

SAAP NDCA REPORT SERIES 10

Demand for SAAP assistance by homeless people 2004–05

A report from the SAAP National Data Collection

Australian Institute of Health and Welfare
Canberra

AIHW cat. no. HOU 151

© Australian Institute of Health and Welfare 2006

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

A complete list of the Institute's publications is available from the Business Promotion and Media Unit, Australian Institute of Health and Welfare, GPO Box 570, Canberra ACT 2601, or via the Institute's website <www.aihw.gov.au>.

ISBN-10: 1 74024 635 7

ISBN-13: 978 1 74024 635 4

Suggested citation

Australian Institute of Health and Welfare 2006. Demand for SAAP assistance by homeless people 2004–05: a report from the SAAP National Data Collection. SAAP NDCA report Series 10. AIHW cat. no. HOU 151. Canberra: AIHW.

Australian Institute of Health and Welfare

Board Chair

Hon. Peter Collins, AM, QC

Director

Penny Allbon

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is *better health and wellbeing for Australians through better health and welfare statistics and information*.

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

Manager

SAAP National Data Collection Agency

Australian Institute of Health and Welfare

GPO Box 570

Canberra ACT 2601

Phone: 02 6244 1206

Published by the Australian Institute of Health and Welfare

Contents

List of tables	v
List of figures	ix
Preface.....	x
Acknowledgments.....	xi
Abbreviations and symbols.....	xii
Glossary.....	xiii
Summary	xvii
1 An overview of homelessness and SAAP	1
1.1 The SAAP National Data Collection	1
1.2 Estimating the number of homeless people	3
2 Total demand for SAAP assistance	5
2.1 How is the total demand for SAAP estimated?.....	5
2.2 Daily and annual estimates of the demand for SAAP services and accommodation	7
2.3 Tables	10
3 Meeting the needs of clients and accompanying children	13
3.1 Meeting the needs of clients	14
3.2 Meeting the needs of accompanying children	16
3.3 Tables	18
4 One-off assistance to casual clients.....	23
4.1 Requesting group.....	23
4.2 State and territory	24
4.3 Tables	25
5 One-off assistance to groups with unmet requests for SAAP accommodation.....	27
5.1 State and territory	27
5.2 Referrals for accommodation	27
5.3 Tables	29
6 Unmet requests for SAAP accommodation	31
6.1 Valid and invalid unmet requests	31
6.2 The immediacy of need for accommodation.....	33

6.3	Tables	35
7	Number of people making a valid unmet request for SAAP accommodation	39
7.1	Number of potential clients and accompanying children.....	40
7.2	The immediacy of need for accommodation.....	41
7.3	Tables	43
8	Characteristics of people who made a valid unmet request for SAAP accommodation	45
8.1	Gender and age of potential clients.....	45
8.2	Gender and age of accompanying children	47
8.3	Country of birth of potential clients and accompanying children.....	47
8.4	Aboriginal and/or Torres Strait Islander status of potential clients and accompanying children.....	49
8.5	Tables	51
9	People turned away without receiving accommodation	57
9.1	Daily request turn-away rate for adults and unaccompanied children.....	59
9.2	Daily request for accommodation turn-away rate for accompanying children.....	61
9.3	Ratio of unmet demand to total demand for accommodation for adults and unaccompanied children.....	63
9.4	Ratio of unmet demand to total demand for accommodation for accompanying children.....	65
9.5	Meeting the expressed demand for SAAP accommodation	65
9.6	Tables	68
Appendix 1	Additional tables	75
Appendix 2	The data.....	93
A2.1	The Client Collection.....	93
A2.2	The Demand for Accommodation Collection.....	95
A2.3	The Casual Client Collection.....	101
A2.4	Interpretation of the tables	103
A2.5	Counting rules and other definitions used in the analysis	104
Appendix 3	Collection forms	109
References		123

