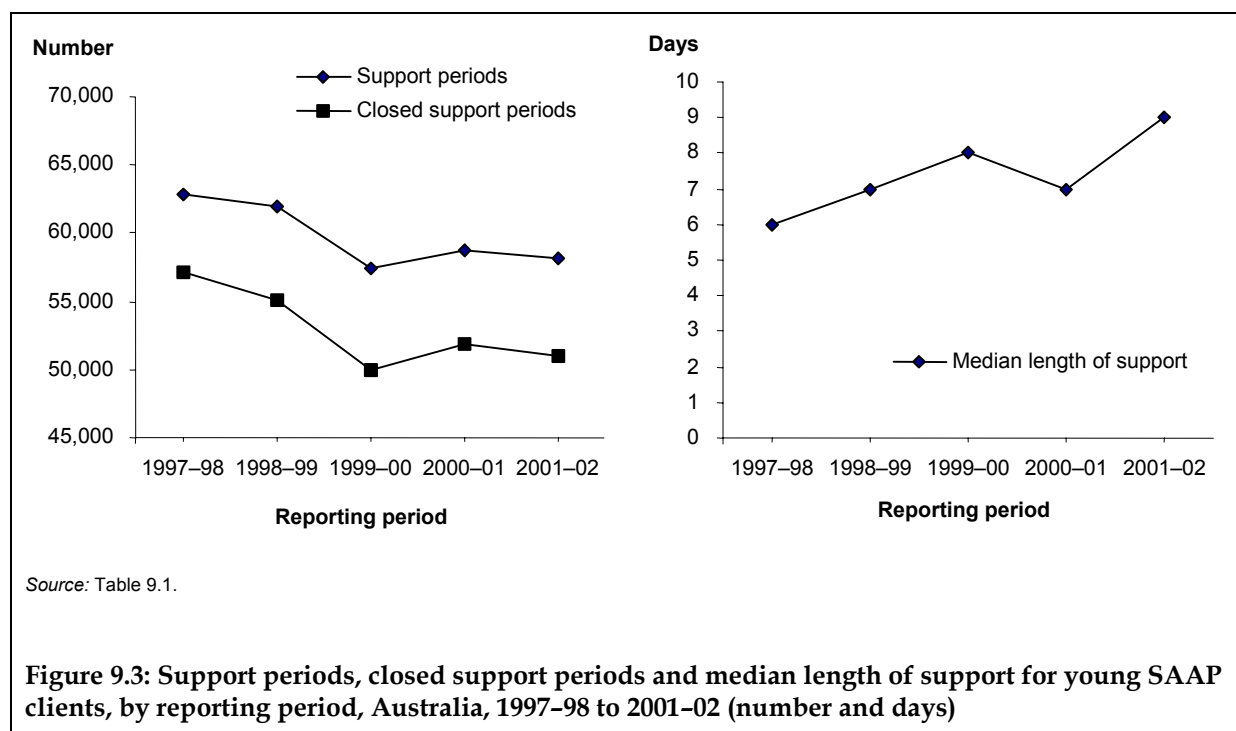
Figure 9.2 shows the gender distribution of young SAAP clients aged 12-24 years for each year from 1997-98 to 2001-02.



- The proportion of male clients aged 12-24 years decreased slightly over the reporting period from 44% in 1997-98 to 41% in 2001-02. The percentage of young female clients increased correspondingly.
- For each of the five reporting periods, there were more young female clients than male clients. The number of all young male clients across the 5-year period was highest in 1997-98 (16,000) and lowest in 2001-02 (13,900). The number of female clients aged 12-24 years peaked in 2001-02, at 20,200 clients. The lowest number of young female clients was recorded in 1999-00 (19,000).
- The distribution of male clients between the age brackets 12-17 years and 18-24 years changed across the 5-years. The proportion of male clients aged 12-17 years decreased from 35% of all young male clients in 1997-98 to 31% in 2001-02. The proportion of young male clients in the 18-24 year age bracket increased correspondingly. The proportion of female clients aged 12-17 also decreased, from 35% in 1997-98 to 33% in 2001-02.

### Support periods

Figure 9.3 shows the number of support periods, closed support periods and median length of support for young SAAP clients aged 12-24 years for each year.



- The total number of support periods of clients aged 12-24 years fell over the reporting period. It decreased from 62,800 in 1997-98 to 58,200 in 2001-02. In contrast, the number of support periods for clients aged 25 years and over increased from 101,200 in 1997-98 to 117,500 in 2001-02.
- The number of closed support periods also decreased over the period, from 57,100 in 1997-98 to 51,000 in 2001-02.
- The median length of support increased from 6 days in 1997-98 to 9 days in 2001-02.
- There was a rise in the percentage of closed support periods with a support plan in place from 58% in 1997-98 to 64% in 2001-02, peaking at 66% in 1999-00.
- The trend towards less support periods per young SAAP client, longer support periods and more case management indicates that SAAP agencies are achieving the aims of SAAP for a significant proportion of young clients. This is borne out by some of the improved circumstances for young clients after SAAP support (see Chapter 8).

### Closed support periods with accommodation

The percentage of closed support periods where accommodation was provided to young clients fell over the reporting period from 62% in 1997-98 to 57% in 2001-02. The number of closed support periods with accommodation fell considerably from 35,200 in 1997-98 to 29,000 in 2001-02.

The median length of accommodation remained steady over the 5-year period. It was 6 days for each year except 1999-00 (7 days). However, there was an increase in the percentage of closed support periods with accommodation where the length of accommodation period lasted 1 day or more (94% in 1997-98 to 96% in 2001-02).

### Accompanying child support periods

As would be expected, the number of accompanying child support periods associated with young clients increased with the age of the client. This was the case over the 5-year period from 1997-98 to 2001-02.

