

SAAP National Data Collection

**Annual report
1999–2000**

South Australia

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.

SAAP NDCA REPORT SERIES 5

SAAP National Data Collection

**Annual report
1999–2000**

South Australia

Australian Institute of Health and Welfare
Canberra

AIHW cat. no. HOU 55

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Preface

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

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

The 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.

The fact that 94% of agencies in South Australia have provided data in 1999–2000 is testimony to their collective commitment to, and confidence in, the collection. A 96% participation rate was recorded in 1998–99. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has increased from 79% in 1998–99 to 81% in 1999–2000.

This large and complex project not only has 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 fourth annual report and the release of 1999–2000 data are one step towards this goal.

Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

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This report was written and prepared by staff of the SAAP National Data Collection Agency at the Australian Institute of Health and Welfare: Rosemary Karmel, Kathryn Webbie, Louise Catanzariti and Joan Reid. Justin Griffin and Ching Choi provided helpful comments on the draft report. In addition, the important contributions by Gloria Jackson, Anne Giovanetti and Melinda Hecker, who prepared the national report in this series, are acknowledged.

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Staff of the National Data Collection Agency also acknowledge the support of the SAAP Data Sub-committee (formerly the SAAP Data and Research Advisory Committee), and of Amanda Nobbs and Ainsley Morrissey who helped to prepare the report for publication. Green Words and Images 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 South Australian Department of Human Services, which provided administrative data as well as valuable comments on the report.

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)

Glossary

Accompanying child	A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP <i>agency</i> and whose parent or guardian is a <i>client</i> of the same <i>agency</i> .
Accompanying child visit	Each <i>accompanying child</i> may be with a <i>client</i> during one or more <i>support periods</i> . Each <i>support period</i> in which the child ‘ <i>accompanies</i> ’ a <i>client</i> is termed an <i>accompanying child visit</i> , so that <i>accompanying child visits</i> are equivalent to <i>support periods</i> but for <i>accompanying children</i> .
Agency	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
Alpha code	A predetermined combination of letters from a <i>client’s</i> name, together with a letter designating the <i>client’s</i> gender. A ‘ <i>valid alpha code</i> ’ is a legitimate <i>alpha code</i> joined to the <i>client’s</i> reported year of birth and encrypted to create a unique <i>client</i> indicator. This is used to combine data from more than one <i>support period</i> without requiring the actual name of the <i>client</i> to be recorded.
Case	A <i>support period</i> provided to a SAAP <i>client</i> . The terms <i>case</i> and <i>support period</i> are used interchangeably in this report.
Client	A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who: <ul style="list-style-type: none">• 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 <i>client</i>, on a given day; or• is accommodated by a SAAP <i>agency</i>; or• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.
Closed support period	A <i>support period</i> that had finished before the end of the reporting period—30 June.
Homeless person	A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which the person has access: <ul style="list-style-type: none">• damages, or is likely to damage, the person’s health; or• threatens the person’s safety; or• marginalises the person through failing to provide access to:<ul style="list-style-type: none">— adequate personal amenities, or— the economic and social supports that a home normally

affords; or

- places the person in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or
- has no security of tenure; that is, the person has no legal right to continued occupation of their home.

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

Occasion of support

See *support period*.

Ongoing support relationship

A relationship between a SAAP *agency* 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 *agency* for the purpose of providing additional assistance.

An invitation to return to the *agency* if the need arises does not constitute an *ongoing support relationship*.

This definition is used to help establish whether a person is considered a *client* for the purposes of the National Data Collection.

Record

A unit of analysis. In any particular situation, it can refer to a *client*, an *occasion of support*, and so on.

Recurrent allocations

Recurrent allocations are amounts of money specifically allocated during the reporting period by a State or Territory department either:

- to SAAP *agencies* to fund salaries and associated on-costs, and ongoing operating costs; or
- for use by each State or Territory for such purposes as training, research, evaluation, administration and asset replacement or purchase.

Referral

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

Support

Assistance, other than *supported accommodation*, provided to a *client* as part of an *ongoing support relationship* between a SAAP *agency* and the *client*. For the purposes of the National Data Collection, *support* also includes contact with, or work on behalf of, a *client* for generally more than 1 hour on a given day. *Support* may be provided to the *client* individually or in group sessions.

Support period

An occasion of *support* provided to a SAAP *client*. A *support period* commences when a *client* begins to receive *support* from a SAAP *agency*. The *support period* is considered to finish when:

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

- the *agency* ends the relationship with the *client*.

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

Supported accommodation

Accommodation paid for, or provided directly by, a SAAP *agency*. The accommodation may be provided at the *agency* or may be purchased using SAAP funds—at a motel, for example.

Young client (or young person)

A *client* aged under 25 years at the commencement of *support*.

Summary

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

The Australian Institute of Health and Welfare has developed a scheme that adjusts for incomplete coverage in the Client Collection. It adjusts estimates to allow for agency non-participation, for clients who do not consent to provide complete information for support periods, for clients who give valid consent for some support periods but not for others, and for clients who do not give consent in any of their periods of support.

Early in 2000, the SAAP Data and Research Advisory Committee (now the Data Subcommittee) reviewed data-reporting practices for SAAP. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main types of published reports relating to the operation of SAAP in 1999–2000: national and State and Territory annual reports, of which this is one, that concentrate on clients of the program, and a further report (to be published later in 2001) that includes coverage of the general demand for SAAP services, unmet demand and casual client information.

Funding

Funding for the 80 SAAP agencies operating across South Australia during 1999–2000 was provided jointly by the Commonwealth and South Australian governments, through the Department of Family and Community Services and the Department of Human Services, respectively. For the 1999–2000 financial year, the total recurrent allocation under SAAP in South Australia was \$22.4m (Table 2.1). Recurrent funding to agencies was \$20.9m; in real terms, this was 9% greater than the funding provided in 1996–97 (Table 8.1).

Level of support

It is estimated that, during 1999–2000, SAAP agencies in South Australia supported 7,600 clients, to whom they provided 10,850 occasions of support (Table 3.1). The average number of support periods per client was 1.9, which includes support periods provided to them interstate. Of the 10,850 support periods provided, over half (67%) were provided to clients attending SAAP agencies on their own (Table 3.6). On a daily basis there were between 1,750 and 1,950 support periods (Table 3.2).

There were more female clients (54%) than male clients (46%), and their average ages were 30 and 32 years, respectively (Table 3.3). Most SAAP clients (85%) were born in Australia (Table 3.4). Twelve per cent of clients were from an Indigenous Australian background and 9% were from a non-English-speaking background (Table 3.5). Overall, Indigenous Australians were over-represented as SAAP clients relative to their population size as only around 4% of South Australians identified as Indigenous Australians in 1996. On average, clients from a non-English-speaking background had fewer support periods each, averaging 1.7, compared with all other clients who averaged 1.9 support periods.

Repeat use of SAAP services was less likely among female clients than male clients: males averaged around 2.2 support periods each while females averaged around 1.6 (Table 4.4). There were also some differences within age groups. Overall, for every 10,000 people aged 10 or over, there were 58 SAAP clients (Table 4.4). The highest prevalence of SAAP use was among people aged 18 and 19, for whom there were 180 SAAP clients for every 10,000 in the general population. The next highest rate of use was by 20 to 24 year olds, for whom there were 115 SAAP clients for every 10,000 in this age group.

Support provided

Of the 10,850 support periods in 1999–2000, 9,000 finished before 30 June 2000 (Table 6.1). Overall, 16% of these closed support periods lasted for 1 day or less, with 20% lasting from 2 to 7 days (Table 4.1). A sizeable proportion (22%) of the closed support periods for all client groups lasted for 1 to 3 months.

In 1999–2000, 5,250 closed support periods involved accommodation of 1 day or more (Table 4.2). In 12% of these support periods the accommodation was for 1 day only; in 26% it was for 2 to 7 days; in 28% clients were accommodated for 1 to 4 weeks; and in 19% the accommodation lasted 1 to 3 months. Not surprisingly, most of the stays in crisis or short-term accommodation (78%) were for 4 weeks or less, while 86% of medium- to long-term accommodation involved stays of more than 4 weeks (Table 4.3).

The services commonly provided to clients varied markedly with the person or group being assisted, due to their varying needs. However, the three broad types of support services most often provided to clients were general support or advocacy (in 78% of support periods), housing or accommodation services (in 72%), and 'other support' such as meals and showers (in 64%) (Table 4.5). SAAP or CAP (Crisis Accommodation Program) was the main form of housing or accommodation assistance, being provided in 61% of support periods.

Children accompanied clients to a SAAP agency on 2,750 occasions, with an average of 2.1 children accompanying each client per support period (Table 4.6). If children accompanying clients were to be considered clients in their own right, this would equate to 5,800 support periods (termed here 'accompanying child visits'). Eighty-eight per cent of these visits occurred when females presented with children at a SAAP service.

Reasons for seeking support

Overall, the most common primary reasons clients gave for seeking assistance were domestic violence (in 29% of support periods), relationship or family breakdown (11%), and eviction or the ending of previous accommodation (10%) (Figure 5.1). Reasons varied considerably with the composition of the assisted client group. Females with children and unaccompanied females 25 years and over most commonly cited domestic violence, whereas unaccompanied males aged 25 years and over most often gave recent arrival to area with no means of support as their main reason. Unaccompanied people under 25 years most often reported relationship or family breakdown as their main reason for seeking support.

Meeting the needs of clients

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. Services were provided directly by SAAP agencies

for 86% of requests during 1999–2000. In addition to this, agencies were able to refer clients to other organisations for a further 6% of requests so that, overall, 52,250 or 92% of the 56,600 expressed needs were addressed at least to some extent (Table 6.1). Direct provision of requested services was particularly high for ‘other’ services such as meals and shower facilities (provided in 96% of cases) and general support and advocacy (provided in 93% of cases). SAAP or CAP accommodation was provided in 92% of the support periods in which it was required, and a further 6% of requests were referred on. Agencies were least successful in meeting requests for specialist services: 19% of such needs were neither provided for nor referred on to other organisations.

While, overall, 92% of expressed needs were met at least to some extent, there were 4,300 requests for services that were neither provided nor referred on (Table 6.1). Housing and accommodation services accounted for the highest proportion of these unmet needs (23%), followed by specialist services (19%) (Table 6.2). Unaccompanied males and females had the highest number of support periods with unmet needs throughout the year (750 and 500 support periods, respectively, in which some needs remained unmet).

Circumstances of clients before and after support

Across all closed support periods, clients’ source of income did not vary much from before to after a support period. The proportion of support periods where clients had no income and were not awaiting a government pension or benefit dropped from 8% before support to 5% after (Table 7.1). However, among clients who specifically requested assistance to obtain a government pension or benefit, the proportion of support periods in which clients had no income (and were not awaiting a government payment) fell from 20% before support to 6% by the end of support.

Across all support periods, the most common forms of client accommodation immediately before support were boarding in a private home (18%) and SAAP or other emergency accommodation (16%) (Table 7.2). Public and community housing showed the greatest increase in use following support, from 14% of support periods before support to 24% after. Living in a car, tent, park, street or squat showed the greatest decrease, from 9% of support periods before support to 2% after support. For those clients who specifically requested assistance to obtain independent housing, the changes in accommodation type before and after support were generally more marked. In particular, accommodation in public or community housing tripled (from 9% of support periods before support to 29% after), while boarding in a private home dropped from 26% of support periods to 17% (Table 7.2). Conversely, the proportion of support periods in which clients were living in a car, tent, park, street or squat decreased (down from 7% of support periods before support to 1% after) as did the proportion in SAAP or other emergency housing (from 15% before support to 10% after).

The most common living situations for clients before receiving SAAP support were with their spouse or partner either with or without children (in 26% of support periods), and living short-term with relatives or friends (19%) (Table 7.3). After support, it was most common for clients to be living alone with children (in 24% of support periods) or alone (in 20% of support periods).

Overall, there was little difference in the profile of clients’ employment status before and after receiving support. However, for clients who specifically requested employment assistance, the proportion of support periods in which clients were employed in some capacity increased from around 11% before support to 21% after support (Table 7.4). There was also little variation in clients’ student status before and after support, either for all closed support periods or for the subgroup of closed support periods for clients under 25 years (Table 7.5).

Longitudinal analysis

The number of support periods has fluctuated throughout the 4 years of the National Data Collection. In 1996–97 there were an estimated 11,400 support periods (Table 8.2). This rose to 12,900 the next year, dropped back to 11,100 in 1998–99, and dropped again in 1999–2000 to 10,850. The number of clients showed a slightly different pattern, with the highest number of clients being recorded in 1997–98 (8,650) and the lowest in 1996–97 (7,000). The prevalence of SAAP use in the community was highest in 1997–98, with 67 SAAP clients for every 10,000 people aged 10 or over, and lowest in 1996–97, with 55 SAAP clients per 10,000 people aged 10 or over (Table 8.2).

There is evidence that there have been changes in the way support is being delivered in South Australia. In particular, there has been a steady increase in the number of support periods in which support plans have been used: from 47% of completed support periods in 1996–97 to 71% in 1999–2000 (Table 8.4). Furthermore, the length of support periods has been increasing. In 1996–97, 54% of support periods that finished in that year lasted one week or less; by 1999–2000 this proportion had fallen to 36% (Table 8.5).

1 Introduction

1.1 The Supported Accommodation Assistance Program

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program (SAAP) in South Australia. 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 III, and 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.

In 1999–2000, 1,207 non-government, community or local government organisations were funded nationally under the program, with 80 of these being located in South Australia (AIHW 2000b:6). Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

1.2 The SAAP National Data Collection

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

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

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. To assist the reader, a glossary of terms is included at the beginning of this report. In addition, readers are encouraged to consult Appendix 1, which contains important information about estimation methods, measurement of concepts and counting rules used in the analyses in this report. The National Data Collection Agency's (NDCA's) data interpretation manual (SAAP 1996) and collectors' manual (AIHW 1998) also contain important information that can aid in the use and interpretation of the data presented here.

1.3 Structure and content of this report

Early in 2000, the SAAP Data and Research Advisory Committee (now the SAAP Data Subcommittee) reviewed the data-reporting practices for SAAP. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main types of published reports relating to the operation of SAAP in 1999–2000: national and State and Territory annual reports (of which this is one) that concentrate on clients of the program, and a further report (to be published later in 2001). This latter report examines the general demand for SAAP services, and includes unmet demand and casual client information.

Data in this report relate to the financial year ending 30 June 2000. Although most tables provide information about both completed and ongoing support periods, analysis of duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to completed support periods only.