List of tables

Table 2.1:	Total demand for SAAP assistance: summary table, by state and territory, Australia, 2004–05	10
Table 2.2:	Total demand for SAAP assistance: summary table, by state and territory, Australia, 2004–05	11
Table 3.1:	SAAP services requested by clients in closed support periods: broad type of service by provision, Australia, 2004–05	18
Table 3.2:	SAAP services requested by individual(s) without children in closed support periods: broad type of service by provision, Australia, 2003–04.....	18
Table 3.3:	SAAP services requested by individual(s) with children in closed support periods: broad type of service by provision, Australia, 2004–05.....	19
Table 3.4:	SAAP services requested by couples without children in closed support periods: broad type of service by provision, Australia, 2004–05.....	19
Table 3.5:	SAAP services requested by couples with children in closed support periods: broad type of service by provision, Australia, 2004–05.....	20
Table 3.6:	SAAP services requested for accompanying children in closed support periods: broad service type by provision, Australia, 2004–05	21
Table 4.1:	SAAP casual contacts: one-off assistance provided, by presenting group, Australia, 2–15 March 2005.....	25
Table 4.2:	SAAP casual contacts: one-off assistance provided, by state and territory, Australia, 2–15 March 2005	26
Table 5.1:	Groups with unmet requests for SAAP accommodation: one-off assistance provided, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005.....	29
Table 5.2:	Groups with valid unmet requests for immediate SAAP accommodation: referrals for accommodation, by requesting group and state and territory, Australia, 1–7 December 2004 and 11–17 May 2005.....	30
Table 5.3:	Groups with valid unmet requests for immediate SAAP accommodation: referrals for accommodation, by primary target group and state and territory, Australia, 1–7 December 2004 and 11–17 May 2005.....	30
Table 6.1:	Unmet requests for SAAP accommodation: main reason why request was not met, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005.....	35
Table 6.2:	Unmet requests for SAAP accommodation: main reason why request was not met, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005.....	36
Table 6.3:	Estimated valid unmet requests for SAAP accommodation, by requesting group and when accommodation was needed, Australia, 1–7 December 2004 and 11–17 May 2005	37

Table 6.4:	Estimated valid unmet requests for SAAP accommodation, by state and territory and when accommodation was needed, 1–7 December 2004 and 11–17 May 2005	37
Table 7.1:	Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and requesting group, Australia, 1–7 December 2004 and 11–17 May 2005	43
Table 7.2:	Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and state and territory, 1–7 December 2004 and 11–17 May 2005	44
Table 8.1:	Potential clients with valid unmet requests for SAAP accommodation within 24 hours: age by gender, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005	51
Table 8.2:	Potential clients with valid unmet requests for SAAP accommodation after 24 hours: age by gender, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005	52
Table 8.3:	Accompanying children with valid unmet requests for SAAP accommodation: age by when accommodation was needed, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005	53
Table 8.4:	Potential clients and accompanying children with valid unmet requests for SAAP accommodation within 24 hours: state and territory and gender by country of birth and Aboriginal and Torres Strait Islander status, Australia, 1–7 December 2004 and 11–17 May 2005	54
Table 8.5:	Potential clients and accompanying children with valid unmet requests for SAAP accommodation after 24 hours: state and territory and gender by country of birth and Aboriginal and Torres Strait Islander status, Australia, 1–7 December 2004 and 11–17 May 2005	55
Table 9.1:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005.....	68
Table 9.2:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005.....	69
Table 9.3:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, state and territory by primary target group and region, Australia, 1–7 December 2004 and 11–17 May 2005	70
Table 9.4:	Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005	71
Table 9.5:	Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005	72

Table 9.6:	Accompanying children: daily request for accommodation turn-away rate, unmet demand to total demand for accommodation ratio and number not accommodated, state and territory by requesting group, Australia, 1-7 December 2004 and 11-17 May 2005	73
Table 9.7:	SAAP closed support periods: median and mean length of accommodation, state and territory by client group, Australia, 2004-05	74
Table A1.1:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, New South Wales, 1-7 December 2004 and 11-17 May 2005.....	75
Table A1.2:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Victoria, 1-7 December 2004 and 11-17 May 2005.....	76
Table A1.3:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Queensland, 1-7 December 2004 and 11-17 May 2005.....	77
Table A1.4:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Western Australia, 1-7 December 2004 and 11-17 May 2005.....	78
Table A1.5:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, South Australia, 1-7 December 2004 and 11-17 May 2005.....	79
Table A1.6:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Tasmania, 1-7 December 2004 and 11-17 May 2005.....	80
Table A1.7:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australian Capital Territory, 1-7 December 2004 and 11-17 May 2005	81
Table A1.8:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Northern Territory, 1-7 December 2004 and 11-17 May 2005.....	82
Table A1.9:	Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australia, 1-7 December 2004 and 11-17 May 2005.....	83