However, the total number of accompanying child support periods associated with young clients aged 12-24 varied. This may have more to do with response rates following the introduction of more detailed accompanying child questions on the collection form in 2001-02. The number dropped significantly from 9,230 child support periods associated with clients aged 12-24 in 1999-00 to 8,060 in 2000-01. This drop also occurred for child support periods associated with clients aged 25 years and over.

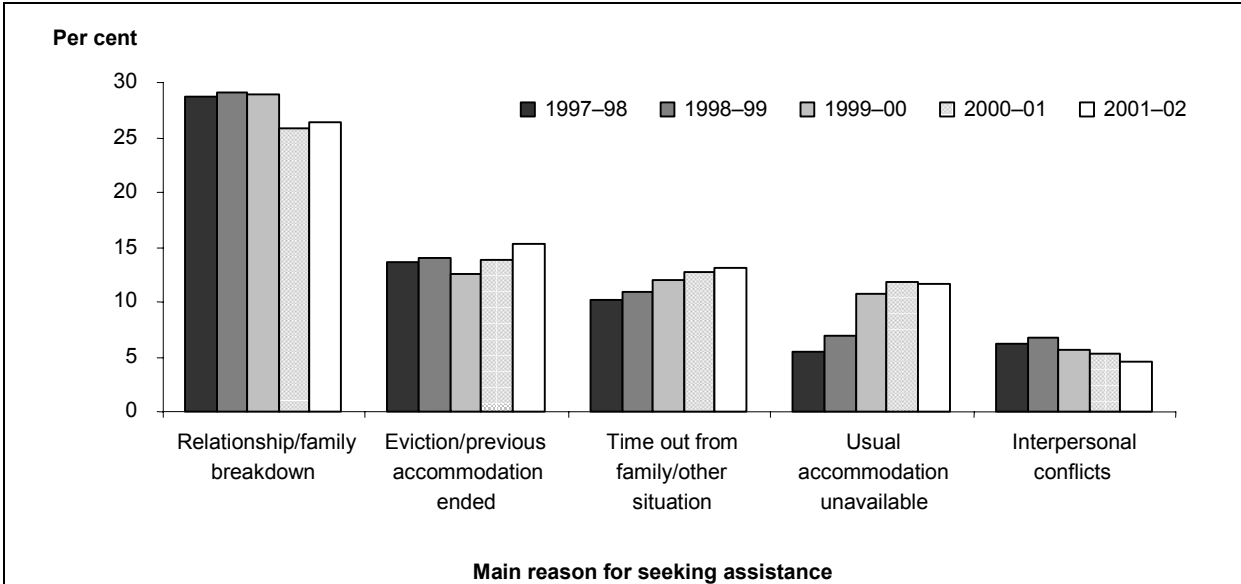
Another interesting feature of the accompanying child data is that, for every age group, the number of accompanying child support periods was highest in 1997-98 and 2001-02. Accompanying child support periods associated with clients aged 25 years and over were highest in 1999-00 and 2001-02.

In each reporting year except 1999-00, the accompanying child support periods associated with young clients aged 12-24 years made up 18-19% of all accompanying child support periods (derived from Table 9.1).

### Main reasons for seeking assistance

#### Young clients aged 12-17 years

Figure 9.4 shows the main reasons for seeking assistance for young SAAP clients aged between 12 and 17 years by reporting period.



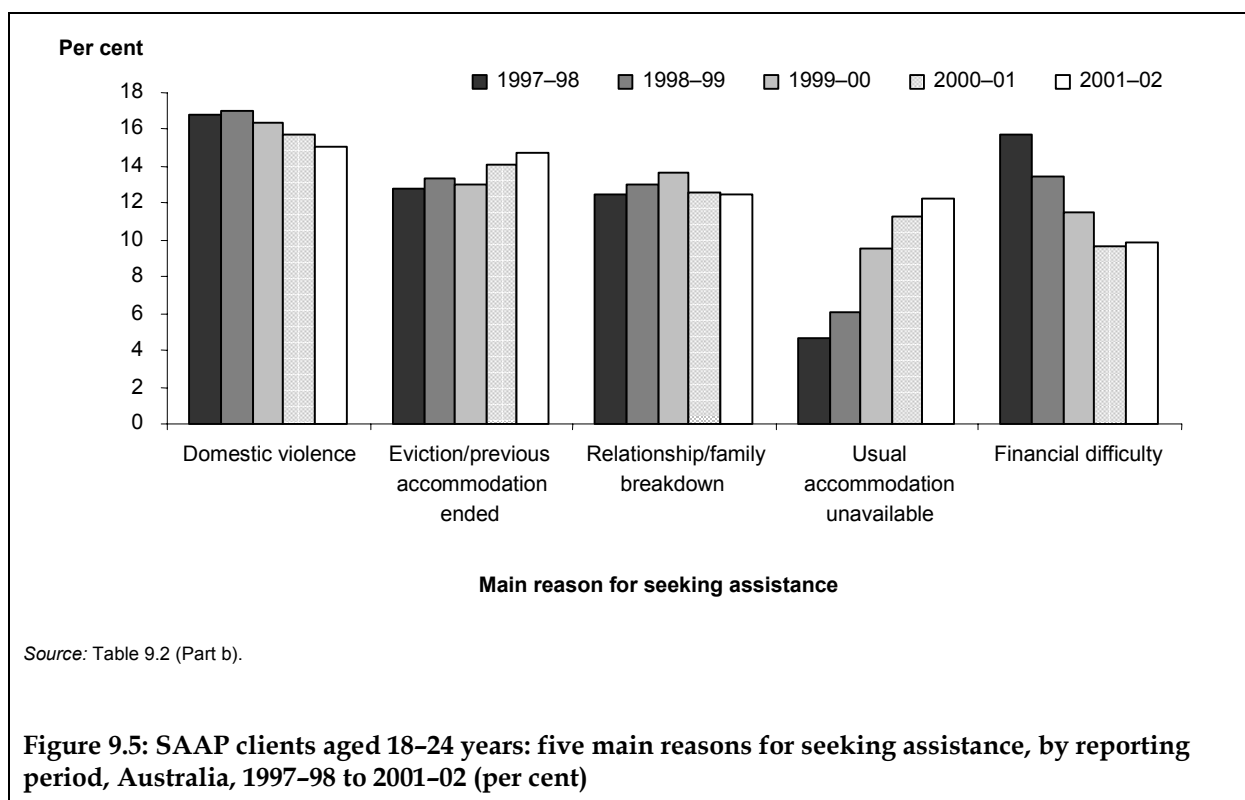
Source: Table 9.2 (Part a).