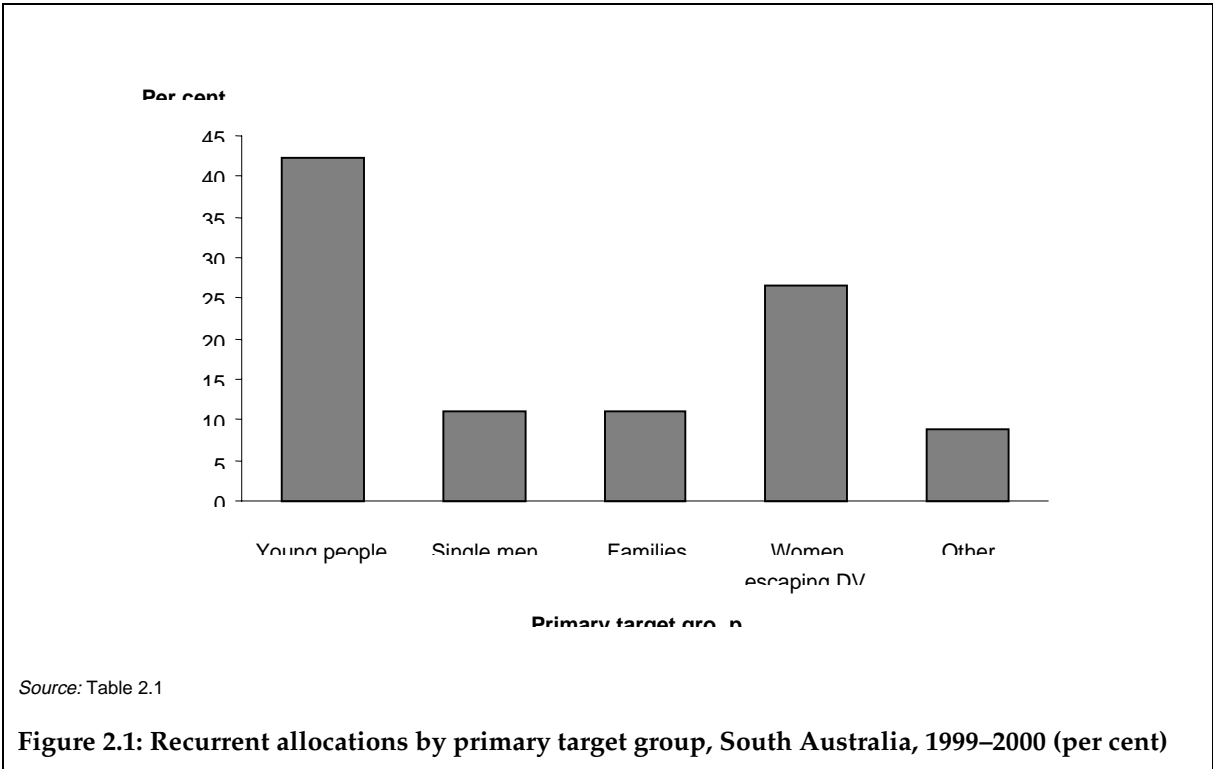
Chapter 2 provides details of resources allocated under SAAP, Chapter 3 presents a discussion of the number of support periods and the number of clients, and Chapter 4 provides analyses of the length of support periods and accommodation, the number of support periods per client and the type of support provided to clients. Chapter 5 discusses the reasons clients seek assistance from SAAP agencies and the type of support needed, and Chapter 6 contains analyses of the services required by clients. The circumstances of clients before and after support periods in terms of income source, accommodation, living situation, employment and student status are examined in Chapter 7. Chapter 8 presents comparisons of data from the 1996–97 reporting period through to the 1999–2000 reporting period. Detailed tables follow the discussion in each chapter. Regional tables and frequency distributions for all variables are available in electronic format on request from the NDCA.

Appendix 1 to this report provides an overview of the Client Collection and its data, general notes to tables, an explanation of the weighting system used to adjust the data for non-participation and non-consent, and the counting rules used in the analyses. It also contains a guide to interpreting the tables; in particular, two tables with explanatory notes demonstrate how to interpret data presented in the different types of tables in the report. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 1999–2000.

2 Funding

In 1999–2000, funding for the SAAP agencies operating across South Australia was provided jointly by the Commonwealth and South Australian governments, through the Department of Family and Community Services and the Department of Human Services, respectively. This section analyses information about the resources allocated to the 80 South Australian SAAP agencies funded during 1999–2000. Not all of these agencies were operating throughout the year: at 30 June 2000, 79 were operating.

Table 2.1 shows the recurrent allocations to SAAP agencies and the mean (average) funding per agency by primary target group. The total recurrent allocation of funds for South Australia in the 1999–2000 financial year was \$22.4m (Table 2.1). Around 93% (\$20.9m) of this represented recurrent allocations to the 80 SAAP agencies across South Australia. The remaining 7% were allocated for other purposes such as administration, training, research and evaluation (Table 2.1). The total funding to South Australia represented 9% of the total SAAP funding available to all States and Territories (AIHW 2000b:5).



Overall, the average (mean) level of funding per agency in South Australia was \$260,800 (Table 2.1). As Figure 2.1 shows, agencies targeting young people (25 in total) received the largest proportion of SAAP recurrent allocations, with 42% of the total funds, or \$8.8m. Agencies targeting women escaping domestic violence, of which there were 21, received 27% of recurrent funds (\$5.5m), while agencies targeting single men and families each received 11% (or \$2.3m). The 12 agencies classified as ‘other’ received the smallest overall proportion of recurrent funds, at 9% or around \$1.9m. Caution is recommended when using these figures to make comparisons or measure efficiency as different agencies supply very different services.

2.1 Tables

Table 2.1: SAAP total recurrent funds, recurrent allocations to agencies and mean funding per agency by primary target group, South Australia, 1999–2000

Primary target group	Agencies	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
Young people	25	8,840,000	42.4	353,600
Single men only	11	2,319,000	11.1	210,800
Families	11	2,322,000	11.1	211,100
Women escaping domestic violence	21	5,530,000	26.5	263,300
Other	12	1,855,000	8.9	154,600
Total	80	20,865,000	100.0	260,800
Recurrent allocations to agencies	80	20,865,000	93.2	260,800
Other	..	15,33,000	6.8	..
Total recurrent funds	..	22,398,000	100.0	..

Notes

1. Recurrent allocation to agencies excludes funds allocated for such items as administration, training, research and evaluation.
2. Total recurrent funds include \$331,000 provided through the Partnerships Against Domestic Violence Program. All of this was allocated to agencies.
3. Primary target group 'other' includes 'single women only' and 'cross-target, multiple or general target' agencies.

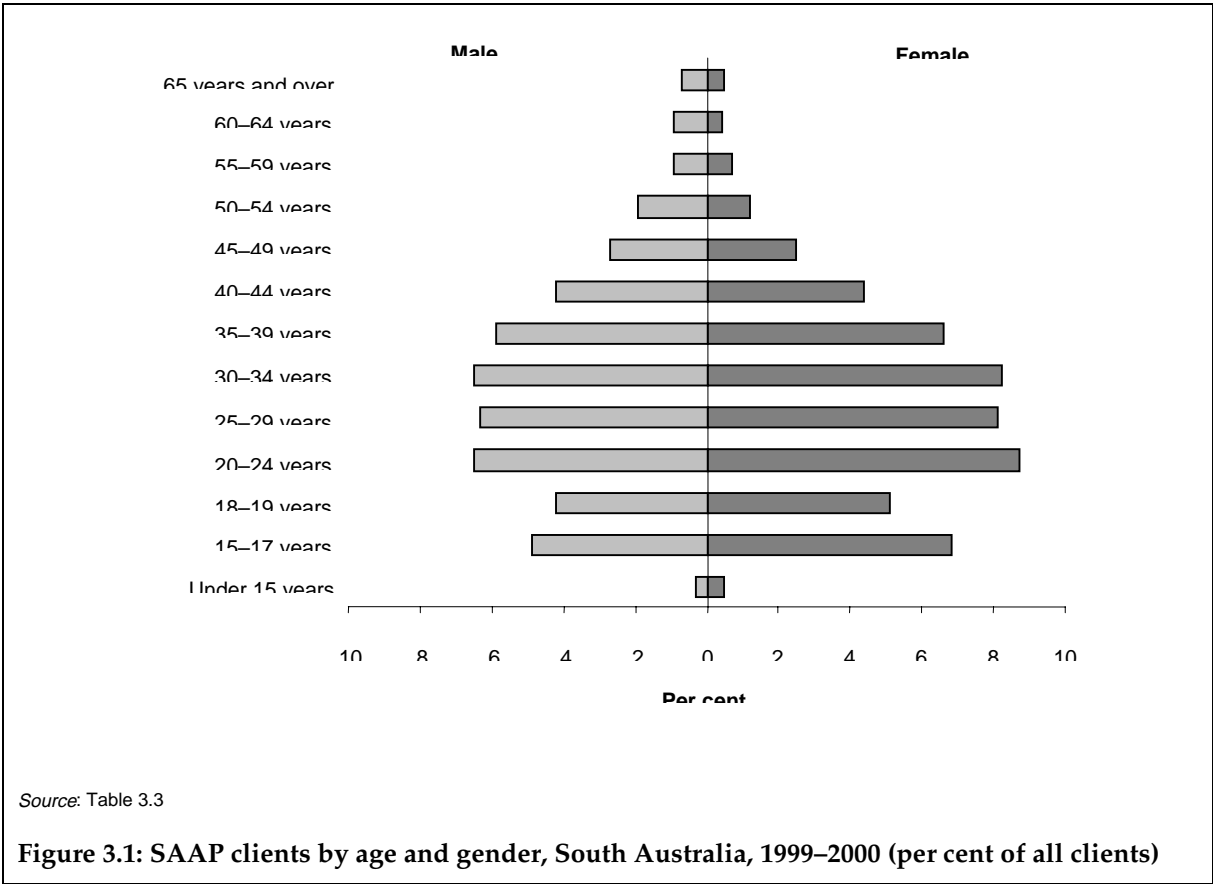
Source: SAAP Administrative Data Collection; FaCS unpublished data

3 Level of support

SAAP agencies in South Australia supported an estimated 7,600 clients during 1999–2000 (Table 3.1). The total number of support periods, at 10,850, exceeded the number of clients as each individual client can receive support or supported accommodation on more than one occasion. The average number of support periods per client was 1.9, which includes support periods provided to them interstate. Overall, for every 10,000 people aged 10 years and over in the South Australian population there were 58 SAAP clients.

The daily level of support provided by SAAP agencies can be examined by looking at the number of support periods active on the 15th of each month (Table 3.2). In South Australia SAAP agencies provided a fairly constant level of service throughout 1999–2000, with the daily number of support periods remaining within the range of 1,750–1,950 throughout the entire year.

Figure 3.1 shows the age and gender distribution of SAAP clients in South Australia. In all age groups under 45 years, there were more female than male clients. Overall, more females (4,050) than males (3,450) received services, with their average ages being 30 and 32 years, respectively (Table 3.3). However, male clients averaged more support periods each (2.2) than female clients (1.7) (Table 3.5).

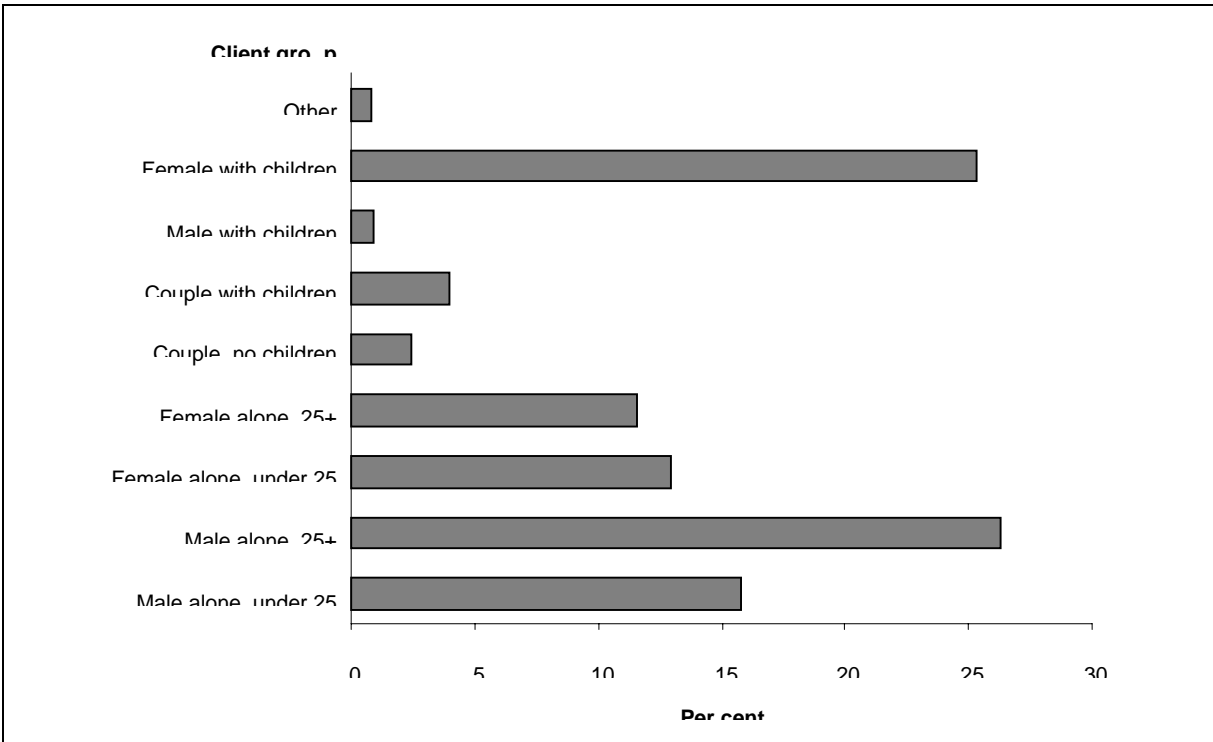


Eighty-five per cent of SAAP clients in South Australia were born in Australia (Table 3.4). The next most common places of birth were the United Kingdom, Ireland and associated islands, and 'Other Europe and the former Soviet Union' (at 4% each). There was little

variation between males and females for country of birth. Overall, people born in Australia or Oceania were more likely to become SAAP clients than those born elsewhere. Between them, these two groups accounted for 88% of SAAP clients but only 79% of South Australians.

Considerably more variation was evident between male and female clients in terms of ethnicity. Indigenous Australians comprised a far higher percentage of female clients than male clients, with 16% of the 3,950 female clients identifying as Indigenous Australians, compared with 8% of the 3,400 male clients (Table 3.5). Overall, Indigenous Australians were over-represented as SAAP clients relative to their population size: around 4% of South Australians identified as Indigenous Australians in 1996, compared with 12% of SAAP clients in South Australia in 1999–2000. On average, clients from a non-English-speaking background had fewer support periods each, averaging 1.7, compared with all other clients who averaged 1.9 support periods each.

Figure 3.2 gives a breakdown of the number of support periods provided to the main client groups. Just over one-quarter (26%) of all support periods were provided to male clients 25 years and over attending SAAP agencies alone, with a further 25% being for female clients with children (Table 3.7). Unaccompanied males under the age of 25 had the next highest number of support periods, accounting for 16%. Overall, 25% of support periods were for solo females of any age. Males with children accounted for less than 1% of all support periods.



Source: Table 3.6

Figure 3.2: SAAP support periods by client group, South Australia, 1999–2000 (per cent)

The client profile within agencies of various target groups is presented in Table 3.6. As might be expected, agencies with specific target groups tended to provide services predominantly to that group. Consequently, 84% of support periods at agencies targeting young people were for people under 25 presenting on their own, while agencies targeting single men were overwhelmingly used by unaccompanied males aged 25 or over (83% of their support periods). Similarly, agencies which targeted women escaping domestic

violence were mainly used by females with children (accounting for 71% of their support periods) and females 25 years and over (23%).

3.1 Tables

Table 3.1: SAAP support periods and clients, South Australia, 1999–2000 (number)

Support periods	10,850
Clients	7,600
Mean number of support periods per client	1.88
Clients per 10,000 population 10+	58

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 or over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June 1999.
4. Number of clients in this table relates to clients that *ever* received assistance from a SAAP agency in South Australia. In the national report (AIHW 2000b:10, 51, 52), however, numbers of clients relate to clients that *first* received assistance in South Australia, and so these numbers will be different. Numbers of support periods per client and clients per 10,000 population are also affected by this difference.
5. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within South Australia.
6. Support period figures have been weighted to adjust for agency non-participation.
7. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; ABS 2000a

Table 3.2: Number of SAAP support periods on the 15th of the month, by month, South Australia, 1999–2000

Date	Support periods
July 15, 1999	1,750
August 15, 1999	1,750
September 15, 1999	1,850
October 15, 1999	1,800
November 15, 1999	1,850
December 15, 1999	1,850
January 15, 2000	1,800
February 15, 2000	1,950
March 15, 2000	1,950
April 15, 2000	1,900
May 15, 2000	1,900
June 15, 2000	1,950

Notes

1. Number excluded due to errors (unweighted): 22.
2. Number excluded due to omissions (unweighted): 0.
3. Figures have been adjusted for agency non-participation.