Table A1.10: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, New South Wales, 1-7 December 2004 and 11-17 May 2005.....	84
Table A1.11: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Victoria, 1-7 December 2004 and 11-17 May 2005.....	85
Table A1.12: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Queensland, 1-7 December 2004 and 11-17 May 2005.....	86
Table A1.13: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Western Australia, 1-7 December 2004 and 11-17 May 2005.....	87
Table A1.14: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, South Australia, 1-7 December 2004 and 11-17 May 2005.....	88
Table A1.15: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Tasmania, 1-7 December 2004 and 11-17 May 2005.....	89
Table A1.16: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australian Capital Territory, 1-7 December 2004 and 11-17 May 2005	90
Table A1.17: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Northern Territory, 1-7 December 2004 and 11-17 May 2005	91
Table A1.18: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by region, Australia, 1-7 December 2004 and 11-17 May 2005	92
Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group for 2004-05, and by reporting period, Australia	94
Table A2.2: SAAP Demand for Accommodation Collection: agency participation rates and forms returned, by state and territory and primary target group for 1-7 December 2004 and 11-17 May 2005, and by reporting period, Australia ...	96
Table A2.3: SAAP Casual Client Collection: participation rates and forms returned, by state and territory and primary target group for 2-15 March 2005, and by reporting period, Australia	102

List of figures

Figure 1.1: Relationships between estimates of the homeless population and the Supported Accommodation Assistance Program (SAAP)	3
Figure 2.1: Relationships between SAAP assistance and the SAAP data collections, Australia, 2004-05	6
Figure 3.1: Broad types of services requested by clients, by provision, Australia, 2004-05	14
Figure 3.2: Broad types of services requested by clients but unmet, by requesting group, Australia, 2004-05	16
Figure 3.3: Broad types of services requested for accompanying children, by provision, Australia, 2004-05	17
Figure 5.1: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by requesting group, Australia, 1-7 December 2004 and 11-17 May 2005	28
Figure 6.1: Valid unmet requests for SAAP accommodation, requesting group by when accommodation was needed, Australia, 1-7 December 2004 and 11-17 May 2005	33
Figure 6.2: Valid unmet requests for SAAP accommodation, state and territory by when accommodation was needed, Australia, 1-7 December 2004 and 11-17 May 2005	34
Figure 7.1: Possible outcomes of valid requests for SAAP accommodation.....	39
Figure 7.2: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by state and territory, Australia, 1-7 December 2004 and 11-17 May 2005.....	41
Figure 7.3: Potential clients with valid unmet requests for SAAP accommodation, by requesting groups with and without accompanying children and when accommodation was needed, Australia, 1-7 December 2004 and 11-17 May 2005	42
Figure 8.1: Potential clients, by age and gender, Australia, 1-7 December 2004 and 11-17 May 2005	45
Figure 9.1: Demand for SAAP accommodation summary diagram for adults and unaccompanied children, Australia, 1-7 December 2004 and 11-17 May 2005.....	58
Figure 9.2: Daily request for accommodation turn-away rate for adults or unaccompanied children who requested immediate SAAP accommodation, by requesting group, Australia, 1-7 December 2004 and 11-17 May 2005.....	60
Figure 9.3: Daily request for accommodation turn-away rate for accompanying children for whom immediate SAAP accommodation was requested, by requesting group within each state and territory, Australia, 1-7 December 2004 and 11-17 May 2005	62

Preface

This publication is one of the Series 10 reports on the Supported Accommodation Assistance Program (SAAP) National Data Collection for 2004–05. The series provides information on people who were homeless and people who were at risk of being homeless who accessed SAAP in 2004–05. This report looks at the demand for SAAP services and the ability of agencies to meet this demand.

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 Information Sub-committee. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of SAAP.

The partnership is built on shared goals and mutual trust. The key is agencies' willingness to collect and provide data to the National Data Collection Agency, knowing that any personal information provided by clients is protected by the extremely strict confidentiality provisions of the *Australian Institute of Health and Welfare Act 1987*. The fact that SAAP agencies in Australia continue to provide data for this report is testimony to their collective commitment to, and confidence in, the collection. Statistical adjustments to annual figures from the Client Collection have been made to account for the relatively small proportion of agencies that did not participate.