Figure 9.4: SAAP clients aged 12-17 years: five main reasons for seeking assistance, by reporting period, Australia, 1997-98 to 2001-02 (per cent)

- The main reason for seeking assistance for clients aged 12–17 years, in each year of the reporting periods, was relationship or family breakdown. It was cited by clients in 29% of support periods in 1997–98 and decreased to 26% in 2001–02.
- The second most common main reason for seeking assistance cited by clients aged 12–17 years in each reporting period was eviction or previous accommodation ended. It was mentioned by clients in between 13% of support periods in 1999–00 and 15% of support periods in 2001–02.
- Time out from family or other situation was the third most common main reason for seeking assistance in each of the 5-years.
- The percentage of support periods in which clients aged 12–17 years cited usual accommodation unavailable as the main reason for seeking assistance more than doubled over the reporting periods. It rose from 5% of support periods in 1997–98 to 12% in 2001–02.

### Young clients aged 18–24 years

The main reasons SAAP clients aged 18–24 years sought assistance between 1997–98 and 2001–02 are presented in Figure 9.5.



- Domestic violence was cited by clients aged 18–24 years as the most common reason for seeking assistance in each reporting period. It was mentioned by respondents in 17% of support periods in 1997–98 and fell to 15% in 2001–02.
- The second most common reason cited by clients aged 18–24 years for seeking assistance in 1997–98 was financial difficulty (16% of support periods). However, by 2001–02 financial difficulty had fallen to being mentioned in 10% of support periods.

- Usual accommodation unavailable increased sharply as the main reason that clients aged 18–24 years sought assistance over the reporting periods. It more than doubled from 5% in 1997–98 to 12% in 2001–02, a similar trend to that found for clients aged 12–17 years.
- Eviction, previous accommodation ending or being asked to leave was cited as the second most common reason young clients aged 18–24 years sought assistance in 2001–02. It increased from being mentioned by respondents in 13% of support periods in 1997–98 to 15% in 2001–02.



## 9.1 Tables

Table 9.1: SAAP support for clients aged 12–24 years: overview of support, by reporting period, Australia, 1997–98 to 2001–02

	1997–98	1998–99	1999–00	2000–01	2001–02
<b>Clients</b>					
Males					
12–17 years	34.5	34.1	33.0	31.5	30.6
18–24 years	65.5	65.9	67.0	68.5	69.4
Females					
12–17 years	35.1	35.1	33.3	33.5	32.5
18–24 years	64.9	64.9	66.7	66.5	67.5
<i>Male total (per cent)</i>	44.4	43.4	42.5	42.6	40.8
<i>Female total (per cent)</i>	55.6	56.6	57.5	57.4	59.2
Male total (number)	16,000	15,000	14,000	14,300	13,900
Female total (number)	20,000	19,500	19,000	19,300	20,200
<b>Total (number)</b>	<b>36,100</b>	<b>34,500</b>	<b>33,000</b>	<b>33,500</b>	<b>34,100</b>
Support periods per client: 1 only (per cent)	65.8	64.5	65.1	66.6	68.0
Support periods per client: 4 or more (per cent)	6.9	8.4	7.8	7.8	6.9
Clients per 10,000 population (number)	105	100	96	97	98
<b>Support periods</b>	<b>62,800</b>	<b>61,900</b>	<b>57,500</b>	<b>58,800</b>	<b>58,200</b>
<b>Closed support periods</b>					
Closed support periods (number)	57,100	55,100	50,000	51,900	51,000
Median length of support (days)	6	7	8	7	9
<i>Number with missing data</i>	1,800	100	100	500	500
Closed support periods with a support plan (per cent)	58.0	64.0	66.1	63.9	63.8
<i>Number with missing data</i>	2,300	3,300	3,700	3,300	3,800
<b>Closed support periods with accommodation</b>					
Closed support periods with accommodation (per cent closed support periods)	61.7	60.0	60.8	58.1	56.9
Closed support periods with accommodation (number)	35,200	33,100	30,400	30,200	29,000
Accommodation lasting less than 1 day (per cent)	5.8	5.7	5.2	4.4	4.3
Accommodation lasting 1 day or more (per cent)	94.2	94.3	94.8	95.6	95.7
Median length of accommodation	6	6	7	6	6
<i>Number with missing data</i>	2,000	2,400	1,700	800	900
<b>Accompanying child support periods</b>					
For children of clients aged					
12–13	20	10	10	10	10
14–15	80	40	40	30	60
16–17	420	360	360	380	610
18–19	1,350	1,260	1,220	1,170	1,680
20–24	7,990	7,270	7,600	6,470	8,810
<i>Total for clients aged 12–24</i>	9,870	8,940	9,230	8,060	11,160
For children of clients aged 25 years and over	40,920	37,840	41,960	34,110	46,850

### Notes

1. Figures have been weighted to adjust for agency non-participation and client non-consent, with the exception of Accompanying child data which are unweighted.
2. See Appendix 1, Section A1.4 for an estimation of the number of age exclusions for 12–24 year-olds.
3. Support plan data excludes high-volume records as not all items were included on the high-volume form.

Source: SAAP Client Collection; ABS 2001a.