Source: SAAP Client Collection

Table 3.3: SAAP clients: age of client by gender, South Australia, 1999–2000

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	Number
Under 15 years	0.3	0.5	0.7	0.9	0.8	50
15–17 years	4.9	6.8	10.6	12.6	11.7	900
18–19 years	4.2	5.1	9.2	9.5	9.3	700
20–24 years	6.5	8.7	14.1	16.1	15.2	1,150
25–29 years	6.3	8.1	13.6	15.1	14.4	1,100
30–34 years	6.5	8.2	14.1	15.3	14.8	1,100
35–39 years	5.9	6.6	12.8	12.3	12.5	950
40–44 years	4.2	4.4	9.2	8.2	8.6	650
45–49 years	2.7	2.5	5.9	4.7	5.2	400
50–54 years	1.9	1.2	4.1	2.3	3.1	250
55–59 years	0.9	0.7	2.0	1.3	1.6	100
60–64 years	0.9	0.4	2.1	0.8	1.4	100
65 years and over	0.7	0.5	1.6	1.0	1.3	100
<i>Total</i>	<i>46.1</i>	<i>53.9</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	3,450	4,050	3,450	4,050	..	7,550
Mean age (years)	31.8	29.7	30.7

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 87.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 3.4: SAAP clients: birthplace by gender, South Australia, 1999–2000

Birthplace	Male	Female	Total		South Australian Population 1996	
	%	%	%	Number	%	Number
Australia	85.8	84.4	85.1	6,300	77.7	1,145,300
Oceania (excluding Australia)	3.0	1.9	2.4	200	0.9	12,600
UK, Ireland and associated islands	3.9	3.6	3.8	300	10.0	147,350
Other Europe and the former Soviet Union	3.8	3.9	3.9	300	7.5	110,350
South-East, North-East and Southern Asia	1.7	4.4	3.2	250	2.7	40,550
Other (including the Middle East, Africa, the Americas and Caribbean)	1.8	1.7	1.7	150	1.2	18,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	46.1	53.9	100
Total (number)	3,400	4,000	..	7,450	..	1,474,250

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 183.
3. 'South Australian population 1996' refers to the estimated resident population at 30 June 1996.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999

Table 3.5: SAAP clients: clients and support periods per client by ethnicity of client and gender, South Australia, 1999–2000

Ethnicity	Male	Female	Total		South Australian population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	8.0	16.1	12.4	900	3.8	56,200
Non-English-speaking background	7.9	10.1	9.1	650	11.1	163,800
Other	84.1	73.8	78.6	5,750	85.1	1,254,250
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	46.1	53.9	100.0
Total (number)	3,400	3,950	..	7,350	..	1,474,250

Support periods per client

Indigenous Australian	2.01	1.82	1.88	1,350
Non-English-speaking background	1.93	1.51	1.68	900
Other	2.21	1.63	1.92	8,200
<i>Total</i>	<i>2.18</i>	<i>1.65</i>	<i>1.89</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	45.9	54.1	100.0
Total support periods (number)	4,800	5,650	..	10,450

Notes

1. Number excluded due to errors (weighted): 0 (clients).
2. Number excluded due to omissions (weighted): 279 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'South Australian population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in South Australia. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within South Australia.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999, ABS 1998

Table 3.6: SAAP support periods: client group by primary target group of agency, South Australia, 1999–2000 (per cent)

Client group	Young people	Single men only	Families	Women escaping DV	Cross-target/multiple/general	Total	
						%	Number
Male alone, under 25	42.4	15.8	0.3	0.1	4.2	15.8	1,650
Male alone, 25+	0.3	83.3	2.7	0.2	37.7	26.3	2,750
Female alone, under 25	41.5	0.1	0.5	3.2	5.0	12.9	1,350
Female alone, 25+	0.7	0.6	2.5	23.4	31.1	11.6	1,200
Couple, no children	3.0	—	8.1	0.9	3.3	2.4	250
Couple with children	1.7	—	26.7	0.7	4.9	4.0	400
Male with children	0.3	—	5.0	0.1	1.7	0.9	100
Female with children	8.5	0.1	52.8	70.5	11.8	25.3	2,650
Other	1.5	0.1	1.4	1.0	0.3	0.8	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	26.9	22.7	9.3	22.6	18.5	100.0	..
Total (number)	2,850	2,400	1,000	2,350	1,950	..	10,500

Notes

1. Number excluded due to errors (weighted): 104.
2. Number excluded due to omissions (weighted): 219.
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections

4 Support provided

The diverse nature of client needs is reflected in the considerable range of services which SAAP agencies provide for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally provided on an ongoing basis to clients.

A total of 10,850 support periods were reported for 1999–2000 in South Australia (Table 3.1). Around 8,700 of these were closed support periods—that is, they finished before 30 June 2000 (Table 4.1). These closed support periods may or may not have involved accommodation. Overall, 16% of closed support periods lasted for 1 day or less, and a further 20% lasted from 2 to 7 days. Just over one-fifth (22%) of all closed support periods lasted for 1 to 3 months.

Patterns of support length varied between client groups. Clients with children tended to have longer periods of support than other clients, which is reflected in their median lengths of support (Table 4.1). Fifty per cent of support periods for female clients with children and couples with children were for 44 days or more. In comparison, half of the support periods for unaccompanied males under 25 years lasted 14 days or less, with the comparable figure for unaccompanied females under 25 being 24 days. Unaccompanied males 25 years or over tended to have shorter support periods than any other client group, with 50% of support periods for this client group being for 10 days or less.

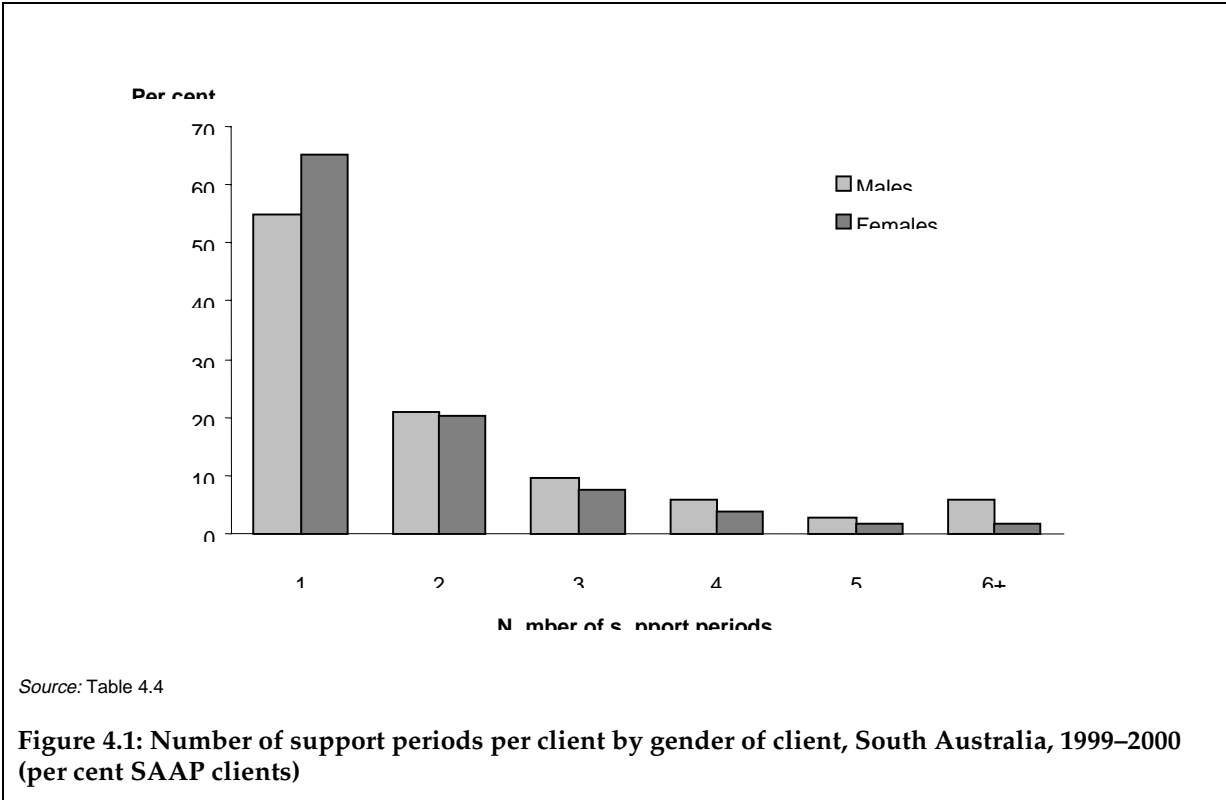
Data was collected not only on duration of support, but also on length of accommodation. In 1999–2000, 5,250 closed support periods involved accommodation of 1 day or more (Table 4.2). In 12% of these support periods the accommodation was for 1 day only; in 26% it was for 2 to 7 days; in 28% clients were accommodated for 1 to 4 weeks; and in 19% the accommodation lasted 1 to 3 months.

The trends for length of accommodation for the various client groups were similar to those for duration of support. Couples with children tended to have longer periods of accommodation than other groups, as shown by their median length of accommodation (67 days) which was the highest of all the client groups. Couples without children and males with children, although only small groups, also had relatively long median stays (49 and 41 days, respectively). Females with children tended to have shorter stays than other clients with children, with a median length of stay of 29 days. Unaccompanied males 25 years or over had the shortest median length of accommodation, with half of this group being accommodated for 8 days or less.

Clients requiring accommodation during a support period may be housed in crisis or short-term housing, medium- to long-term housing or other types of SAAP accommodation. In the great majority (87%) of support periods in which accommodation was provided, clients were housed in crisis or short-term accommodation at some time during a support period, while in only around 15% of support periods clients were housed in longer-term accommodation (Table 4.3). As might be expected, 78% of support periods in crisis or short-term accommodation were for 4 weeks or less, while in medium- to long-term accommodation 86% of support periods involved stays of more than 4 weeks or more.

Overall, 60% of clients had just one support period during 1999–2000, but the pattern of repeat use varied with age and gender (Table 4.4). Figure 4.1 compares how often during 1999–2000 males and females used SAAP services. Sixty-five per cent of female clients had one support period while this was the case for 55% of male clients. Consequently, males averaged 2.2 support periods each, while females averaged 1.6 support periods each. Males aged 45 to 64 years had a greater number of support periods (2.4) on average than other

male clients, while for females those aged under 18 years returned more often to SAAP agencies than other females, averaging 1.9 support periods per client.



Overall, 58 people for every 10,000 aged 10 or over in the general population used SAAP services in South Australia during 1999–2000 (Table 4.4). However, the proportion accessing support varied considerably by age and gender. People aged from 18 to 24 years were much more likely to go to SAAP agencies than people in other age groups. The highest rate of use was by 18 and 19 year-olds, with 180 clients for every 10,000 people in this age group. The next highest usage rate was by 20 to 24 year-olds, among whom there were 115 clients for every 10,000 people. Among people under 45 years, females were more likely than males to use SAAP services, while in the older age groups males were more likely than females to become SAAP clients (Table 4.4). However, females in South Australia had a higher use of SAAP services overall—females at 61 clients for every 10,000 aged 10 or over in the general population, males at 54.

There are six broad types of services provided to SAAP clients. The three most often provided during 1999–2000 were general support or advocacy (in 78% of support periods), housing or accommodation services (in 72%), and ‘other support’ such as meals and showers (in 64%) (Table 4.5). The main form of accommodation service provided was SAAP or CAP accommodation (in 61% of support periods), but assistance was also provided to help clients obtain other types of short-term accommodation or independent housing (in 16% and 20% of support periods, respectively). Health or medical services were the most commonly provided specialist services—in 14% of support periods. In contrast, specialist services relating to physical or intellectual disability were provided in less than 1% of support periods each.

The pattern of service use differed between client groups. Unaccompanied males and females under the age of 25 years were proportionately more often provided with living skills or personal development assistance (in 20% and 21% of support periods, respectively) than other identified client groups (Table 4.5). Female clients with children were more likely

to receive emotional support or other counselling (in 67% of their support periods) and domestic violence counselling (55%) than other client groups.

The clients most likely to be provided with SAAP or CAP accommodation were unaccompanied males (in 70% of support periods for males under 25 and 75% of support periods for older males) (Table 4.5). Unaccompanied males 25 years and over were also the most frequent recipients of meals (in 61% of their support periods) and laundry or shower facilities (64%). At the same time, this group was least likely to receive a variety of services, including: assistance to obtain government payments (2% of support periods); domestic violence counselling (1%); family or relationship counselling (6%); and assistance with legal issues or court support (4%). Unaccompanied people aged 25 and over were also the least likely to receive assistance with employment or occupational training (in just 2% of support periods for male clients and 1% of support periods for female clients).

The support services provided to children who accompanied clients to SAAP agencies are shown in Table 4.6. Children accompanied parents or guardians to SAAP agencies in South Australia in 2,750 support periods, with an average of 2.1 children per support period. If each child was considered a client in their own right, this would equate to 5,800 support periods (termed here 'accompanying child visits'). Eighty-eight per cent of such visits occurred when females presented with children to a SAAP agency. This is consistent with the proportion of support periods with children that related to female clients (also around 88%). Assistance with child care or kindergarten or school liaison was provided to female clients with children in around 25% of their support periods. This provision was slightly lower for males with accompanying children (21%), and lower again for couples with accompanying children (16%). Counselling was provided to children in around 23% of support periods for clients with accompanying children. Again, this service was more likely to be provided to children accompanying women than to children accompanying other client groups.