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

Penny Allbon
Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

Acknowledgments

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

Table programming and production was carried out by Qasim Shah and Andrew Powierski. Data entry was carried out by Tom Watson and Katrina Williams. Without the efforts of Kay Grzadka, Stirling Lewis, Toni Stepniak, Joan Reid, Michael Navaratnam, Neil Angel, Phil Denman, Sergei Mitnik and John Cologon who ensured that the data were collected and processed, this report would not have been possible.

The SAAP Information Sub-committee (comprising government, community and expert representatives) and the Australian Government Department of Family, Community Services and Indigenous Affairs provided valuable support and comments throughout the development and drafting of the report. The authors also acknowledge the assistance provided by Cecilia Burke and Peter Nolan in preparing the report for publication.

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

Abbreviations and symbols

Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
ATSI	Aboriginal and/or Torres Strait Islander
CAP	Crisis Accommodation Program
DV	Domestic violence
NDC	National Data Collection
NDCA	National Data Collection Agency
SAAP	Supported Accommodation Assistance Program
SMART	SAAP Management and Reporting Tool

Symbols

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

Glossary

Accompanying child	<p>A person aged under 18 years who accompanies a <i>client</i> to a SAAP <i>agency</i> during a <i>support period</i> or who requires and/or receives assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. An accompanying child may or may not require or receive assistance.</p> <p>The term accompanying child is also used to describe a person aged under 18 years who accompanies a parent(s) or guardian(s) to a SAAP agency but whose parent's or guardian's request for accommodation cannot be met.</p>
Accompanying child support period	<p>Refers to each <i>support period</i> in which a child either accompanies their parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of their parent's or guardian's support period.</p> <p>Within an accompanying child support period the child may receive <i>one-off assistance</i> and/or <i>support</i> over a period of time. A child may not be supported for the entire duration of the parent's or guardian's support period. However, it can be reasonably assumed that accompanying children have the same support period start and end dates as their parent or guardian in the majority of cases.</p>
Agency	<p>An organisation or establishment that receives a specified amount of SAAP funds to provide services.</p>
Alpha code	<p>A predetermined combination of letters from a <i>client's</i> name, together with a letter designating the client's gender. A 'valid alpha code' is a legitimate alpha code (that is, one containing only letters from the alphabet and ending in either M or F) joined to the client's reported year of birth and encrypted to create a unique <i>client</i> indicator, or <i>statistical linkage key</i>.</p>
Birthplace	<p>The country in which a person was born. Countries are divided into:</p> <ul style="list-style-type: none">• Australia• other English-speaking countries (Canada; the Republic of Ireland; New Zealand; South Africa; England, Scotland, Wales and Northern Ireland; and the United States of America)• mainly non-English-speaking countries.
Casual client	<p>A person who:</p> <ul style="list-style-type: none">• receives assistance from a SAAP <i>agency</i> for less than 1 hour on a given day and• does not establish an <i>ongoing support relationship</i> with the SAAP agency. <p>A casual client may receive <i>one-off assistance</i> from a SAAP <i>agency</i> on one or more occasions.</p>

Client	<p>A person aged 18 years or more, or a person of any age not accompanied by their parent or guardian, who:</p> <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 client directly or on behalf of that client, on a given day or • is accommodated by a SAAP agency or • enters into an <i>ongoing support relationship</i> with a SAAP agency.
Closed accompanying child support period	An accompanying child support period associated with a <i>closed support period</i> .
Closed support period	A <i>support period</i> that had finished on or before the end of the reporting period – 30 June.
Country of birth	See <i>birthplace</i> .
Homeless person	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> • damages, or is likely to damage, their health or • threatens their safety or • marginalises them through failing to provide access to: <ul style="list-style-type: none"> – adequate personal amenities or – the economic and social supports that a home normally affords or • places them in circumstances that threaten or adversely affect the adequacy, safety, security and affordability of that housing or • has no security of tenure – that is, they have no legal right to continued occupation of their home. <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
Immediate accommodation	Accommodation required within 24 hours.
Invalid unmet request for accommodation	<p>An unmet request for accommodation is invalid if:</p> <ul style="list-style-type: none"> • the request is made at an <i>agency</i> of an inappropriate target group • the person or group is inappropriate for the agency • there is no fee-free accommodation available at the agency • the proffered assistance is refused. <p>All other <i>unmet requests for accommodation</i> are said to be valid.</p>