**Table 9.2: SAAP support periods for young clients: main reasons for seeking assistance, 1997–98 to 2001–02 (per cent)**

**Part a: clients aged 12–17 years**

<b>Main reason for seeking assistance</b>	<b>1997–98</b>	<b>1998–99</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>
Usual accommodation unavailable	5.4	6.9	10.7	11.9	11.6
Eviction/previous accommodation ended/asked to leave	13.7	14.0	12.5	13.9	15.3
Time out from family/other situation	10.1	11.0	12.0	12.7	13.1
Relationship/family breakdown	28.8	29.1	29.0	25.8	26.3
Interpersonal conflicts	6.1	6.8	5.7	5.2	4.6
Physical/emotional abuse	3.7	3.8	3.1	3.3	3.5
Domestic violence	3.3	3.3	3.9	4.1	3.7
Sexual abuse	1.2	1.3	1.0	0.8	1.3
Financial difficulty	6.4	4.6	3.9	3.3	3.7
Drug/alcohol/substance abuse	1.8	1.8	1.3	1.6	2.0
Gambling	—	—	—	—	—
Emergency accommodation ended	1.9	1.8	1.9	2.1	2.1
Recently left institution	1.5	1.2	1.3	1.4	1.4
Psychiatric illness	0.3	0.4	0.4	0.4	0.3
Recent arrival to area with no means of support	3.3	3.3	3.0	2.5	3.0
Itinerant	4.3	3.7	3.2	2.8	2.5
Other	8.2	7.0	6.9	8.1	5.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>17,500</b>	<b>17,500</b>	<b>16,100</b>	<b>16,500</b>	<b>15,800</b>

(continued)

**Table 9.2 (continued): SAAP support periods for young clients: main reasons for seeking assistance, 1997–98 to 2001–02 (per cent)**

**Part b: clients aged 18–24 years**

<b>Main reason for seeking assistance</b>	<b>1997–98</b>	<b>1998–99</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>
Usual accommodation unavailable	4.7	6.1	9.5	11.3	12.2
Eviction/previous accommodation ended/asked to leave	12.8	13.3	13.0	14.1	14.7
Time out from family/other situation	4.1	4.2	4.9	4.9	5.5
Relationship/family breakdown	12.5	13.0	13.7	12.6	12.5
Interpersonal conflicts	4.2	4.1	3.6	3.4	3.2
Physical/emotional abuse	3.4	2.6	2.6	3.0	2.7
Domestic violence	16.8	17.0	16.4	15.7	15.1
Sexual abuse	1.3	0.9	0.8	0.6	0.8
Financial difficulty	15.7	13.5	11.5	9.6	9.9
Drug/alcohol/ substance abuse	4.6	5.4	5.2	4.8	3.9
Gambling	—	—	—	0.1	0.1
Emergency accommodation ended	1.7	1.8	1.5	1.8	2.2
Recently left institution	1.3	1.4	1.7	1.8	1.6
Psychiatric illness	1.1	1.0	1.1	1.2	1.1
Recent arrival to area with no means of support	5.0	5.2	4.9	5.0	4.9
Itinerant	4.7	4.9	4.1	3.6	3.5
Other	6.1	5.4	5.5	6.7	6.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>28,900</b>	<b>29,600</b>	<b>29,600</b>	<b>31,900</b>	<b>32,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 7,400 support periods for 12–17 year-olds.
2. Number excluded due to errors and omissions (weighted): 13,200 support periods for 18–24 year-olds.
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. Categories for seeking assistance are those that are listed on the 2000–01 general client form. Categories such as 'long-term homeless' and 'at imminent risk but not actually homeless' that were removed from the form prior to 2000–01 have been added to the 'other' category.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.



# Appendix 1: The data

## A1.1 The National Data Collection

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

The National Data Collection consists of distinct components, each of which can be thought of as a separate collection. Currently, four collections are run annually: the Client Collection, the Administrative Data Collection, the Unmet Demand Collection and the Casual Client Collection. This current report covers clients who received support lasting longer than 1 hour. Consequently, it only uses information collected in the Client Data Collection.

### A1.1.1 The Client Collection

The Client Collection is the main component of the National Data Collection. It collects information about all clients receiving support under SAAP of more than 1 hour's duration. Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (31 December and 30 June). Data collected include basic socio-demographic information and information on the services required by, and provided to, each client. Information about each client's situation before and after receiving SAAP services is also collected. A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996 and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year.

### A1.1.2 Adjusting for agency non-participation and client non-consent in the Client Collection

The simplest way of adjusting for non-participation and non-consent is to scale up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same regardless of whether or not data about them were reported to the NDCA. There may, however, be some differences between the profiles of support periods with and without consent. Consequently, distributions based only on support periods with consent may differ from those that would have been obtained had consent been provided in all cases.

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

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

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

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

- For clients, only one weight is derived since valid consent is required to derive these estimates.
- A non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.

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

In this report all estimates of clients and support periods obtained using data from the Client Collection, excepting those for accompanying children, have been adjusted for agency non-participation and client non-consent using the full non-participation non-consent weight. Only this weight has been used as data in this report rely on the year of birth to calculate age and year of birth can only be collected with client consent. Estimates relating to accompanying children have not been adjusted since weighting for this was not developed until 2001-02; only data not requiring consent are used in these tables. No other adjustments

have been made for errors or omissions or for data not obtained as a result of question exclusions on the high-volume form.