4.1 Tables

Table 4.1: SAAP closed support periods: length of support by client group, South Australia, 1999–2000 (per cent)

Length of support	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	4.3	4.8	5.7	8.7	14.8	10.5	12.7	6.3	7.6	6.2	550
1 day	12.3	14.1	7.4	9.6	6.9	5.4	2.3	4.6	5.6	9.5	800
2 days	6.7	6.9	3.4	5.6	3.0	1.6	1.9	3.1	4.1	5.1	450
3 days	4.3	5.3	3.9	4.5	0.7	1.5	—	2.7	1.6	3.9	350
4 days	3.3	4.0	1.8	3.6	—	0.4	—	1.6	2.0	2.7	250
5 days	2.1	2.8	1.8	4.0	6.0	0.8	1.8	2.1	—	2.5	200
6 days	3.2	2.8	2.4	4.2	0.7	3.6	2.1	2.0	2.0	2.8	250
7 days	3.0	4.0	2.8	3.5	1.3	2.7	2.1	2.0	—	3.0	250
>1–2 weeks	10.8	15.6	11.0	9.4	6.7	3.2	8.4	6.0	8.1	10.4	900
>2–4 weeks	13.3	13.1	13.9	9.4	6.9	11.8	17.6	9.0	16.4	11.7	1,000
>4–13 weeks	20.7	17.2	21.4	20.9	24.4	20.7	20.8	28.1	17.2	21.6	1,850
>13–26 weeks	7.8	3.1	11.6	9.2	12.0	13.2	10.0	17.1	15.5	9.7	850
>26–52 weeks	5.1	3.8	8.1	5.1	8.3	11.8	17.0	9.8	16.2	6.7	600
>52 weeks	3.1	2.5	4.8	2.2	8.4	12.9	3.3	5.6	3.4	4.1	350
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	16.1	28.3	12.2	12.1	2.1	3.9	0.9	23.7	0.9	100.0	..
Total (number)	1,400	2,450	1,050	1,050	200	350	100	2,050	100	..	8,650
Mean length (days)	62	47	82	54	99	138	95	99	92	..	70
Median length (days)	14	10	24	12	31	44	29	46	36	..	19

Notes

1. Number excluded due to errors (weighted): 73.
2. Number excluded due to omissions (weighted): 209.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 4.2: SAAP closed support periods in which clients were accommodated: total length of accommodation, by client group, South Australia, 1999–2000 (per cent)

Length of accommodation	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	15.2	17.3	10.9	11.3	5.3	1.6	—	5.6	10.1	12.4	650
2 days	9.1	8.3	5.8	9.0	3.1	1.8	—	3.9	11.0	7.0	350
3 days	5.9	5.9	6.1	6.0	—	1.8	—	4.1	—	5.2	300
4 days	4.2	5.1	3.0	4.2	11.4	—	—	3.2	3.7	4.1	200
5 days	2.7	3.2	2.6	5.3	8.6	—	3.8	2.9	—	3.1	150
6 days	4.2	3.6	3.7	5.5	—	4.9	—	3.1	—	3.7	200
7 days	2.4	3.8	3.4	3.3	—	3.2	4.3	2.9	—	3.2	150
>1–2 weeks	12.6	18.4	12.1	13.4	4.2	6.3	14.0	9.8	18.0	13.8	750
>2–4 weeks	15.6	14.4	14.9	13.0	5.9	16.2	22.3	14.1	18.8	14.6	750
>4–13 weeks	17.0	14.5	19.4	17.3	19.2	22.5	17.4	27.6	17.5	18.8	1,000
>13–26 weeks	5.8	2.5	10.8	7.8	29.4	19.1	31.4	13.0	13.7	7.8	400
>26–52 weeks	3.2	1.8	5.2	2.7	10.4	13.3	6.8	6.5	7.3	4.1	200
>52 weeks	2.2	1.4	2.0	1.3	2.4	9.3	—	3.4	—	2.3	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	19.1	35.3	10.9	7.8	1.0	3.7	0.7	20.6	0.8	100.0	..
Total (number)	1,000	1,850	550	400	50	200	50	1,100	50	..	5,250
Mean length (days)	45	29	57	40	91	136	79	71	49	..	49
Median length (days)	10	8	17	11	49	67	41	29	24	..	14

Notes

1. Number excluded due to errors (weighted): 47.
2. Number excluded due to omissions (weighted): 233.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 4.3: SAAP closed support periods in which clients were accommodated: total length of accommodation, by accommodation provided, South Australia, 1999–2000 (per cent)

Length of accommodation	Crisis/ short-term accommodation	Medium-/ long-term accommodation	Other SAAP	Unknown	Total	
					%	Number
1 day	15.1	0.4	44.8	—	13.3	700
2 days	7.5	0.3	13.8	—	6.5	350
3 days	6.1	0.3	3.4	—	5.3	300
4 days	4.6	0.3	—	8.3	4.1	200
5 days	3.7	0.3	3.4	—	3.2	150
6 days	4.1	0.6	—	—	3.6	200
7 days	3.5	0.5	—	—	3.0	150
>1–2 weeks	16.7	3.6	3.4	25.0	14.6	800
>2–4 weeks	16.4	7.5	—	8.3	14.7	800
>4–13 weeks	18.2	27.4	13.8	16.7	18.8	1,000
>13–26 weeks	3.4	27.8	13.8	33.3	7.2	400
>26–52 weeks	0.6	19.2	3.4	8.3	3.7	200
>52 weeks	0.1	11.9	—	—	2.1	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	86.6	15.4	0.6	0.2
Total (number)	4,650	800	50	<25	..	5,350
Mean length (days)	27	186	53	84	..	47
Median length (days)	9	124	4	75	..	12

Notes

1. Number excluded due to errors (weighted): 19.
2. Number excluded due to omissions (weighted): 134.
3. Clients were able to be accommodated on more than one occasion in each support period, so percentages across types of accommodation provided do not total 100.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

Table 4.4: SAAP clients: total number of support periods by age of client and gender, South Australia, 1999–2000 (per cent)

Total number of support periods	Under 18 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total		
	Male clients							%	Number
1	52.3	65.5	58.2	52.4	54.3	66.9	54.9	1,900	
2	24.1	17.5	19.5	21.2	21.0	12.1	20.8	700	
3	10.3	8.1	8.3	10.6	7.9	10.3	9.6	350	
4	7.0	2.6	5.7	6.1	6.8	2.1	5.8	200	
5	2.7	2.2	2.4	3.2	2.7	2.1	2.8	100	
6+	3.6	4.1	5.8	6.5	7.3	6.4	6.0	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>	..	
Total (%)	11.4	9.2	14.1	49.7	14.0	1.6	100.0	..	
Total (number)	400	300	500	1,750	500	50	..	3,450	
Mean number of support periods	2.07	1.79	2.09	2.25	2.36	1.88	..	2.15	
Per 10,000 population	47	159	96	78	29	6	..	54	
Total number of support periods	Female clients							%	Number
	1	58.0	63.0	63.6	65.9	75.4	68.1	65.1	2,650
2	20.0	22.3	19.6	21.0	14.6	12.7	20.1	800	
3	11.4	6.9	8.4	6.6	7.5	15.4	7.7	300	
4	5.2	4.0	4.1	3.9	1.8	—	3.9	150	
5	2.8	1.7	2.3	1.2	0.4	3.7	1.6	50	
6+	2.6	2.0	2.0	1.5	0.4	—	1.6	50	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
Total (%)	13.5	9.5	16.1	50.8	9.1	1.0	100.0	..	
Total (number)	550	400	650	2050	350	50	..	4,050	
Mean number of support periods	1.88	1.65	1.74	1.60	1.38	1.58	..	1.64	
Per 10,000 population	68	199	135	94	21	3	..	61	
Total number of support periods	All clients							%	Number
	1	55.6	64.1	61.3	59.7	63.4	67.5	60.4	4,550
2	21.7	20.1	19.6	21.1	18.3	12.3	20.4	1,550	
3	10.9	7.4	8.4	8.4	7.7	12.5	8.6	650	
4	5.9	3.4	4.8	4.9	4.6	1.2	4.8	350	
5	2.8	1.9	2.4	2.1	1.7	2.8	2.2	150	
6+	3.0	3.0	3.7	3.8	4.3	3.7	3.6	250	
<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>	..	
Total (%)	12.5	9.3	15.2	50.3	11.4	1.3	100.0	..	
Total (number)	950	700	1,150	3,800	850	100	..	7,550	
Mean number of support periods	1.96	1.72	1.89	1.9	1.94	1.76	..	1.89	
Per 10,000 population	58	180	115	86	25	5	..	58	

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 87.
3. Numbers of clients include all clients that ever visited SAAP agencies in South Australia. Some of the support periods for these clients may have been at agencies in another State or Territory.
4. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become clients of SAAP. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 1999. For the age group under 18 years, only those aged 10 to 17 are included in the calculations.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2000a

Table 4.5: SAAP support periods: support services provided to client, by client group, South Australia, 1999–2000 (per cent)

Support services provided	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	77.9	86.0	63.3	49.2	61.0	73.5	72.1	67.2	74.3	71.5
SAAP/CAP accommodation	69.9	74.6	53.8	41.1	36.6	59.5	51.9	55.3	59.1	60.6
Assistance to obtain short-term accommodation	17.2	23.9	12.2	8.8	11.9	11.0	17.3	13.3	16.9	16.0
Assistance to obtain independent housing	15.2	15.1	18.5	11.8	32.4	33.3	33.3	29.2	21.3	20.1
Financial/employment	34.9	22.5	36.1	28.2	46.6	53.4	51.6	48.4	67.2	35.9
Assistance to obtain government payment	11.1	2.2	11.3	7.6	11.3	11.6	9.7	16.1	24.1	9.8
Employment/training assistance	7.8	1.9	8.1	0.9	5.6	6.0	4.1	5.2	16.7	4.8
Financial assistance/material aid	24.5	16.0	24.3	21.1	36.8	43.6	48.8	37.5	56.3	26.7
Financial counselling	10.7	6.8	12.8	6.6	16.4	25.5	22.9	17.7	16.7	12.1
Counselling	29.8	32.7	40.3	56.5	46.8	49.5	66.2	77.1	63.3	48.8
Incest/sexual abuse	0.4	0.2	3.2	2.2	1.1	—	2.7	4.3	1.6	1.9
Domestic violence counselling	1.2	0.7	8.4	30.1	11.6	8.3	4.0	54.8	31.3	19.7
Family/relationship counselling and support	12.3	5.8	18.1	15.5	25.0	22.5	32.6	30.5	29.3	17.4
Emotional support/other	26.1	31.4	34.3	51.5	37.4	45.1	58.8	66.7	63.3	43.4
General support/advocacy	82.5	80.4	79.6	59.4	67.6	75.4	77.6	80.0	88.9	77.6
Living skills/personal development	20.1	5.0	20.7	6.4	5.6	9.2	9.8	11.5	36.6	11.7
Assistance with legal issues/court support	8.5	4.3	8.0	11.2	7.8	6.9	13.8	25.5	10.1	11.9
Advice/information	76.2	72.4	73.1	50.8	58.5	68.2	69.0	69.4	84.4	69.4
Retrieval/storage/removal of personal belongings	31.1	54.8	17.9	11.9	9.1	11.3	14.6	17.8	31.7	28.6
Advocacy/liaison on behalf of client	36.0	24.8	48.7	37.4	46.5	51.6	52.9	58.7	55.4	41.8
Specialist services	21.7	22.4	22.9	24.3	19.3	21.9	12.5	30.2	57.6	24.7
Psychological services	1.1	0.8	2.5	1.4	—	1.0	—	1.8	1.4	1.4
Psychiatric services	2.4	1.3	3.0	0.7	0.5	2.0	1.3	1.1	—	1.5
Pregnancy support	0.1	—	4.3	0.7	3.8	5.0	—	5.2	21.8	2.5
Family planning support	0.4	—	1.4	0.1	2.8	0.9	—	2.9	9.5	1.2
Drug/alcohol support/rehabilitation	3.4	4.7	3.0	2.2	4.4	6.9	4.4	4.3	1.6	3.9
Physical disability services	0.2	0.4	0.1	0.5	—	—	—	1.0	2.0	0.5
Intellectual disability services	0.3	0.1	0.2	0.2	1.5	—	—	0.4	—	0.3
Culturally appropriate support	5.8	0.9	5.8	10.8	5.0	4.5	—	12.6	14.7	6.8
Interpreter services	0.7	0.3	0.2	2.7	1.4	0.6	—	1.8	—	1.1
Health/medical services	11.2	18.3	10.8	12.1	5.3	7.2	6.8	14.1	18.9	13.6
Other support	65.8	76.7	53.8	52.6	37.5	55.1	49.9	63.0	73.6	63.7
Meals	52.5	60.6	36.5	30.6	13.7	8.4	5.9	21.5	32.8	38.9
Laundry/shower facilities	51.0	63.8	33.7	31.0	8.7	17.3	16.0	21.9	25.6	39.6
Recreation	40.1	53.2	21.8	15.8	3.7	3.4	13.9	13.4	29.4	29.0
Transport	31.2	12.4	40.4	31.4	20.8	25.7	20.1	46.2	57.0	30.9
Brokerage services	1.5	1.2	3.4	2.4	1.4	2.7	1.5	3.9	9.9	2.5
Other	4.2	4.0	6.6	8.8	10.7	16.0	13.8	19.4	7.8	9.6
Total (number)	1,650	2,750	1,350	1,200	250	400	100	2,650	100	10,500

Notes

1. Number excluded due to errors (weighted): 104.
2. Number excluded due to omissions (weighted): 219.
3. Clients were able to receive multiple services, so percentages do not total 100.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 4.6: SAAP support periods with assisted children: support services provided to accompanying children by client group, South Australia, 1999–2000 (per cent)

Support services provided to accompanying children	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Counselling	5.8	13.6	24.6	—	22.6	600
Child care, kindergarten/school liaison	16.0	21.2	24.6	22.2	23.8	650
Access arrangements	0.4	7.6	3.2	11.1	3.1	100
Other	27.1	28.8	27.3	33.3	27.3	750
Summary totals						
Total support periods (%)	8.8	2.6	88.3	0.4	100.0	..
Total support periods (number)	250	50	2,400	<25	..	2,750
Total accompanying child visits (%)	9.5	1.9	88.3	0.4	100.0	..
Total accompanying child visits (number)	550	100	5,150	<25	..	5,800
Mean number of assisted children per support period with assisted children	2.3	1.5	2.1	2.2	..	2.1

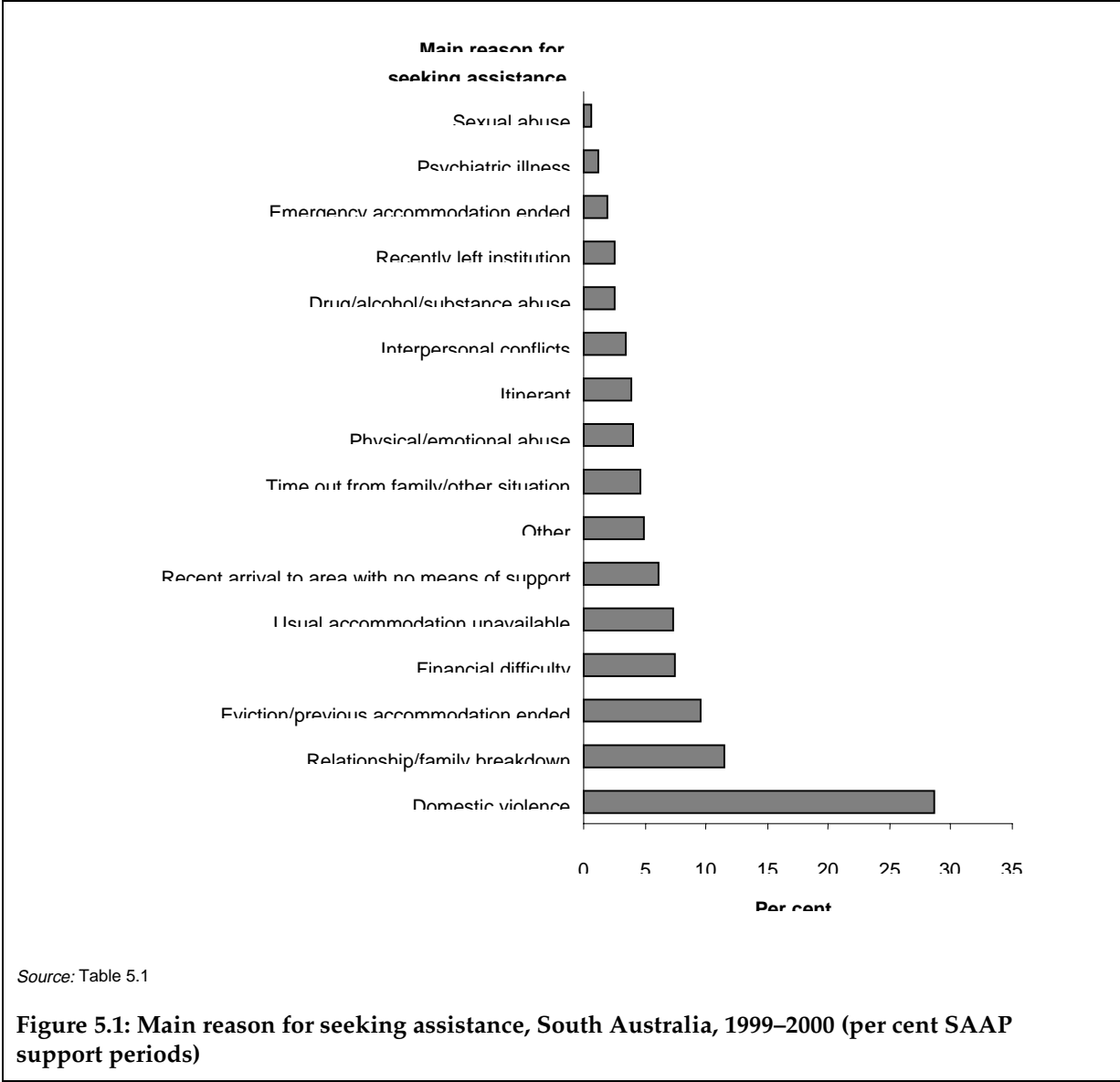
Notes

1. Number excluded due to errors (weighted): 27 (support periods).
2. Number excluded due to omissions (weighted): 70 (support periods).
3. Figures in this table (excluding those on accompanying child visits) exclude high-volume records because not all items were included on the high-volume form.
4. 'Accompanying child visits' includes support periods at high-volume agencies. These accounted for only a very small proportion of such visits.
5. Accompanying children were able to receive multiple services, so percentages do not total 100. Moreover, in addition to the services listed in this table, accompanying children may have been accommodated during a support period.
6. An accompanying child may be counted in more than one support period, so the total number of accompanying child visits does not equal the actual number of accompanying children assisted.
7. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
8. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

5 Reasons for seeking support

In addition to recording the support provided to clients, the SAAP Client Collection collects information on the main reasons clients seek assistance at SAAP agencies. Overall, the main reasons clients in South Australia most commonly gave for seeking assistance in 1999–2000 were domestic violence (in 29% of support periods), relationship or family breakdown (11%), and eviction or the ending of previous accommodation (10%) (Figure 5.1).



