

# Highlights

In 1999–2000, 1,207 non-government, community or local government organisations were funded nationally under the Supported Accommodation Assistance Program (SAAP) (Chapter 1). These agencies assisted many people on a daily basis. However, there were times when an agency could not provide the support or accommodation requested by people in crisis.

## Substantial support

- In 1999–2000 agencies provided an estimated 90,000 people with accommodation and/or support lasting more than 1 hour. Thirty-five per cent of these people received more than one period of support during the year, leading to a total of 157,600 support periods (Chapter 2).
- In total, clients received at least 804,000 distinct services and were provided with over 126,000 referrals to meet their needs (derived from Table 2.1).
- Accommodation was provided directly to clients in 99,000 support periods, with referrals to SAAP or Crisis Accommodation Program (CAP) accommodation being arranged in 9,000. In addition, assistance to obtain other housing was provided in 38,000 support periods and referrals for such assistance were arranged in 17,000.
- In 1999–2000 nearly 29,000 types of non-accommodation services were provided to children accompanying clients and 8,000 referrals were arranged for these children (Chapter 2).

## Meeting the demand

Both existing clients and those not yet receiving ongoing support can have unmet requests for accommodation and/or support.

### Existing clients

- For existing clients with support periods that finished between 1 July 1999 and 30 June 2000, 86% of services requested were provided directly by SAAP agencies and an additional 6% were referred on to other appropriate agencies (Section 3.1).
- SAAP or CAP accommodation was provided in 91% of the 94,800 support periods in which it was requested and a referral was arranged in a further 5%, leaving 4% (or 4,200 support periods) with requests for SAAP or CAP accommodation unmet.
- Assistance in obtaining short-term accommodation or independent housing was either provided by the agency or referred on in 82% and 75%, respectively, of support periods in which it was requested.

### Potential clients

- During the fortnight 11–24 November 1999, 5,420 valid unmet requests for accommodation and/or support were reported (Table 3.1). These requests were made by an estimated 4,450 people.

- A total of 4,090 people specifically requested assistance with accommodation. Around 1,400 of these potential clients were accompanied by a total of 3,200 children; this included 700 potential clients seeking immediate accommodation with 1,570 children (Section 3.2).

### **Daily movements**

- Among reporting agencies, in November 1999 on average just under 4% of clients left their SAAP or CAP accommodation on any day (Table 3.2).
- An average of 208 clients left their accommodation and 200 clients started their accommodation each day.
- There was a daily average of 219 valid unmet requests for immediate accommodation and an average of 92 referrals for accommodation each day (Table 3.2).
- The number of clients either ending or starting their SAAP accommodation and the number of unmet requests for accommodation and referrals for accommodation were at their lowest on weekends (Figure 3.1).

### **Total daily assistance**

In May 2000 on a daily basis there were around 10 people accessing SAAP services for every 10,000 aged 10 years or more in the general population. This estimate of SAAP support does not include assistance given to children accompanying their parent or guardian.

### **Substantial assistance**

- An average of 17,370 support periods were provided to clients on any day from 18 May to 31 May (Table 4.1).
- In at least 6,350 support periods (about 37%), clients were accommodated; in a further 10,400 support periods, clients received other types of substantial support.
- Numbers of support periods with support only dropped considerably on weekends compared with weekdays (Figure 4.1).

### **One-off assistance**

- On average, 2,290 individuals received some type of one-off assistance (not associated with more substantial support) from SAAP agencies on any day.
- Casual contacts dropped considerably on weekends compared with weekdays (Figure 4.1).
- Agencies specialising in providing casual assistance accounted for 12% of contacts for one-off assistance (Table 4.2).
- On average, 1.8 services were provided during a casual client contact (Table 4.2), with information and meals generally being the most common forms of one-off assistance provided (Table 4.3).
- Information and referrals for accommodation were the most common forms of casual assistance received by people seeking more substantial support (Table 4.4).