## A1.2 Interpretation of tables

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

- The table title indicates what the data refer to such as clients, support periods or closed support periods.
- The main unit used in the table (for example, percentages or numbers) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table. Numbers of support periods and clients are generally rounded to the nearest 100.
- Figures have been weighted to adjust for agency non-participation and for client non-consent (see A1.1.2).
- In tables by state and territory, numbers of clients include all clients that ever visited SAAP agencies in each state or territory. Some of the support periods for these clients may have been at agencies in another state or territory. The Australian total includes the first visit of a client in Australia, not in each state or territory. Consequently, the sum of the number of clients in each state and territory will not sum to the national figure. As a client may have more than one support period, the number of support periods exceeds the number of clients.
- Records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third as big as the number of records included in the table – see the 'Total (number)' row).
- Tables that exclude high-volume returns may not reflect patterns of SAAP use among all support periods because high-volume agencies may provide different services and have a different clientele when compared with general agencies.
- Components may not add to totals due to rounding.
- In a number of tables clients may have more than one response, so percentages will not total 100%. A note to the table will indicate whether this is the case.
- In some tables, percentages sum down a column to 100%. In other tables, percentages sum across the rows to 100%. In tables where column percentages (down a column) sum to 100%, the rows above the 'Total' row sum down a column to 100%. In the 'Total (%)' row, the figures to the left of '100.0' sum to 100%. In tables where row percentages (across a row) sum to 100%, the figures in the rows to the left of the Total % column sum across to 100%.
- A number of tables have state and territory population data included. This is to allow comparisons between SAAP clients and the general population.
- In general, numbered notes at the bottom of the tables indicate:
  - the number of records excluded from the table because of errors and/or omissions in the data;
  - whether the relevant data were not available from high-volume agencies;

- which weights have been used – for this report, the full non-participation, non-consent weight only is used;
- any additional information needed to interpret the table.

## A1.3 Counting rules used in the analysis

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

<b>Accommodation type</b>	<p>The SAAP Client Collection specifies 22 distinct categories of client accommodation. In this report, the categories are combined into 9 groups, as follows:</p> <ul style="list-style-type: none"> <li>• SAAP or other emergency housing, for those in any SAAP- or CAP-funded accommodation and non-SAAP emergency accommodation;</li> <li>• living rent-free in house or flat;</li> <li>• private rental, for those renting independently in the private rental market;</li> <li>• renting public or community housing;</li> <li>• rooming house/hostel/hotel/caravan;</li> <li>• boarding in a private home;</li> <li>• living in a car/tent/park/street/squat;</li> <li>• institutional, for those residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not already specified; and</li> <li>• other, for those living in non-SAAP housing or accommodation not already specified, including those purchasing or living in their own home.</li> </ul>
<b>Accompanying child support period</b>	<p>The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.</p>
<b>Age of client</b>	<p>The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's year of birth and is either their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.</p>



## **Client**

Client forms from operational SAAP agencies are included in the analyses presented in this report if:

- the client's support period ended in the reporting period; or
- the client's support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period.

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

## **Cultural and linguistic diversity**

The cultural and linguistic diversity classification has been used in this report in response to the limitations of the ethnicity classification used previously. The cultural and linguistic diversity grouping of a client is based on the responses to two questions: country of birth, and Aboriginal or Torres Strait Islander identification.

The four categories used in this report are derived as follows:

- Indigenous Australians – those who identify as an Aboriginal person or a Torres Strait Islander in the collection.
- Australian-born non-Indigenous people – those born in Australia who do not identify as an Aboriginal person or a Torres Strait Islander in the collection.
- People born overseas, English proficiency group 1 – those who do not identify as Indigenous Australians in the collection and who were born in English proficiency group 1 countries.
- People born overseas, English proficiency groups 2–4 – those who do not identify as Indigenous Australians and who were born in English proficiency groups 2–4 countries.

## **English proficiency**

English proficiency relates to people born overseas. The English proficiency status of clients is determined by their country of birth. Four English proficiency groups based on country of birth (excluding Australia) have been specified by the Department of Immigration and Multicultural Affairs (DIMA 1999). These are combined into two groups for this report:

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

### **Income source**

The SAAP Client Collection specifies 26 distinct categories for the main income source of clients. In this report, the categories are combined into 14 groups:

- no income;
- no income, registered/awaiting benefit;
- Newstart Allowance;
- Youth Allowance;
- Community Development Employment Program;
- Austudy or ABSTUDY at the standard, independent or homeless rate;
- Disability Support Pension;
- Parenting Payment (sole parent pension);
- Special Benefit;
- Sickness Allowance;
- Partner Allowance;
- other government pension/benefit – including Age Pension; Department of Veterans' Affairs Support or Disability Pensions; and any other benefit or pension;
- wages or salary or income from a client's own business; and
- other income – including Workcover or compensation, maintenance or child support, spouse or partner's income, and any other income source not specified above.

### **Living situation**

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

- with parents (for those living with both parents), with one parent and a parent's spouse or partner, or with one parent;
- with foster family;
- with relatives/friends short-term;
- with relatives/friends long-term;
- with spouse/partner, with or without child(ren);
- alone with child(ren);

- alone;
- with other unrelated persons; and
- other, being any other living situation not already specified.

**Mean** The mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.

**Median** The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value and half are above it.

**Missing values** Records or forms that are not available for analysis are shown in table notes. The number of such records for each table is calculated in the following order of precedence:

- records not available because client data were collected on high-volume forms (specific numbers not presented);
- records not available because of errors; and
- records not available because of omissions.

In tables involving sub-populations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the sub-population in the analysis. Such records are not included in the missing count for these tables. Exclusions for age are estimated in a separate table contained at A1.4.

**Ongoing support period** A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:

- No support end-date is provided.
- No after-support information is provided.
- The corresponding client form was received in the month following the end of the reporting period.

Ongoing support periods are not included in tables relating to duration of support or accommodation or to the circumstances of clients before and after support.

**Percentages** Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.

## **Referral source**

The SAAP Client Collection specifies 13 distinct categories of referral source and allows agencies to record other types of support not listed on the data form. In this report, the categories are combined into eight groups:

- referral from self or family or friends;
- educational institution – refers to a teacher, other staff member, pamphlet or advertisement at school, college, TAFE, university or other training institution;
- community services department – refers to the department in the state/territory responsible for administering SAAP and includes units such as crisis care;
- legal or correctional institution – refers to referrals or information from a police or legal unit, public or private prison, and juvenile detention centres;
- health services – refers to information or referrals from hospitals, health services, medical services, and psychiatric units;
- telephone or crisis referral agency;
- SAAP agency or worker;
- other – includes information or referral from a government department (excluding community services), other non-government organisations such as church organisations, and any other source of referral or information not already specified.