In 62% of support periods for females with children and 42% for unaccompanied females 25 years and over, assistance was sought primarily because of domestic violence (Table 5.1). Unaccompanied people under 25 most often reported relationship or family breakdown as their main reason for seeking assistance (in 21% and 23% of support periods for males and females, respectively). For unaccompanied male clients aged 25 years or over, the most common primary reasons for seeking assistance were recent arrival to area with no means of

support (in 15% of support periods), and financial difficulty (14%). Among this client group, substance abuse was cited as the main reason in just 8% of support periods. This is considerably lower than the corresponding national figure of 17% (AIHW 2000b:29). Among couples without children, financial difficulties and eviction were the most common main reasons for seeking assistance (both reasons being given in around 20% of support periods for this client group). Eviction or the ending of previous accommodation was also the prime reason for couples with children, being cited in 24% of support periods for this group

Table 5.2 lists the broad services required by clients with reference to their main reason for seeking assistance. There was a fairly consistent pattern in the main reasons for clients seeking support. Across the broad types of support the two most common reasons for seeking assistance were domestic violence and relationship or family breakdown.

5.1 Tables

Table 5.1: SAAP support periods: main reason for seeking assistance by client group, South Australia, 1999–2000 (per cent)

Main reason for seeking assistance	Male alone under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	13.4	8.7	9.6	4.6	6.2	9.5	15.8	3.5	6.4	7.3
Time out from family/other situation	6.0	5.9	5.7	3.3	7.3	7.3	4.8	2.7	5.4	4.6
Relationship/family breakdown	20.7	8.0	23.0	8.5	6.6	3.6	15.1	7.0	12.0	11.4
Interpersonal conflicts	5.5	3.2	6.6	2.3	2.0	5.3	—	1.8	1.8	3.4
Physical/emotional abuse	2.7	0.9	3.7	9.0	1.4	1.3	—	4.8	8.1	4.0
Domestic violence	1.3	0.6	11.4	41.9	8.1	5.2	4.7	62.0	38.8	28.6
Sexual abuse	0.3	0.1	2.4	0.4	0.6	0.3	—	0.4	1.9	0.6
Financial difficulty	10.4	13.5	7.1	3.8	20.8	8.7	9.3	3.7	3.7	7.5
Eviction/previous accommodation ended	14.5	10.4	10.8	4.0	20.2	24.2	22.8	5.4	3.3	9.6
Drug/alcohol/substance abuse	1.9	7.9	2.4	3.4	0.6	2.2	—	0.4	2.0	2.6
Emergency accommodation ended	2.9	2.9	2.6	0.3	2.8	4.0	4.7	0.9	—	1.9
Recently left institution	5.2	9.9	0.8	0.7	—	—	—	—	—	2.5
Psychiatric illness	1.1	3.6	0.9	1.6	—	0.3	—	0.3	—	1.2
Recent arrival to area with no means of support	6.9	14.9	3.7	4.0	11.3	11.0	10.9	2.0	4.3	6.1
Itinerant	4.1	5.7	5.4	5.6	2.5	6.6	—	1.1	3.9	3.8
Other	3.1	3.9	4.1	6.7	9.5	10.4	12.0	4.1	8.4	4.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (%)	14.2	16.0	13.2	13.8	3.0	5.3	1.1	32.4	0.9	100
Total (number)	1,100	1,200	1,000	1,050	250	400	100	2,500	50	7,650

Notes

1. Number excluded due to errors (weighted): 123.
2. Number excluded due to omissions (weighted): 671.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 5.2: SAAP support periods: main reason for seeking assistance by support needed, South Australia, 1999–2000 (per cent)

Main reason for seeking assistance	Support periods with type of support needed						All support periods	
	Housing/ accommodation	Financial/ employment	Counseling	General support/ advocacy	Specialist services	Other support	%	Number
Usual accommodation unavailable	8.4	6.5	5.2	6.4	6.1	7.2	7.3	550
Time out from family/other situation	5.0	3.7	4.0	4.3	4.5	4.2	4.6	350
Relationship/family breakdown	12.4	11.0	11.7	11.5	11.4	10.7	11.3	900
Interpersonal conflicts	3.6	3.3	3.2	3.7	4.1	3.5	3.4	250
Physical/emotional abuse	3.8	3.2	5.0	4.1	3.9	4.0	4.0	300
Domestic violence	25.1	29.3	39.4	31.6	31.7	29.0	28.5	2,250
Sexual abuse	0.5	0.7	0.9	0.7	1.0	0.6	0.6	50
Financial difficulty	5.6	9.5	3.7	5.6	3.4	5.8	7.4	600
Eviction/previous accommodation ended	12.1	10.3	8.8	10.4	9.2	10.0	9.8	750
Drug/alcohol/substance abuse	2.4	2.7	2.4	2.4	4.6	2.4	2.6	200
Emergency accommodation ended	2.2	1.9	1.6	2.2	1.9	2.4	1.9	150
Recently left institution	3.1	2.4	1.5	2.2	1.9	3.0	2.5	200
Psychiatric illness	1.0	0.9	1.1	1.2	2.0	1.3	1.2	100
Recent arrival to area with no means of support	7.1	6.3	3.8	5.7	4.9	6.7	6.1	500
Itinerant	4.3	3.1	2.2	2.8	3.3	3.7	3.8	300
Other	3.3	5.0	5.5	5.2	6.0	5.5	5.1	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100</i>	<i>100</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	73.5	53.5	59.9	74	36.8	61.2
Total (number)	5,800	4,200	4,700	5850	2900	4,800	..	7,850

Notes

1. Number excluded due to errors (weighted): 18.
2. Number excluded due to omissions (weighted): 561.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Clients were able to receive multiple services, so percentages across service types do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

6 Meeting the needs of clients

One way that the performance of the Supported Accommodation Assistance Program can be assessed is by measuring agencies' ability to provide services which meet the needs of their clients. This can only be measured after a client has finished receiving support. Thus, it is necessary to look only at closed support periods when examining service provision. This section focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away—that is, they did not receive any services—are not included as this topic will be covered in a separate publication to be released later in 2001.

Within a single support period a client may request many services. In some cases SAAP agencies may not be able to directly meet all of a client's requests. In these instances referrals to appropriate organisations may be arranged. However, for some required services it may not be possible to either provide the service or to refer the client on. The types of services requested throughout the year and how these needs were provided for are outlined in Table 6.1.

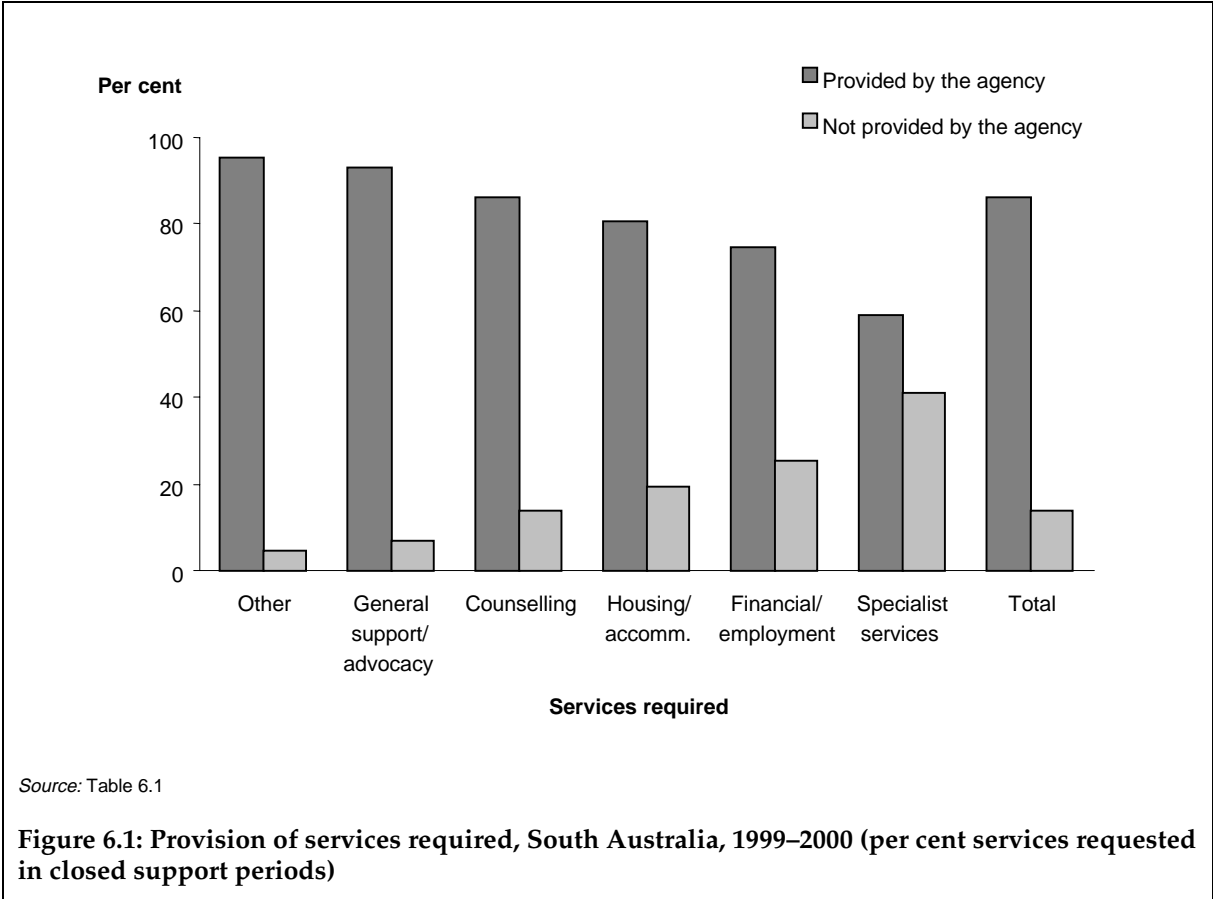
In South Australia an estimated 9,000 support periods finished during 1999–2000 (Table 6.1).¹ The number of services requested in these closed support periods was 56,600. Services were provided directly by SAAP agencies for 86% of these requests. In addition to this, agencies were able to refer clients to other organisations for a further 6% of requests. Consequently, some 52,250 (or 92%) of the 56,600 expressed needs were addressed at least to some extent. As illustrated in Figure 6.1, in all service groups except specialist services, requested services were provided directly by the SAAP agency in at least 75% of cases. In particular, 'other' forms of support services, such as meals and shower facilities, and general support and advocacy were provided directly in an overwhelming majority of cases (96% and 93% of these requested services were provided, respectively). Specialist services were the least likely to be provided directly by agencies—41% of requested specialist services were not provided (Table 6.1).

Housing and accommodation services were needed in 6,900 (or 77%) of the 9,000 closed support periods during 1999–2000 (Table 6.1). Some clients had more than one requirement for housing-related services, resulting in a total of 10,200 requests in this area. In 81% of these instances, housing or accommodation services were provided by the SAAP agency when required, with a further 9% of housing needs being met through referral. More specifically, SAAP or CAP accommodation was provided in 92% of the support periods in which it was requested, with requests being referred on in an additional 6%. It appeared more difficult to assist clients to obtain short-term accommodation or independent housing (86% and 77% of required services were either provided or referred on, respectively).

A total of 5,200 requests for services relating to financial matters and/or employment were made across 3,400 closed support periods (Table 6.1). Services were provided in response to these requests in 75% of cases and a further 14% were referred on. Direct provision of financial assistance or material aid was relatively high, being provided in 81% of the 2,600 support periods in which it was needed. A further 12% of requests were referred on. In contrast, provision of employment and training assistance occurred in only 57% of the 550 support periods in which it was sought. In a further 25% of cases, however, clients were referred on to other organisations for this type of assistance.

¹ The total number of closed support periods in Table 6.1 differs from the number given in Table 4.1 because there are no missing values and the estimate does not rely on client consent (see Appendix A1.2.1).

Although services vary tremendously in the number of clients who may require them, an inability to provide any one service may have a significant impact on the client requiring that service. Under such circumstances, an agency’s ability to refer clients to other appropriate service providers assumes added importance. Some support services that could not be provided directly by South Australian agencies during 1999–2000 were more likely than others to be referred on. Psychiatric and psychological services, for example, could not be provided directly in 70% and 65% of the support periods in which they were required, but in well over half of these instances agencies were able to refer the clients on (Table 6.1). On the other hand, clients were referred on to appropriate services in only one-third of cases when financial counselling was required but could not be provided by the agency.



6.1 Unmet needs

While 92% of expressed needs were met at least to some extent, there were 4,300 requests for services that had neither been provided nor referred on by the end of support (Table 6.1). These unmet needs were spread across some 1,850 closed support periods (Table 6.2). Across all client groups, the most common forms of support that could be neither provided nor referred on were housing or accommodation services (accounting for 23% of all unmet needs) and specialist services (19% of unmet needs) (Table 6.2). Couples with children reported the highest level of unmet need in the area of housing and accommodation, with 34% of their unmet needs being for these services. Males with children, although only a small group, had the next highest concentration of unmet needs relating to housing and accommodation—33% of their unmet needs were for housing services. Single females reported the highest level of unmet need relating to specialist services—23% of their unmet needs were for such services.

Among the various client groups, unaccompanied males and females had the highest number of support periods involving unmet needs (750 and 500 support periods, respectively). In contrast, there were less than 25 support periods in which males with children still had unmet needs. These figures primarily reflect the number of support periods provided to each group. By comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that unaccompanied women had relatively more unmet needs than other groups. This group contributed 32% of all unmet needs but only 25% of all closed support periods.