Met request for accommodation	A request for accommodation is met if the agency offers <i>supported accommodation</i> to the person or group requesting accommodation and that offer is accepted. All met requests for accommodation are considered to be valid as the accommodation could be provided.
Occasion of support	See <i>support period</i> .
One-off assistance	Assistance provided to a person who is not a <i>client</i> . It might include the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a <i>referral</i> . Instances of <i>unmet need</i> for one-off assistance are not recorded in the SAAP National Data Collection.
Ongoing support relationship	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person, and it is agreed that future contact will occur between the person and the 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.</p> <p>This definition is one of the criteria used to establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
Potential client	<p>A person aged 18 years or more, or a person of any age not accompanied by a parent or guardian, who requests <i>supported accommodation</i> from a SAAP <i>agency</i> but who is not provided with that accommodation.</p> <p>People are not considered potential clients if their only <i>unmet requests for accommodation</i> are <i>invalid</i>.</p> <p>A potential client for one SAAP agency may at the same time be a client of another. A potential client may receive <i>one-off assistance</i> or <i>support</i> from a SAAP agency after making an unmet request for accommodation. Information on potential clients who make requests for <i>support</i> only are not collected.</p>
Record	A unit of analysis. In any particular situation, it can refer to a <i>client</i> , an <i>occasion of support</i> , an <i>unmet request for accommodation</i> , and so on.
Referral	A (formal) referral occurs when a SAAP <i>agency</i> contacts another agency (SAAP or non-SAAP) 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.
Statistical linkage key (SLK)	A statistical linkage key (SLK) is a derived variable used to link data for statistical purposes that is generated from elements of an individual's personal demographic data. The SAAP SLK is comprised of the <i>alpha code</i> and year of birth.
Substantial support or assistance	<i>Support</i> or <i>supported accommodation</i> provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the client.
Support	Assistance, other than <i>supported accommodation</i> , provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the 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

A support period commences when a *client* begins to receive *support* and/or *supported accommodation* 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.

Unmet need

An unmet need occurs when a *client* expresses a need for a particular support service, or either directly or indirectly acknowledges a need for a particular support service during their *support period*, and that service is not provided or referred.

Unmet request for accommodation

An unmet request for accommodation occurs when a person requests, but does not receive, *supported accommodation*; that is, the person wishes to become a *client* of a SAAP *agency* but is not accepted, or the person does not accept the agency's offer of supported accommodation.

A person whose request for supported accommodation cannot be fulfilled might be given *one-off assistance*. Such a person would be a *casual client*, but not a *client*, of the agency.

Valid unmet request for accommodation

An unmet request for accommodation is valid if:

- the request is made at an *agency* of an appropriate target group
- the agency cannot offer accommodation because insufficient accommodation is available or the agency is a referral agency with no vacancies on the books
- the agency cannot offer accommodation because the type of accommodation requested is not provided by the agency
- the agency cannot offer accommodation because there are insufficient staff to provide support
- the agency cannot offer accommodation because facilities for special needs are not available
- the request is made at a domestic violence agency and the age of the male child is inappropriate
- proffered accommodation is not refused.

All other unmet requests for accommodation are said to be *invalid*.

Summary

In 2004–05, 1,294 non-government, community and local government organisations were funded nationally under the Supported Accommodation Assistance Program (SAAP) (Chapter 1). This report provides information on the wide range of substantial support services provided by these agencies to people experiencing homelessness or at imminent risk of becoming homeless. An analysis of one-off or casual assistance provided by SAAP agencies on a daily basis is also included.

Additionally, the report presents information about the level of unmet demand for SAAP services, as agencies cannot always meet all of the requests from existing SAAP clients, or the requests from potential clients (that is, people who request services but are turned away). A major focus of this report is the level of unmet demand for accommodation, as the provision of accommodation is one of the core activities of SAAP. The companion bulletin to this report, *Demand for SAAP accommodation by homeless people 2004–05*, examines more fully the pattern of accommodation requests according to the group requesting accommodation (AIHW 2006d).