## **Student status**

The Client Collection specifies 3 distinct types of student status. These have been included individually in this report.

## **Support**

The Client Collection specifies 33 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents seven distinct groupings.

The major classifications are:

- SAAP or CAP accommodation;
- assistance to obtain/maintain non-SAAP housing or accommodation – assistance to obtain/maintain short-term accommodation, and assistance to obtain/maintain independent housing;
- financial or employment assistance – assistance to obtain/maintain a government payment, employment/training assistance, financial assistance or material aid, and financial counselling and support; counselling – incest or sexual abuse counselling, domestic

violence counselling, family or relationship counselling, emotional support and other counselling, and assistance with problem gambling;

- general support and advocacy – living skills and personal development, assistance with legal issues or court support; advice or information, retrieval/storage/removal of personal belongings, advocacy or liaison on behalf of clients, and brokerage services;
- specialist services – psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, assistance with immigration issues, and health or medical services; and
- other – meals, laundry or shower facilities, recreation, transport, and other support not elsewhere specified.

## A1.4 Errors and omissions for age

The tables contained in this report do not include the errors and omissions relating to age. This is due to the fact that the report deals with specific age ranges. To calculate the age, year of birth is required (see the counting rules in A1.3) and if the value in this field contains an error or is missing, then the record is excluded from the calculations.

To estimate the errors and omissions for age it is necessary to calculate the number of errors and omissions for age in the total data set and then determine the proportion of these that relates to the age ranges used in the report. To do this, the percentage of clients or support periods in the age bracket is applied to the total age errors and omissions of either clients or support periods, whichever is appropriate. For example, if 40% of SAAP clients are in the 12–24 year age bracket, then the estimated errors and omissions for age relating to 12–24 year-olds is 40% of the total age errors and omissions for clients.

The errors and omissions below are in addition to the errors and omissions already presented in the footnotes to the tables.

**Table A1: Errors and omissions for age**

Type	Age range	Total number	Errors and omissions
Clients	12–24	34,100	200
	25+	60,500	400
	<b>Total</b>	<b>95,000</b>	<b>600</b>
Support periods	12–24	58,200	200
	25+	117,500	500
	<b>Total</b>	<b>176,200</b>	<b>700</b>
Closed support periods	12–24	51,000	200
	25+	107,800	400
	<b>Total</b>	<b>159,400</b>	<b>600</b>
Closed support periods with accommodation	12–24	29,000	100
	25+	72,100	200
	<b>Total</b>	<b>101,300</b>	<b>300</b>
Accompanying child support periods	12–24	11,200	2,100
	25+	46,900	8,900
	<b>Total</b>	<b>58,200</b>	<b>11,100</b>

*Note:* Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

# **Appendix 2: Collection forms**







# CLIENT FORM

JULY 2001 – JUNE 2002



AGENCY NUMBER	<input type="text"/>				OFFICE USE ONLY
SUPPORT PERIOD	D D	M M	Y Y Y Y		
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
SUPPORT PERIOD NOT ENDED BY					
30 June 2002	Yes <input type="checkbox"/>	1			
CONSENT OBTAINED	Yes <input type="checkbox"/>	1	No <input type="checkbox"/>	2	
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	
YEAR OF BIRTH OF CLIENT	<input type="text"/>				

## CHANGES TO THE CLIENT FORM

The 2001 – 2002 Client Collection commences on 1 July 2001. A number of changes have been made to the new Client Form and a new Collectors Manual has been prepared.

- Changes to the form are explained fully in the *Collectors Manual July 2001*.
- Part B—Accompanying and/or Assisted Children section includes all questions related to children accompanying clients to your agency.
- Either a shaded square  or ellipse  defines question numbers. The ellipse denotes questions that require the informed consent of the client to be completed. The square denotes questions that should be completed even without the informed consent of the client.
- When transferring information from the old form to the new form in July 2001 for clients who are ongoing at 30 June 2001, check the *Collectors Manual July 2001* for instructions about answering questions that have been changed.

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

You should begin using the revised client forms on Sunday 1 July 2001. The new forms should be used for any client who begins a support period on or after 1 July and existing clients who are receiving support from your agency on 1 July.

## REMINDER

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

**1. Source of referral/information**

*please tick one box only*

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

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

*please tick one box only*

- WITH** child(ren)
- person with child(ren)  3
- couple with child(ren)  4
- WITHOUT** child(ren)
- person alone or with unrelated person(s)  1
- couple without child(ren)  2
- other (please specify) \_\_\_\_\_  999

**3. Gender of client**

- female  1
- male  2

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

**4. Country of birth of client**

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

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

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

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

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

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

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

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

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

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

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

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

please tick one box only in each column      Before    After

**No Income**

- no income  1
- registered/awaiting benefit  2

**Government Payments**

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

**Other Income**

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

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

please tick one box only in each column      Before    After

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

**12. Presenting reasons for seeking assistance**

please tick as many circles as apply

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

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

Please write the appropriate code number from Question 12

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

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

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

state

suburb/town

postcode

overseas  9998

don't know/no information  0

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

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

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

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

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

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

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

**Before**    **After**

- no  1

*OR tick as many circles as apply*

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

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

*please tick one box only*

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

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

*please tick one box only*

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

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

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

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

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

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

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

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

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

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

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

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

**22. Support to client**

*please tick as many circles as apply*

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

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

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

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

please tick one box only

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

**24.**

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

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

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

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

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

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

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

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

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

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

no assistance

OR tick as many circles as apply

	Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
liaison with kindergarten/school access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
culturally sensitive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
showers/hygiene support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
general counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