6.2 Tables

Table 6.1: SAAP services required in closed support periods, by provision, South Australia, 1999–2000 (per cent services required)

Type of service	Not provided			Provided			Total	Number of times service required	Number of closed support periods
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
Housing/accommodation	10.0	9.2	19.2	69.4	11.4	80.8	100.0	10,200	6,900
SAAP/CAP accommodation	2.9	5.5	8.4	87.9	3.7	91.6	100.0	5,750	5,750
Assist. to obtain short-term accommodation	13.9	12.0	25.9	58.8	15.3	74.1	100.0	1,950	1,950
Assist. to obtain independent housing	23.0	15.3	38.3	35.6	26.0	61.6	100.0	2,550	2,550
Financial/employment	11.4	13.8	25.2	55.9	18.9	74.8	100.0	5,200	3,400
Assist. to obtain benefit/pension	8.6	16.9	25.5	42.7	31.8	74.5	100.0	950	950
Employment and training assistance	18.9	24.5	43.4	39.8	16.8	56.6	100.0	550	550
Financial assistance/material aid	7.1	11.8	18.9	62.0	19.1	81.1	100.0	2,600	2,600
Financial counselling	20.0	10.7	30.7	60.3	9.0	69.3	100.0	1,150	1,150
Counselling	9.4	4.6	14.0	78.5	7.5	86.0	100.0	7,750	4,550
Incest/sexual assault counselling	22.0	20.2	42.2	40.8	17.0	57.8	100.0	250	250
Domestic violence counselling	9.5	4.4	13.9	77.2	9.0	86.2	100.0	1,950	1,950
Family/relationship counselling	14.5	7.3	21.8	70.1	8.0	78.1	100.0	1,650	1,650
Other counselling	6.4	2.6	9.0	84.9	6.1	91.0	100.0	3,950	3,950
General support/advocacy	4.7	2.4	7.1	85.1	7.9	93.0	100.0	15,100	7,100
Living skills/personal development	17.4	4.4	21.8	69.5	8.7	78.2	100.0	1,000	1,000
Assistance with legal issues	11.7	17.1	28.8	48.9	22.2	71.1	100.0	1,250	1,250
Information	1.6	0.4	2.0	92.3	5.7	98.0	100.0	6,300	6,300
Retrieval/storage/removal of belongings	4.0	1.8	5.8	91.3	2.9	94.2	100.0	2,850	2,850
Advocacy/liaison on behalf of client	4.6	0.6	5.2	84.4	10.4	94.8	100.0	3,650	3,650
Specialist services	18.8	22.2	41.0	44.4	14.5	58.9	100.0	4,300	2,900
Psychological services	30.3	34.5	64.8	18.5	16.8	35.3	100.0	250	250
Psychiatric services	26.2	43.3	69.5	13.8	16.8	30.6	100.0	300	300
Pregnancy support	16.7	13.0	29.7	53.6	16.7	70.3	100.0	250	250
Family planning support	21.8	17.7	39.5	45.2	15.3	60.5	100.0	150	150
Drug/alcohol support or rehabilitation	33.0	23.2	56.2	29.5	14.3	43.8	100.0	650	650
Physical disability services	20.7	22.0	42.7	40.2	17.1	57.3	100.0	100	100
Intellectual disability services	26.7	33.3	60.0	15.0	25.0	40.0	100.0	50	50
Culturally appropriate support	9.0	6.8	15.8	77.0	7.3	84.3	100.0	650	650
Interpreter services	4.8	20.0	24.8	66.7	8.6	75.3	100.0	100	100
Health/medical services	14.6	23.3	37.9	46.2	16.0	62.2	100.0	1,800	1,800
Other	3.2	1.3	4.5	93.1	2.4	95.5	100.0	14,000	5,750
Meals	1.3	0.6	1.9	97.1	1.1	98.2	100.0	3,650	3,650
Laundry/shower facilities	1.2	0.3	1.5	98.4	0.2	98.6	100.0	3,900	3,900
Recreation	2.1	1.0	3.1	96.2	0.7	96.9	100.0	2,750	2,750
Transport	8.1	2.3	10.4	87.7	1.9	89.6	100.0	2,700	2,700
Brokerage services	13.1	6.1	19.2	67.3	13.6	80.9	100.0	250	250
Other	6.7	5.6	12.3	63.0	24.7	87.7	100.0	800	800
Total (%)	7.6	6.2	13.8	77.5	8.7	86.2	100.0
Total (number)	4,300	3,500	7,800	43,850	4,900	48,750	..	56,600	9,000

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. In groups of service types, a client may require more than one type of service within the grouping. Percentages for broad groupings relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

Table 6.2: SAAP assistance identified by the client as being needed in closed support periods but that was neither provided nor referred on, by client group, South Australia, 1999–2000 (per cent unmet needs)

Broad type of assistance required	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
								%	Number
Housing/accommodation	23.9	22.6	25.0	33.9	33.3	21.0	22.5	23.2	950
Financial/employment	12.0	12.6	28.1	25.6	18.5	15.9	22.5	13.9	550
Counselling	12.9	19.7	14.1	11.6	14.8	19.7	20.0	16.7	700
General support/advocacy	19.8	14.2	7.8	7.4	18.5	17.1	12.5	16.7	700
Specialist services	17.7	23.1	21.9	15.7	14.8	16.3	15.0	19.0	800
Other	13.7	7.8	3.1	5.8	—	10.0	7.5	10.4	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>4,100</i>
Summary totals									
Total unmet needs (%)	39.0	31.9	1.7	3.2	0.7	22.5	1.0	100.0	..
Total unmet needs (number)	1,600	1,300	50	150	50	900	50	..	4,100
Total closed support periods with unmet needs (%)	40.8	27.7	2.4	3.9	1.0	23.2	1.0	100.0	..
Total closed support periods with unmet needs (number)	750	500	50	50	<25	450	<25	..	1,850
Total closed support periods (%)	43.6	24.5	2.0	4.0	0.8	24.2	0.8	100.0	..
Total closed support periods (number)	3,750	2,100	150	350	50	2,100	50	..	8,600

Notes

1. Number excluded due to errors (weighted): 35 (unmet needs).
2. Number excluded due to omissions (weighted): 185 (unmet needs).
3. Number excluded due to omissions (weighted): 398 (support periods).
4. A client may require more than one type of service within the broad type of assistance. Percentages for broad groupings relate to all needs and not to support periods.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

7 Circumstances of clients before and after support

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

Within this aim the goals are:

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

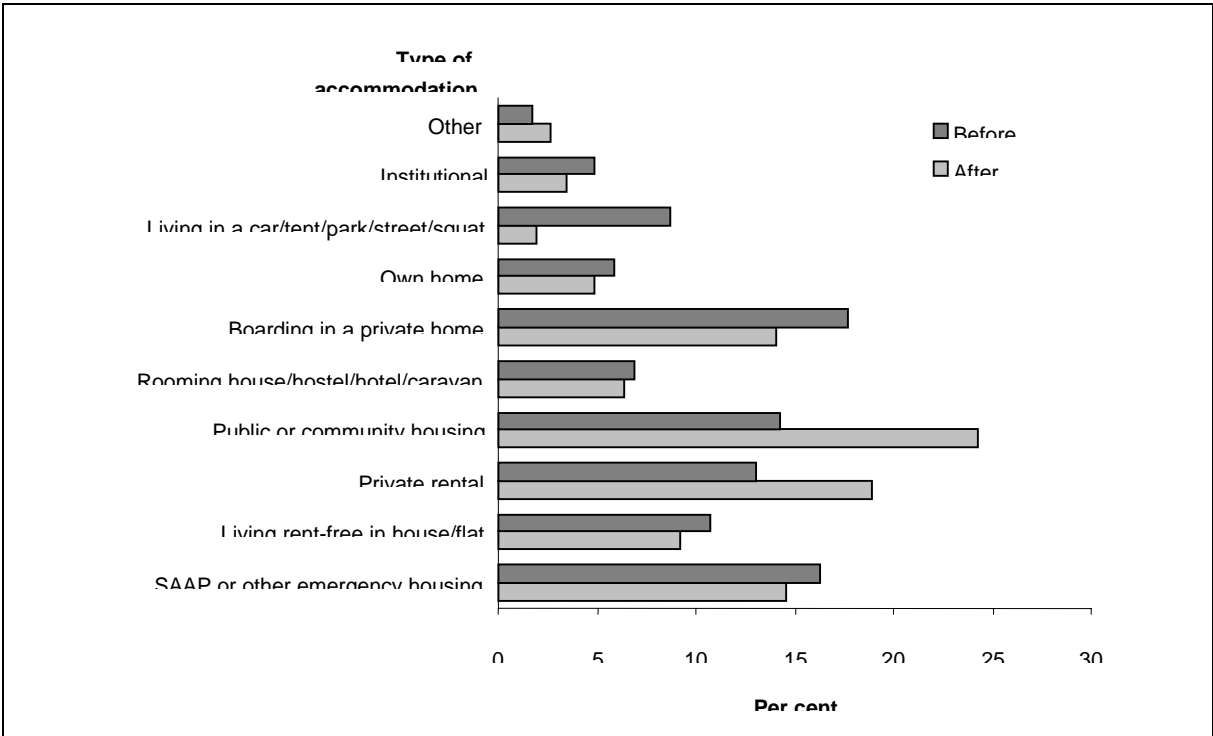
To enable some assessment of the program's ability to achieve these goals, this section details changes in clients' circumstances following the provision of SAAP services. It is important, however, to remember that the achievement of such goals does not depend on the intervention of SAAP agencies alone—a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

SAAP clients were recipients of a government pension or benefit before support in 85% of all closed support periods (Table 7.1). In a further 8% of support periods, clients were reported as having no source of income (and not awaiting a government payment); in 7% as having other sources of income; and in a final 1% as having no income but awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After having received support, the proportion of support periods in which clients were on a government pension or benefit had increased slightly to 88% of support periods, while the proportion in which clients had no income and were not awaiting a pension or benefit had dropped to 5%. The other two categories remained relatively unchanged in percentage terms.

For those clients who specifically requested assistance with obtaining a government pension or benefit, there were more noticeable changes. After support, these clients were accessing a government pension or benefit in 85% of support periods, a marked increase on the figure of 68% before support (Table 7.1). Consequently, the proportion of support periods in which these clients had no income (and were not awaiting a government payment) had dropped from 20% before support to 6% after support.

As Figure 7.1 shows, the most common forms of client accommodation immediately before support were boarding in a private home (in 18% of support periods) followed by SAAP or other emergency accommodation (16%). There were some movements in accommodation type before and after support. The proportion accommodated in public or community housing rose from 14% of support periods before support to 24% after (Table 7.2). Also, the proportion in private rental rose from 13% before support to 19% after. These shifts most likely reflect changes in housing for clients residing in a number of types of accommodation before support. Prior to support, clients were living in a car, tent, park, street or squat in 9%

of support periods, while after support this had dropped to 2%. Similarly, clients were boarding in a private home in 18% of support periods prior to assistance, compared with 14% after. Shifts in all other types of accommodation, including SAAP or other emergency housing, were relatively minor.



Source: Table 7.2

Figure 7.1: Type of accommodation immediately before and after a support period, South Australia, 1999–2000 (per cent closed support periods)

For those clients who specifically requested assistance to obtain independent housing, the changes in accommodation type before and after support followed a similar pattern but were more marked for several accommodation types. In particular, accommodation in public or community housing tripled (rising from 9% of support periods before support to 29% after) while boarding in a private home dropped from 26% to 17% (Table 7.2). Conversely, the proportion of support periods in which clients were living in a car, tent, park, street or squat decreased (down from 7% of support periods before to 1% after). Accommodation in SAAP or other emergency housing also decreased, from 15% of support periods before to 10% after. These shifts in accommodation type, particularly the decrease in support periods where clients were accommodated in emergency accommodation or a car, tent, park, street or squat, suggest a certain level of success for those clients specifically seeking assistance to obtain independent housing.

The most common living situations for clients before receiving SAAP support were with their spouse or partner either with or without children (in 26% of support periods), short-term with relatives or friends (19%), and living alone (16%) (Table 7.3). These three living situations remained among the most common living arrangements after support. However, there was a marked decrease in the proportion of support periods in which clients were living with their spouse or partner (either with or without children): this was true in 26% of support periods before support compared with 18% after support. Conversely, there was a considerable increase in the proportion of support periods in which clients lived alone with children—13% before support compared with 24% after.

The employment profile of clients (that is, employed full-time, part-time, casual, unemployed or not in the labour force) generally differed very little before and after support for all closed support periods (Table 7.4). However, among those clients who specifically asked for assistance in the area of employment and training during their support period, there was an increase in the proportion who were in paid work. For these clients, the proportion of support periods where clients were employed in some capacity increased from around 11% before support to 21% after support. Correspondingly, the proportion of support periods in which clients were either unemployed or not in the labour force fell from 89% before support to 79% after.

Clients' student status did not vary much before and after support. In the majority (88%) of support periods clients were not students before support (Table 7.5). In a further 7% of support periods clients were school students before support, and in the remainder clients were undertaking post-secondary schooling or employment training. This profile remained virtually unchanged after support had finished. When only younger clients (those under 25 years) are considered, the number of support periods in which clients were not students was, as expected, considerably smaller (76% before support), with a corresponding increase in the proportion of support periods in which clients were either in school, post-secondary studies or employment training. Again, however, the before and after figures differ very little, with only a slight drop in the proportion of support periods in which clients were school students (from 18% before to 15% after).