The following section provides an overview of this report. It is followed by a guide to the more detailed information contained in each chapter. A Glossary of the key terms used in this report is provided on page xiii.

Overview

SAAP clients are people over the age of 18, or people of any age who are not accompanied by a parent or guardian to a SAAP agency, and who received substantial SAAP support. In 2004–05, there were 100,400 SAAP clients (Table 2.2). These clients received support that lasted for more than 1 hour, or had an ongoing relationship with a SAAP service provider, on 173,100 occasions. About half of these support periods (85,200) involved accommodation whereas the other half involved only support services.

SAAP clients requested 855,800 distinct types of services in 149,300 closed support periods (Table 3.1). The majority of service types requested by clients were able to be provided by the agency by the end of the client's support (90% or 773,200 services). The most common broad types of services provided to these clients were basic support services, such as meals (98%), general support or advocacy services (96%), and counselling services (91%). In addition to this, clients were referred on to other organisations for 53,600 types of support, most commonly for specialist or health services (26%), employment and training assistance (24%) and assistance to obtain or maintain independent housing (14%). SAAP clients may also have requested services, including accommodation, that could be neither provided directly by the agency nor referred on (unmet needs). The most common unmet needs were for employment and training assistance (14%), assistance with independent housing, and specialist or health services (both 9%). Requests for SAAP or Crisis Accommodation Program (CAP) accommodation could not be met in 4% of requests by clients for that type of service.

Some of the clients supported by SAAP had children accompanying them. There were 78,500 accompanying child support periods for 56,800 accompanying children recorded in 2004–05 (Table 2.2). These children were also provided with support services, most commonly basic support services (in 98% of requests for this type of service), followed by

culturally sensitive services (96%) and general support or advocacy (95%) (Table 3.6). They were referred most often for health or medical services (30%), counselling (10%) and school liaison or child care (7%). The service that was requested but remained unmet most often was counselling (in 5% of requests for this type of service), followed by health or medical services (3%) and school liaison or child care (2%). Requests for SAAP accommodation could not be met in 1% of cases for accompanying children.

People assisted on a daily average basis

There were 33,700 periods of support on an average day in 2004–05 for those who received substantial SAAP support (derived from Table 2.1). This was comprised of 20,950 client support periods and 12,750 accompanying child support periods (Table 2.1).

In addition, there were casual contacts made by an estimated 1,917 individuals who received one-off assistance. That is, these contacts are not counted as clients, but as casual clients. These figures are collected during the 2-week Casual Client Collection. Casual clients most commonly received information (in 57% of casual contacts) (Table 4.1). These people may also have been seeking SAAP accommodation but were not provided with it.

Using the Australian population in conjunction with the daily average numbers of SAAP support periods, accompanying child support periods and casual clients, it is possible to give an estimate of the number of people in the general population provided with SAAP assistance on a daily average basis. In 2004–05, it is estimated that between 17 and 18 people per 10,000 people in the general Australian population received some form of SAAP assistance each day (Chapter 2).

Daily average requests for SAAP accommodation

As already noted, some clients and accompanying children, and casual clients, have unmet requests for accommodation. These requests for accommodation, in addition to those made by people who do not receive any assistance from SAAP at all, are counted during the 2-week Demand for Accommodation Collection.

Information on the demand for accommodation is available for only 2 weeks of the year – from 1–7 December 2004 and 11–17 May 2005. Given that there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures for requests by individuals and groups cannot be used as a basis for deriving annual figures. It should also be noted that the numbers of unmet requests, people who made those requests, and people turned away presented in this report are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate a turn-away rate and provide an indication of the overall ability of SAAP to cope with the demand for accommodation (see Chapter 9 and Appendix A2.2.1). Because of the above reasons, small numbers are sometimes presented. While small numbers raise some statistical issues concerning the accuracy and usefulness of the data, they are included in order to provide an indication of the demand for SAAP accommodation and the profile of people who made a valid unmet request for accommodation or who were turned away.

Potential clients and accompanying children

Adults or unaccompanied children who made a valid unmet request for accommodation are referred to as potential clients. On an average day during the 2004–05 Demand for Accommodation Collection, there were 212 potential clients and 120 accompanying children

who made a valid unmet request for immediate accommodation from a SAAP agency (Table 2.1). Of these, 193 potential clients and 111 accompanying children were unable to be accommodated by the end of the day (were turned away) with the remainder able to find accommodation on their second, third or subsequent attempt during the same day.