CHILD 4	CHILD 5	CHILD 6	CHILD 7
<b>ALPHA CODE</b>	<b>ALPHA CODE</b>	<b>ALPHA CODE</b>	<b>ALPHA CODE</b>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND &amp; 3RD LETTERS OF FIRST NAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND &amp; 3RD LETTERS OF FIRST NAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND &amp; 3RD LETTERS OF FIRST NAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>2ND &amp; 3RD LETTERS OF FIRST NAME</small>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>1ST &amp; 2ND LETTERS OF SURNAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>1ST &amp; 2ND LETTERS OF SURNAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>1ST &amp; 2ND LETTERS OF SURNAME</small>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>1ST &amp; 2ND LETTERS OF SURNAME</small>
<input type="text"/> <input type="text"/> <small>LAST LETTER OF SURNAME</small>	<input type="text"/> <input type="text"/> <small>LAST LETTER OF SURNAME</small>	<input type="text"/> <input type="text"/> <small>LAST LETTER OF SURNAME</small>	<input type="text"/> <input type="text"/> <small>LAST LETTER OF SURNAME</small>
<input type="text"/> <input type="text"/> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <small>M/F FOR MALE OR FEMALE</small>	<input type="text"/> <input type="text"/> <small>M/F FOR MALE OR FEMALE</small>
YEAR OF BIRTH <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	YEAR OF BIRTH <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	YEAR OF BIRTH <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	YEAR OF BIRTH <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Australia <input type="checkbox"/> 1 other (please specify) ..... <input type="checkbox"/> 2 homes <input type="text"/> <input type="text"/>	Australia <input type="checkbox"/> 1 other (please specify) ..... <input type="checkbox"/> 2 homes <input type="text"/> <input type="text"/>	Australia <input type="checkbox"/> 1 other (please specify) ..... <input type="checkbox"/> 2 homes <input type="text"/> <input type="text"/>	Australia <input type="checkbox"/> 1 other (please specify) ..... <input type="checkbox"/> 2 homes <input type="text"/> <input type="text"/>
0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4	0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4	0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4	0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4
female <input type="checkbox"/> 1 male <input type="checkbox"/> 2	female <input type="checkbox"/> 1 male <input type="checkbox"/> 2	female <input type="checkbox"/> 1 male <input type="checkbox"/> 2	female <input type="checkbox"/> 1 male <input type="checkbox"/> 2

CHILD 4	CHILD 5	CHILD 6	CHILD 7																
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																
<table border="0" style="width:100%;"> <tr> <td style="width:25%;">Needed</td> <td style="width:25%;">Provided</td> <td style="width:25%;">Referral Arranged</td> <td style="width:25%;">Not provided or referred</td> </tr> </table>	Needed	Provided	Referral Arranged	Not provided or referred	<table border="0" style="width:100%;"> <tr> <td style="width:25%;">Needed</td> <td style="width:25%;">Provided</td> <td style="width:25%;">Referral Arranged</td> <td style="width:25%;">Not provided or referred</td> </tr> </table>	Needed	Provided	Referral Arranged	Not provided or referred	<table border="0" style="width:100%;"> <tr> <td style="width:25%;">Needed</td> <td style="width:25%;">Provided</td> <td style="width:25%;">Referral Arranged</td> <td style="width:25%;">Not provided or referred</td> </tr> </table>	Needed	Provided	Referral Arranged	Not provided or referred	<table border="0" style="width:100%;"> <tr> <td style="width:25%;">Needed</td> <td style="width:25%;">Provided</td> <td style="width:25%;">Referral Arranged</td> <td style="width:25%;">Not provided or referred</td> </tr> </table>	Needed	Provided	Referral Arranged	Not provided or referred
Needed	Provided	Referral Arranged	Not provided or referred																
Needed	Provided	Referral Arranged	Not provided or referred																
Needed	Provided	Referral Arranged	Not provided or referred																
Needed	Provided	Referral Arranged	Not provided or referred																
<input type="radio"/> 21	<input type="radio"/> 21	<input type="radio"/> 21	<input type="radio"/> 21																
<input type="radio"/> 1	<input type="radio"/> 1	<input type="radio"/> 1	<input type="radio"/> 1																
<input type="radio"/> 2	<input type="radio"/> 2	<input type="radio"/> 2	<input type="radio"/> 2																
<input type="radio"/> 3	<input type="radio"/> 3	<input type="radio"/> 3	<input type="radio"/> 3																
<input type="radio"/> 4	<input type="radio"/> 4	<input type="radio"/> 4	<input type="radio"/> 4																
<input type="radio"/> 5	<input type="radio"/> 5	<input type="radio"/> 5	<input type="radio"/> 5																
<input type="radio"/> 10	<input type="radio"/> 10	<input type="radio"/> 10	<input type="radio"/> 10																
<input type="radio"/> 11	<input type="radio"/> 11	<input type="radio"/> 11	<input type="radio"/> 11																
<input type="radio"/> 12	<input type="radio"/> 12	<input type="radio"/> 12	<input type="radio"/> 12																
<input type="radio"/> 13	<input type="radio"/> 13	<input type="radio"/> 13	<input type="radio"/> 13																
<input type="radio"/> 14	<input type="radio"/> 14	<input type="radio"/> 14	<input type="radio"/> 14																
<input type="radio"/> 15	<input type="radio"/> 15	<input type="radio"/> 15	<input type="radio"/> 15																
<input type="radio"/> 16	<input type="radio"/> 16	<input type="radio"/> 16	<input type="radio"/> 16																
<input type="radio"/> 17	<input type="radio"/> 17	<input type="radio"/> 17	<input type="radio"/> 17																
<input type="radio"/> 18	<input type="radio"/> 18	<input type="radio"/> 18	<input type="radio"/> 18																
<input type="radio"/> 19	<input type="radio"/> 19	<input type="radio"/> 19	<input type="radio"/> 19																
<input type="radio"/> 20	<input type="radio"/> 20	<input type="radio"/> 20	<input type="radio"/> 20																
<input type="radio"/> 999	<input type="radio"/> 999	<input type="radio"/> 999	<input type="radio"/> 999																
<input type="radio"/> 998	<input type="radio"/> 998	<input type="radio"/> 998	<input type="radio"/> 998																