7.1 Tables

Table 7.1: SAAP closed support periods: source of income immediately before and after a support period, South Australia, 1999–2000 (per cent)

Source of income	Closed support periods in which clients needed assistance to obtain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	19.6	5.8	7.5	4.5
No income, awaiting pension/benefit	2.4	1.2	0.7	0.4
Government pension/benefit	68.0	84.7	84.8	87.6
Other	10.0	8.3	6.9	7.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	950	850	6,150	5,450
Number with missing data	50	100	550	1,200
Total (number)	1,000	1,000	6,650	6,650

Notes

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

Source: SAAP Client Collection

Table 7.2: SAAP closed support periods: type of accommodation immediately before and after a support period, South Australia, 1999–2000

Type of accommodation	Closed support periods in which clients needed assistance to obtain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	15.0	9.6	16.3	14.5
Living rent-free in house/flat	10.8	6.8	10.7	9.2
Private rental	13.1	25.2	13.0	18.9
Public or community housing	9.3	28.9	14.2	24.2
Rooming house/hostel/hotel/caravan	8.5	5.5	6.9	6.4
Boarding in a private home	25.7	16.5	17.7	14.0
Own home	5.7	1.9	5.9	4.8
Living in a car/tent/park/street/squat	7.0	1.1	8.7	1.9
Institutional	3.1	2.3	4.8	3.4
Other	1.8	2.3	1.7	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	2,000	1,650	6,000	4,550
Number with missing data	100	500	650	2,100
Total (number)	2,100	2,100	6,650	6,650

Notes

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

Source: SAAP Client Collection

Table 7.3: SAAP closed support periods: living situation immediately before and after a support period, South Australia, 1999–2000 (per cent)

Living situation	Before	After
With parent(s)	9.3	7.7
With foster family	0.5	0.3
With relatives/friends short-term	19.4	15.2
With relatives/friends long-term	2.3	3.6
With spouse/partner with(out) children	25.8	17.6
Alone with children	13.1	23.7
Alone	15.8	19.9
With other unrelated persons	11.7	9.7
Other	2.0	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	6,200	4,800
Number with missing data	500	1,850
Total (number)	6,650	6,650

Notes

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

Source: SAAP Client Collection

Table 7.4: SAAP closed support periods: employment status immediately before and after a support period, South Australia, 1999–2000 (per cent)

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	1.5	7.0	2.5	2.9
Employed part-time/casual	9.1	14.0	5.9	7.6
Unemployed (looking for work)	43.5	34.9	29.9	27.2
Not in labour force	45.9	44.1	61.7	62.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	550	450	6,150	5,400
Number with missing data	<25	100	500	1,300
Total (number)	550	550	6,650	6,650

Notes

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

Source: SAAP Client Collection

Table 7.5: SAAP closed support periods: student status immediately before and after a support period, South Australia, 1999–2000 (per cent)

Student status	Closed support periods for clients aged under 25 years		All closed support periods	
	Before	After	Before	After
Not a student	76.1	78.0	88.1	88.3
Primary/secondary school student	17.9	15.0	7.4	6.1
Post-secondary student/employment training	5.9	7.0	4.5	5.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	2,400	2,050	6,050	5,300
Number with missing data	150	500	650	1,350
Total (number)	2,550	2,550	6,650	6,650

Notes

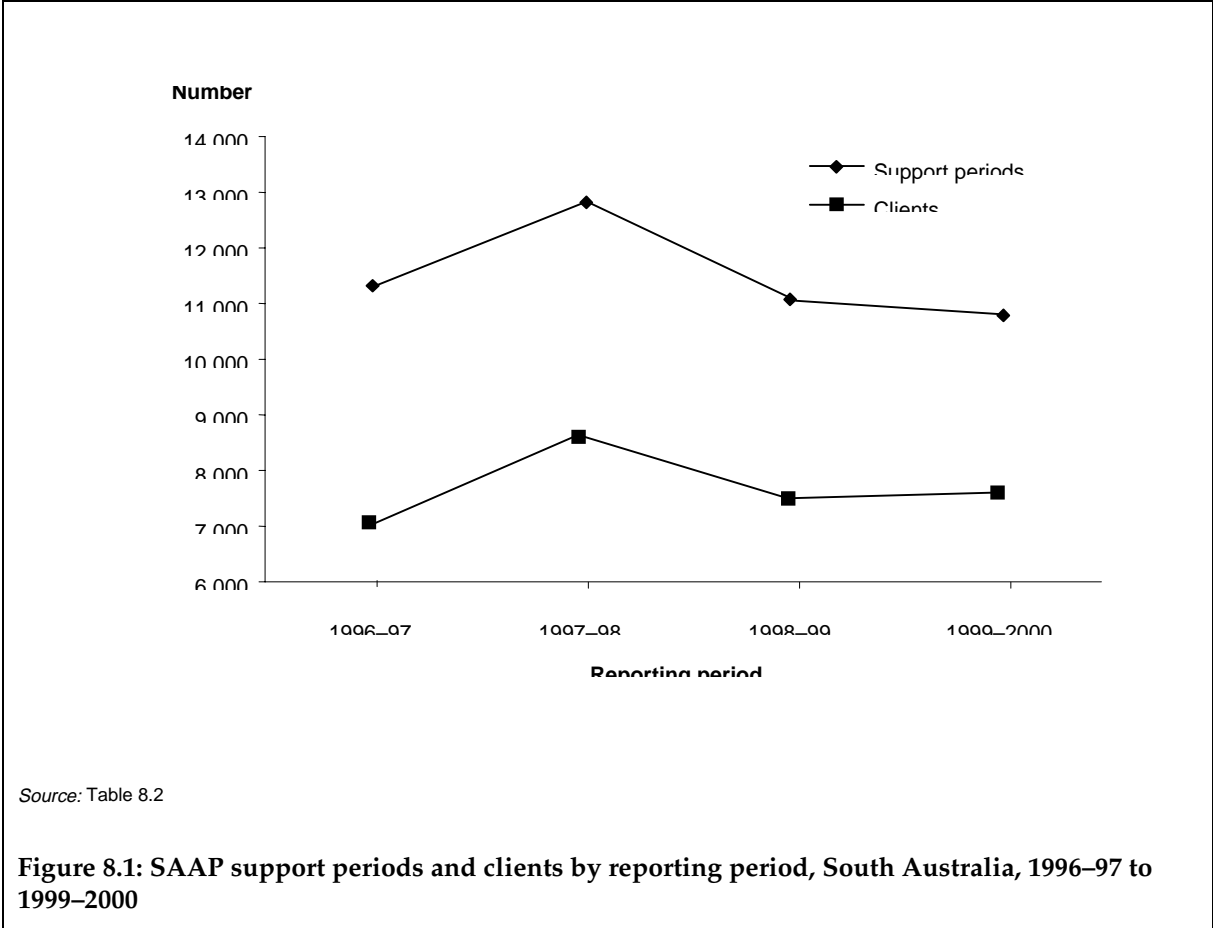
1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

8 Support from 1996–97 to 1999–2000

Between 1996–97 and 1999–2000 recurrent funding for SAAP in South Australia rose from \$20.9m to \$22.4m (Table 8.1). When these figures are adjusted for inflation they represent a 1% increase in total funds over the 4 years. Looking at year-by-year changes, funding levels in real terms remained virtually unchanged between 1996–97 and 1997–98, with a 3% increase the following year and a 2% decrease between 1998–99 and 1999–2000.

Recurrent funding to SAAP agencies followed a different pattern. From 1996–97 to 1999–2000, actual recurrent funding to agencies increased by 15%, from \$18.1m in 1996–97 to \$20.9m in 1999–2000 (Table 8.1). In real terms, this represented an increase of 9% over the 4 years, most of which occurred in 1997–98 when agencies experienced a 9% increase in funds over the previous year.

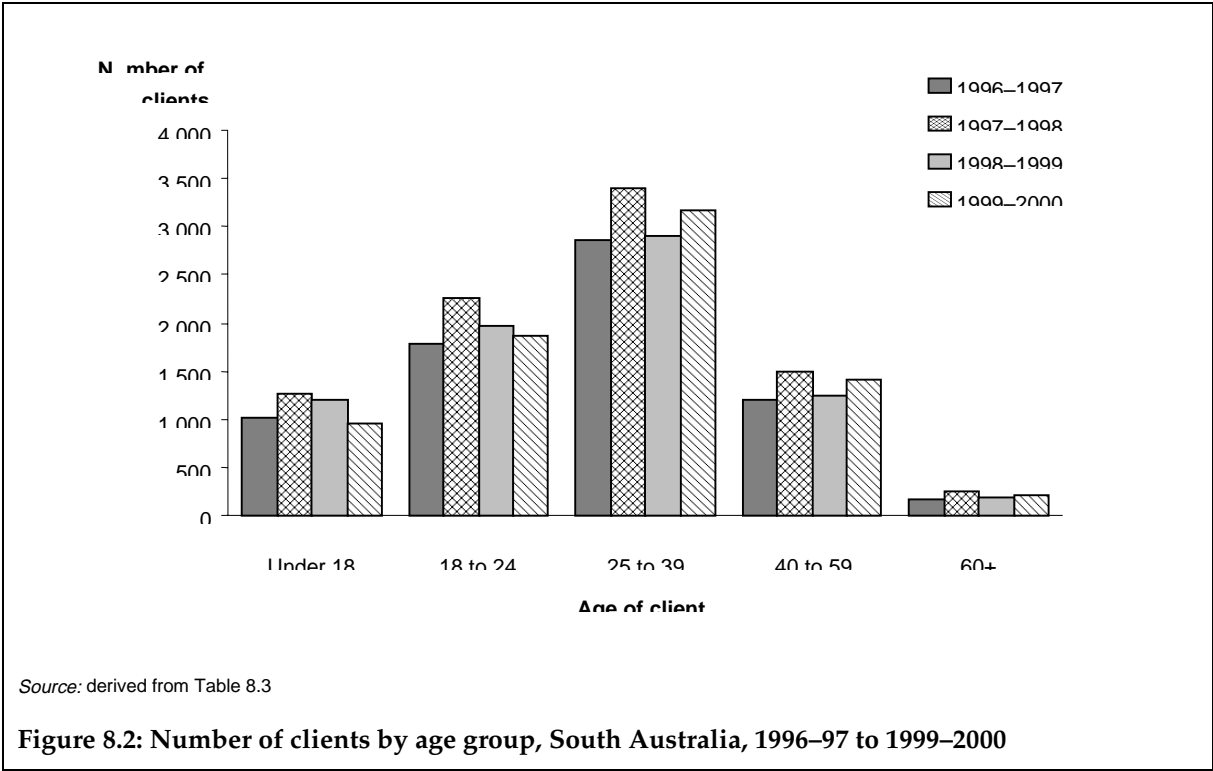


There would seem to be a clear relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, an increase in funding to agencies does not automatically translate into either more resources being spent on each support period or client or into more clients being supported on more occasions. The actual funding outcome per client or support period depends on a number factors. Among these is the demand for assistance, the types of

services that clients need, the ability of agencies to meet those needs, and the costs agencies incur in providing services.

Figure 8.1 shows the number of support periods and clients from 1996–97 to 1999–2000. Overall, it is estimated that there were 11,400 support periods in 1996–97 (Table 8.2). This rose considerably to 12,900 the next year, dropped back to 11,100 in 1998–99, and dropped again slightly to 10,850 in 1999–2000 (Figure 8.1). The number of clients provided with SAAP services showed a similar pattern over the 4 years, with a peak in 1997–98 of 8,650 (Table 8.2). This declined to 7,500 in 1998–99, rising again slightly to the 1999–2000 level of 7,600.

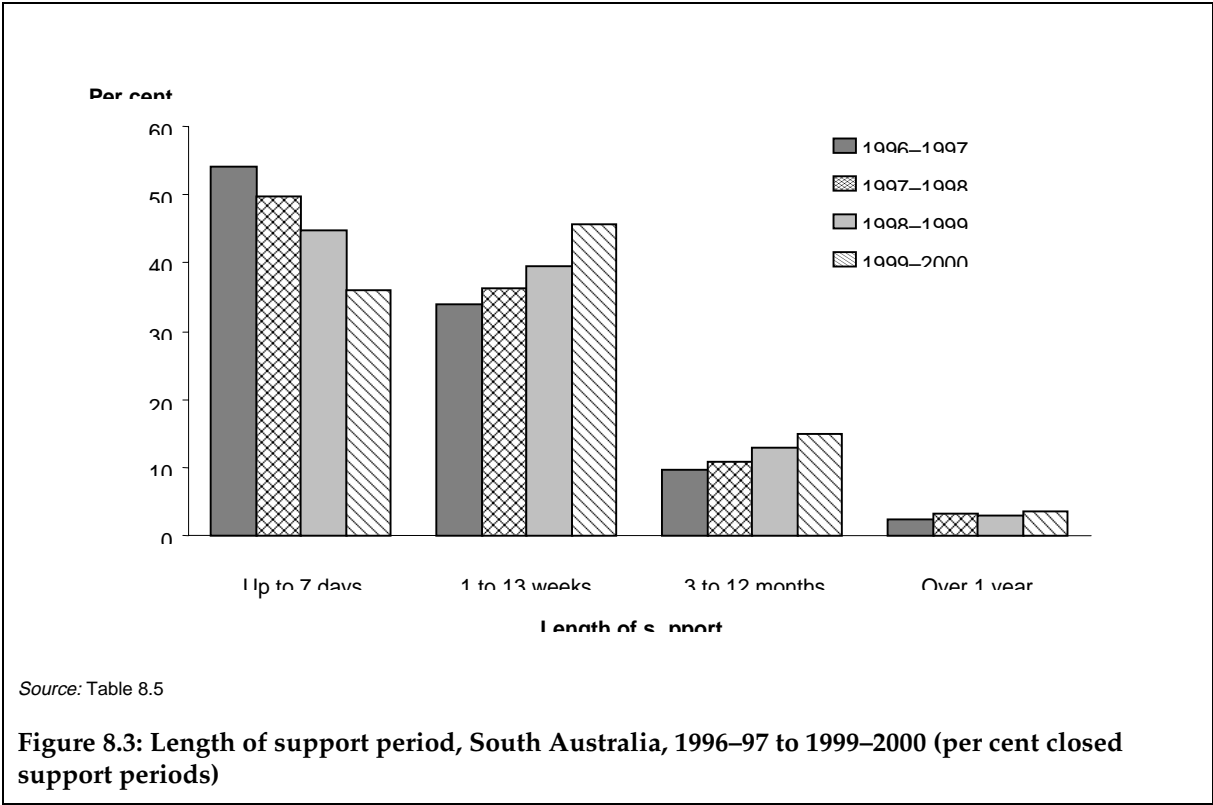
The average number of support periods per client has fluctuated only slightly since 1996–97, between a high of 2.1 support periods in 1996–97 and a low of 1.9 support periods in 1999–2000 (Table 8.2). The prevalence of SAAP use in the community also varied over these years. Prevalence was highest in 1997–98, with 67 people becoming SAAP clients for every 10,000 aged 10 or over in the population. The lowest rate was during 1996–97 when 55 people used SAAP services at some time for every 10,000 people aged 10 and over in the population.



Over the 4 years of the National Data Collection, there has been almost no change in the average age of SAAP clients in South Australia (Table 8.3). The average age of clients in 1999–2000 was 31 years, while in all other years it hovered around 30. There were only minor fluctuations in the proportion of clients in the various age groups. However, in absolute terms there have been falls in the numbers of clients under 25 years during the last 3 years (Figure 8.2).

There are indications that the way support is being delivered in South Australia has changed over the past 4 years. In particular, since 1996–97 there has been a continuing increase in the number of support periods in which support plans have been used (Table 8.4). Support plans were used in 47% of support periods that finished in 1996–97, compared with 71% of completed support periods in 1999–2000. Over the same period, the proportion of support periods in which support plans were not thought to be appropriate dropped from 24% to

17%, with the exception of a slight increase during 1997–98. By 1999–2000, support plans were being used in 85% of support periods for which they were thought to be appropriate;² this compares with just 61% in 1996–97.



As the use of support plans increased, so too did the duration of support. The nature and direction of any causal relationship is unclear at this stage, but there has been a steady shift from support periods lasting 1 week or less towards longer periods (Figure 8.3). In 1996–97, 54% of support periods that finished in that year lasted 1 week or less; by 1999–2000 this proportion had fallen to 36% (Table 8.5). The major influence on the decline was a reduction in the proportion of support periods lasting one day or less—28% in 1996–97 compared with 16% in 1999–2000 (Table 8.5). As a consequence of these changes, the mean length of closed support periods rose from 46 days in 1996–97 to 65 days in 1999–2000 (Table 8.5). However, a more useful indicator of trends in the length of support is the median.³ For 1999–2000, the median length of support was 17, which was by far the highest for the four reporting periods.

8.1 Tables

Table 8.1: SAAP funding to agencies and mean funding per support period and client: current and constant 1999–2000 dollars, by reporting period, South Australia, 1996–97 to 1999–2000

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
	Current \$			

² From Table 8.4 we calculate : $70.8 / (100.0 - 16.9) \times 100 = 85\%$.

³ Being an arithmetic average, mean length of support is highly influenced by the small percentage of support periods that are very long. See Section A1.4 for a description of ‘mean’ and ‘median’.

1996–97	20,903,000	18,066,000	1,590	2,580
1997–98	21,280,000	19,905,000	1,540	2,300
1998–99	22,363,000	21,530,000	1,940	2,860
1999–2000	22,398,000	20,865,000	1,920	2,740
Constant 1999–2000 \$				
1996–97	22,162,000	19,154,000	1,680	2,740
1997–98	22,238,000	20,802,000	1,610	2,410
1998–99	22,832,000	21,982,000	1,980	2,920
1999–2000	22,398,000	20,865,000	1,920	2,740

Notes

1. Funding per support period and client are based on recurrent allocations to agencies.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.
4. Total recurrent funds for 1999–2000 include \$331,000 provided through the Partnerships Against Domestic Violence Program. All of this was allocated to agencies.

Sources: SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000a; FaCS unpublished data; ABS 2000b

Table 8.2: SAAP support periods and clients by reporting period, South Australia, 1996–97 to 1999–2000

	1996–97	1997–98	1998–99	1999–2000
Support periods	11,400	12,900	11,100	10,850
Clients	7,000	8,650	7,500	7,600
Support periods per client	2.05	1.93	1.97	1.88
Clients per 10,000 population 10+	55	67	58	58

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. Numbers of clients in this table relate to clients that ever received assistance from a SAAP agency in South Australia. In the national report (AIHW 2000b:10, 51, 52), however, numbers of clients relate to clients that first received assistance in South Australia, and so these numbers will be different. Numbers of support periods per client and clients per 10,000 population are also affected by this difference.
4. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within South Australia.
5. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 or over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June just prior to the reporting period.
6. Support period figures have been weighted to adjust for agency non-participation.
7. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; ABS 2000a

Table 8.3: SAAP clients: age of client by reporting period, South Australia, 1996–97 to 1999–2000 (per cent)

Age of client	1996–97	1997–98	1998–99	1999–2000
Under 15 years	1.8	2.0	1.8	0.8
15–17 years	12.6	12.5	14.2	11.8
18–19 years	8.6	9.3	9.1	9.4
20–24 years	16.9	16.9	17.2	15.1
25–29 years	14.9	14.7	14.7	14.4
30–34 years	13.9	13.2	12.8	14.8
35–39 years	12.0	11.3	11.1	12.5
40–44 years	7.5	7.5	8.2	8.6
45–49 years	4.6	5.1	4.1	5.2
50–54 years	3.4	2.8	2.8	3.1
55–59 years	1.6	1.8	1.6	1.6
60–64 years	0.9	1.1	1.0	1.4
65 years and over	1.4	1.8	1.4	1.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	7,000	8,650	7,500	7,600
Mean age (years)	30.0	30.1	29.5	30.6

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 50.
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: existence of a support plan, by reporting period, South Australia, 1996–97 to 1999–2000 (per cent)

Existence of support plan	1996–97	1997–98	1998–99	1999–2000
Support plan	46.5	51.2	64.2	70.8
No support plan	29.3	23.6	13.8	12.3
Not appropriate	24.2	25.1	22.1	16.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	6,700	7,750	6,150	5,700

Notes

1. Number excluded due to errors (weighted): 59.
2. Number excluded due to omissions (weighted): 2,712.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

Table 8.5: SAAP closed support periods: length of support by reporting period, South Australia, 1996–97 to 1999–2000 (per cent)

Length of support	1996–97	1997–98	1998–99	1999–2000
Less than 1 day	14.9	15.1	12.6	6.1
1 day	13.4	11.5	11.3	10.1
2 days	6.7	6.0	5.5	4.7
3 days	6.6	5.6	4.2	4.0
4 days	3.8	3.7	3.0	2.9
5 days	2.9	2.5	2.6	2.6
6 days	2.8	2.6	2.6	2.8
7 days	3.0	2.8	2.9	2.8
>1–2 weeks	11.2	11.3	11.4	11.5
>2–4 weeks	9.5	10.4	10.6	12.1
>4–13 weeks	13.3	14.5	17.5	22.0
>13–26 weeks	6.3	6.6	8.1	9.0
>26–52 weeks	3.4	4.2	4.9	6.0
>52 weeks	2.3	3.1	2.9	3.5
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	9,600	11,300	9,600	9,000
Mean length (days)	46	52	57	65
Median length (days)	6	8	11	17

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 951.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

Appendix 1: The data

A1.1 The National Data Collection

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

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

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

There is also provision in the National Data Collection for a limited number of special issues surveys. A collection on SAAP clients with no income or very low income was conducted in May–June 2000 and is the subject of a separate report to be released later in 2001.

This current report covers only accommodated clients and clients who received support lasting longer than 1 hour. Consequently, it uses only information collected in the Client and Administrative Data Collections. A further report examining demand for SAAP services, including data from the 1999–2000 Casual Client and Unmet Demand Collections, will be released later in 2001.

A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In South Australia in 1999–2000, 94% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is down slightly from the 96% participation rate obtained for 1998–99 (AIHW 2000a:9).

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

In this context it should be noted that the protocols established for the National Data Collection require that ‘SAAP clients provide information in a climate of informed consent’ (SAAP 1996). If clients’ consent is not obtained, only a limited number of questions can be completed on data collection forms, and an ‘alpha code’ is not recorded. Alpha codes are used to create a linkage key, which allows data collected on separate occasions from the same client to be combined without identifying the client. Thus alpha codes allow enumeration of actual *clients* in addition to occasions of support.

Across South Australia, consent and valid alpha codes with consent (termed ‘valid consent’) were obtained from clients in 81% and 79% of support periods, respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997, 1999, 2000a:Table 1.1). Valid consent rates varied with primary target group, ranging from 63% for agencies targeting women escaping domestic violence to 92% for agencies targeting single men.

It should also be noted that some participating SAAP agencies are classified as ‘high-volume’ agencies. These agencies, characterised by having a high client turnover, complete high-volume data collection forms which collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items—other tables are restricted to information from general agencies. There were 2,217 high-volume forms returned (22% of the total) during the reporting period (Table A1.1). Appendix 2 contains copies of the general client form and high-volume client form.

Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by primary target group, South Australia, 1999–2000

Primary target group	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
	Number	%	Number	%	%
Young people	24	87.5	2,730	80.7	79.9
Single men only	11	100.0	2,300	93.0	92.2
Families	11	100.0	975	80.4	79.5
Women escaping domestic violence	20	90.0	2,292	66.9	63.9
Cross-target/multiple/general	11	100.0	1,861	84.2	81.3
Total	77	93.5	10,158	81.0	79.3

Notes

1. Based on forms returned from agencies 'in scope' for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies which only provide support to other agencies or which only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
2. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in glossary).
4. Of the 10,158 forms returned, 2,217 were high-volume forms.

Sources: SAAP Administrative Data and Client Collections

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

As noted, the 1999–2000 Client Collection achieved an agency participation rate of 94% and a valid consent rate of 79% in South Australia. This means that no forms were obtained from clients presenting at the 6% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 21% of support periods at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and client non-consent.

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

There is no strictly objective method that can be applied to the data from the Client Collection to adjust estimates for incomplete response. Karmel (1999:23, 26) describes the

statistical assumptions underlying the adjustment scheme developed by the Institute; it has the following features:

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

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

- For clients, only one weight is derived since valid consent is required to derive these estimates.
- A non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.
- In estimates of numbers of clients, inaccuracies caused by identical linkage keys for a small number of clients and changing linkage key information for the same client are not considered in the adjustment scheme.

In this report all estimates obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just outlined. No other adjustments have been made for errors or omissions or for data not obtained as a result of question exclusions on the high-volume form.

A1.3 Interpretation of tables

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

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

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

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

A1.3.1 Examples

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

Example 1

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

- There were 7,350 **(e)** clients in 1999–2000. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (7,600) is obtained by adding in the 279 clients excluded due to errors and omissions or by looking at tables with zero errors and omissions—for example, Table 3.1.)
- Forty-six per cent of all clients were male **(d)**.
- Eight per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 1.9 **(h)** support periods each.
- Male clients averaged 2.2 **(g)** support periods each.
- Male clients who were Indigenous Australians averaged 2.0 **(f)** support periods each.
- Male clients accounted for just under 46% **(i)** of all support periods.
- Indigenous Australians made up just under 4% **(c)** of all South Australians. This is considerably lower than the 12% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds in South Australia to use SAAP services.

Table A1.2: Example 1 illustrating table interpretation

SAAP clients: clients and support periods per client, by ethnicity of client and gender, South Australia, 1999–2000

Ethnicity	Male	Female	Total		South Australian population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	(a) 8.0	16.1	(b) 12.4	900	(c) 3.8	56,200
Non-English-speaking background	7.9	10.1	9.1	650	11.1	163,500
Other	84.1	73.8	78.6	5,750	85.1	1,254,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	(d) 46.1	53.9	100.0
Total (number)	3,400	3,950	..	(e) 7,350	..	1,474,250
Support periods per client						
Indigenous Australian	(f) 2.01	1.82	1.88	1,350
Non-English-speaking background	1.93	1.51	1.68	900
Other	2.21	1.63	1.92	8,200
<i>Total</i>	(g) 2.18	1.65	(h) 1.89
Total support periods (%)	(i) 45.9	54.1	100.0
Total support periods (number)	4,800	5,650	..	10,450

Notes

1. Number excluded due to errors (weighted): 0 (clients).
2. Number excluded due to omissions (weighted): 279 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'South Australian population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in South Australia. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided in South Australia.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1998; ABS 1999

Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 7 contains this type of table. The discussion relates to Table A1.3, which contains data on the source of clients' income before and immediately after a support period.

- The table presents data on closed support periods for 1999–2000 in South Australia. The first section of the table **(a)** singles out those closed support periods in which clients said they needed assistance to obtain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.
- The second section of the table **(b)** deals with **all** closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A large number of support periods had missing data for main source of income either before—550 **(m)**—and/or immediately after support—1,200 **(n)**.

- In addition, support periods with data reported using the high-volume form did not have all the required information recorded and thus were excluded from the table **(q)** (see note 4 to Table A1.1). Consequently, the percentages in the table may not reflect the income status of all clients before and after support and may be considered indicative only. In particular, the number of support periods given in the table in the 'Total (number)' row is much lower than the actual total number of closed support periods (see Table 6.1).
- Among all closed support periods 6,150 **(k)** had complete income data before support while 5,450 **(l)** had complete income data after support.
- There was a total of 6,650 **(p)** closed support periods (excluding support periods at high-volume agencies); clients requested assistance to obtain a pension or benefit in 1,000 **(o)** of these.
- For all closed support periods, 8% **(i)** were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 5% **(j)** of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 20% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 8% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 6% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 20% **(g)** before support and with 5% **(j)** of all closed support periods after support.

Table A1.3: Example 2 illustrating table interpretation

SAAP closed support periods: source of income immediately before and after a support period, South Australia, 1999–2000 (per cent)

Source of income	(a) Closed support periods in which clients needed assistance to obtain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 19.6	(h) 5.8	(i) 7.5	(j) 4.5
No income, awaiting pension/benefit	2.4	1.2	0.7	0.4
Government pension/benefit	68.0	84.7	84.8	87.6
Other	10.0	8.3	6.9	7.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	950	850	(k) 6,150	(l) 5,450
Number with missing data	50	100	(m) 550	(n) 1,200
Total (number)	(o) 1,000	1,000	(p) 6,650	6,650

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form **(q)**.

2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

A1.4 Counting rules 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.

Accommodation type	<p>The SAAP Client Collection specifies 22 distinct categories of clients' accommodation. In this report, the categories are combined into 10 groups as follows:</p> <ul style="list-style-type: none">• SAAP or other emergency housing, for those in any SAAP- or CAP-funded accommodation and non-SAAP emergency accommodation;• living rent-free in house or flat;• private rental, for those renting independently in the private rental market;• public or community housing;• rooming house/hostel/hotel/caravan;• boarding in a private home;• own home, for those purchasing or living in own home;• living in a car/tent/park/street/squat;• institutional, for those residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not already specified; and• other, for those living in non-SAAP housing or accommodation not already specified.
Accompanying child visit	<p>The number of accompanying child visits is calculated by adding the number of accompanying children reported for each support period. Responses are reported as missing where an assisted group of either a person or a couple with a child or children gave no response for the number of accompanying children in any age group.</p>
Age of client	<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>
Agency	<p>A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 1999–2000 and the agency operated for some part of the period 1 July 1999 to 30 June 2000. Agencies that were operational only in June 2000 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses in Chapters 3 to 8.</p> <p>The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or target</p>

groups. These changes are determined by State and Territory government departments.

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 was either 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 South Australia.

Ethnicity

A client's ethnicity is determined on the basis of responses to two data items: country of birth, and Aboriginal or Torres Strait Islander identification.

The three categories reported—Indigenous Australians, people from non-English-speaking backgrounds, and people from other English-speaking backgrounds—are derived as follows:

- Indigenous Australians are considered to be those who identify as an Aboriginal person or a Torres Strait Islander.
- People from non-English-speaking backgrounds are considered to be those born in overseas countries that are not predominantly English-speaking (*see non-English-speaking background*).
- All clients not classified in the above two categories are considered to be people from other English-speaking backgrounds.

If a person is considered to come from a non-English-speaking background and is also a person who identifies as an Indigenous Australian, she or he is classified as an Indigenous Australian.

Income source

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

- no income;
- no income, registered/awaiting benefit;
- government pension/benefit including: Newstart Allowance; Youth Allowance according to whether or not the person was at home and whether or not the person was dependent; Austudy for students aged 25 years and over; Community Development Employment Program; Austudy or ABSTUDY at the standard, independent or homeless rate; Disability Support Pension; Age Pension; Parenting Payment; Special Benefit; Sickness Allowance; Partner Allowance; Department of Veterans' Affairs Support or Disability Pensions; and any other benefit or pension; and
- other income—including Workcover or compensation,

maintenance or child support, wages or salary or income from a client's own business, spouse or partner's income, and any other income source not specified above.

Living situation

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

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

Mean

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

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

Median

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

Missing values

Records or forms that are not available for analysis are indicated 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 subpopulations 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 subpopulation in the analysis. Such records are not included in the missing count for these tables.

Non-English-speaking background

A person is considered to come from a non-English-speaking background if they were born in a country other than Australia or other than the following countries:

- Canada;
- the Republic of Ireland;
- New Zealand;
- South Africa;
- the United Kingdom, comprising England, Scotland, Wales

- and Northern Ireland; or
- the United States of America.

People who migrate to Australia from these countries are considered likely to speak English.

Ongoing support period

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

- 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.

SAAP accommodation

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

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

Support

The Client Collection specifies 31 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

- housing or accommodation services—SAAP or CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling;
- 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; and advocacy or liaison on behalf of clients;
- 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, and health or medical services; and

- other support—meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

Support periods on the 15th of the month

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

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

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

Support to accompanying children

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

- counselling—including help with behavioural problems, sexual or physical abuse counselling, and counselling and support for children;
- child care or kindergarten/school liaison;
- access arrangements; and
- other support not elsewhere specified.

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

Target group

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

- agencies targeted at young people—those that predominantly provide support for young people who are independent, are above the school-leaving age for the State or Territory concerned, and present to agencies unaccompanied by a parent or guardian;
- agencies targeted at single men only—those that predominantly provide support for males who present without a partner or children;
- agencies targeted at single women only—those that predominantly provide support for females who present without a partner or children;
- agencies targeted at families—those that predominantly provide support to people who present as a family (defined as a group of two or more persons who usually live in the

same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);

- agencies targeted at women and women with children escaping domestic violence—those that predominantly provide support for women and women accompanied by their children, who are homeless or at risk of becoming homeless as a result of violence and/or abuse; and
- cross-target, multiple target and general target agencies—those that target more than one client group.

Agencies may also have a secondary target group: for example, people who are of Aboriginal or Torres Strait Island descent, people from non-English-speaking backgrounds or people with some other special characteristic.

Appendix 2: SAAP NDCA Client Collection forms

General client and high-volume forms here.

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