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

## RETURNING FORMS TO THE NDCA

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

## 30 JUNE 2001 AND 31 DECEMBER 2001

- Twice a year (in the first week of July 2001 and in the first week of January 2002), you should notify the NDCA of clients who are still being supported as at 30 June 2001 and 31 December 2001.
- For clients who are ongoing at 30 June 2001, transfer the information from the old 2000–2001 form to the new 2001–2002 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 2001. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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





# CLIENT FORM

## HIGH VOLUME AGENCIES

JULY 2001 – JUNE 2002



<b>AGENCY NUMBER</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	OFFICE USE ONLY
<b>SUPPORT PERIOD</b>	D	D	M	M	Y	Y	Y	Y				1
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2
<b>Date finished</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	3
<b>SUPPORT PERIOD NOT ENDED BY</b>												4
30 June 2002	Yes	<input type="checkbox"/>	1									5
<b>CONSENT OBTAINED</b>	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2						6
<b>ALPHA CODE</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	7
	2ND & 3RD LETTERS OF FIRST NAME		1ST & 2ND LETTERS OF SURNAME		LAST LETTER OF SURNAME		M/F FOR MALE OR FEMALE					8
<b>YEAR OF BIRTH OF CLIENT</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	9
												10
												11
												12

### 1. Person(s) receiving assistance

please tick one box only

#### WITH child(ren)

person with child(ren)  3

couple with child(ren)  4

#### WITHOUT child(ren)

person alone or with unrelated person(s)  1

couple without child(ren)  2

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

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

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

please tick one box only

Yes, child(ren) recorded on this form  1

No, child(ren) recorded on 'other adults' form  2

not applicable  3

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

0 – 4 years  1

5 – 12 years  2

13 – 15 years  3

16 – 17 years  4

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

### 4. Gender of client

female  1

male  2

### 5. Main income source at commencement

please tick one box only in each column

#### No Income

no income  1

registered/awaiting benefit  2

#### Government Payments

newstart allowance  4

youth allowance  33

Austudy Payment - for students aged 25 years of age and over  28

community development employment program (CDEP)  8

ABSTUDY  31

disability support pension  12

age pension  13

parenting payment (single) - formerly sole parent pension  14

parenting payment (partnered)  32

special benefit  15

sickness allowance  16

partner allowance  17

DVA support pension  29

DVA disability pension  30

other type of allowance or benefit  18

#### Other Income

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

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

don't know/no information  0

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

**6. Country of birth of client**

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

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

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

**8. Cultural identity of the client**

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

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

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

**10. Support to client**

*please tick as many circles as apply*

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

# Glossary

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

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

<b>Referral</b>	For the purposes of the National Data Collection, a formal referral process – not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.
<b>Support</b>	Assistance, other than <i>supported accommodation</i> , provided to a client as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the <i>client</i> . For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a client for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.
<b>Support period</b>	<p>A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> <li>• the <i>client</i> ends the relationship with the <i>agency</i>; or</li> <li>• the <i>agency</i> ends the relationship with the <i>client</i>.</li> </ul> <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>
<b>Supported accommodation</b>	Accommodation paid for, or provided directly by, a SAAP <i>agency</i> . The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds – at a motel, for example.
<b>Young client (or young person)</b>	A <i>client</i> aged 12–24 years at the commencement of <i>support</i> .



# References

- ABS (Australian Bureau of Statistics) 1998. Experimental projections of the Aboriginal and Torres Strait Islander population, 30 June 1996 to 30 June 2006. ABS cat. no. 3231.0. Canberra: ABS.
- ABS (Australian Bureau of Statistics) 2001a. Australian demographic statistics. ABS cat. no. 3101.0. Canberra: ABS.
- ABS (Australian Bureau of Statistics) 2001b. Migration, Australia 1999–2000. ABS cat. no. 3412.0. Canberra: ABS.
- AIHW (Australian Institute of Health and Welfare) 1999. SAAP National Data Collection annual report 1997–98 Australia. AIHW cat. no. HOU 24. Canberra: AIHW (SAAP NDCA report. Series 3).
- AIHW (Australian Institute of Health and Welfare) 2000a. SAAP National Data Collection annual report 1998–99 Australia. AIHW cat. no. HOU 38. Canberra: AIHW (SAAP NDCA report. Series 4).
- AIHW (Australian Institute of Health and Welfare) 2000b. SAAP National Data Collection annual report 1999–2000 Australia. AIHW cat. no. HOU 50. Canberra: AIHW (SAAP NDCA report. Series 5).
- AIHW (Australian Institute of Health and Welfare) 2000c. SAAP National Data Collection accompanying children report 1998 Australia. AIHW cat no. HOU 39. Canberra: AIHW (SAAP NDCA report).
- AIHW (Australian Institute of Health and Welfare) 2001a. SAAP National Data Collection annual report 2000–01 Australia. AIHW cat. no. HOU 61. Canberra: AIHW (SAAP NDCA report. Series 6).
- AIHW (Australian Institute of Health and Welfare) 2001b. SAAP National Data Collection Agency collectors manual July 2001. Canberra: AIHW.
- AIHW (Australian Institute of Health and Welfare) 2002a. SAAP National Data Collection annual report 2000–01 Australia. Corrigenda tables [on line]: [www.aihw.gov.au](http://www.aihw.gov.au).
- AIHW (Australian Institute of Health and Welfare) 2002b. Homeless people in SAAP: SAAP National Data Collection annual report 2001–02 Australia. AIHW cat. no. HOU 72. Canberra: AIHW (SAAP NDCA report. Series 7).
- CACH (Commonwealth Advisory Committee on Homelessness) 2001. Working towards a national homelessness strategy. Canberra: FaCS.
- DIMA (Department of Immigration and Multicultural Affairs Statistics Section) 1999. 1996 classification of countries into English proficiency groups. Canberra: DIMA.
- Karmel R 1999. SAAP National Data Collection: adjustment methods for incomplete coverage. Canberra: AIHW.