Daily request for accommodation turn-away rate

Nationally, on an average day during the Demand for Accommodation Collection period, more people who made a valid request for immediate accommodation were turned away than were newly accommodated by SAAP agencies (54% of adults and unaccompanied children and 60% of accompanying children) (Tables 9.1 and 9.4). However, the proportions of people being turned away from accommodation varied across the states and territories, by requesting group, and by the primary target group of the agency.

Nationally, by requesting group, family groups – couples both with and without children and individual(s) with children – were turned away in high proportions (78%, 81% and 64% on an average day, respectively, compared with 47% for individual(s) without children). By primary target group of the agency, people who approached agencies that primarily catered for families were also turned away in high proportions (81%, compared with between 33% and 60% for the other target group agencies) (Table 9.3). In addition, on an average day 60% of accompanying children were turned away. This could indicate that there are insufficient agencies capable of accommodating families in particular areas or that there is a shortage of accommodation space in agencies targeting families.

Unmet demand to total demand for accommodation ratio

The daily request for accommodation turn-away rate shows that a large proportion of people requesting immediate accommodation on an average day were unable to find it. It does not, however, take into account the large numbers of people already accommodated in SAAP. When unmet demand for accommodation is expressed as a ratio of people who were not accommodated relative to the total expressed demand for immediate SAAP accommodation (people who requested SAAP accommodation that day and people who were continuing their accommodation from a previous day), 3 out of 100 adults or unaccompanied children could not be accommodated on an average daily basis. The unmet demand to total demand for accommodation ratio was similar for accompanying children (2 in 100 accompanying children). It is important to note that, although this provides a measure of the overall ability of SAAP to accommodate clients and therefore the average daily undersupply of SAAP accommodation, the unmet demand to total demand for accommodation ratio does not provide a measure of the additional capacity required in SAAP. For example, it does not take into account how long a given group generally stays in SAAP accommodation once they are accommodated, and therefore the additional capacity required the next day and the day after.

As with the daily request turn-away rate, the unmet demand to total demand for accommodation ratio varied across the states and territories, by requesting group, and by the primary target group of the agency. Nationally, according to requesting group, while family groups generally accounted for smaller proportions of the total SAAP population, they had higher ratios of unmet demand to total demand for accommodation than individual(s) without children, although this did vary by state and territory (Appendix 1). Note, however, that when adults, unaccompanied children and accompanying children were considered together, one type of family group, individual(s) with children, accounted for the largest number of people who were unable to find SAAP accommodation as well as the largest

group accommodated overall on an average day (Tables 9.1 and 9.5). Once in SAAP accommodation, family groups also tended to stay longer (Table 9.7).

Referrals for accommodation

Referrals for accommodation were arranged in 52% of valid unmet requests for accommodation. Couples without children had higher proportions of referrals for accommodation made when accommodation could not be provided (61%), followed by individual(s) with children (56%), couples with children (54%) and individual(s) without children (49%) (Chapter 5).

Conclusion

The high turn-away rate for daily requests mentioned above (54%), the low daily turnover of people in SAAP accommodation (there are relatively few people leaving their accommodation and taking up accommodation compared with those continuing their accommodation), and the relatively low referral rate for those requiring immediate accommodation suggest that finding accommodation in a SAAP agency is difficult for some. The relatively small ratio of people not accommodated relative to the total expressed demand for SAAP accommodation (3 in 100) seems to suggest that a small increase in the number of places available on an average day could have a significant impact on the level of unmet demand for accommodation. However, the people missing out relatively more often are those who generally require SAAP accommodation for the longest periods of time. This conclusion also assumes that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent across client groups, target groups and geographical locations. There is sufficient evidence to suggest that this is not the case. Increased capacity may also have flow-on effects on the number of people seeking accommodation. A discussion of meeting the expressed demand for SAAP accommodation is contained at the end of Chapter 9.

Chapter contents

The above analysis is drawn from the nine chapters in this report that contain detailed information about the demand for SAAP assistance in 2004–05.

- Chapter 1 provides the context as to where SAAP fits into the larger picture of homelessness.
- Chapter 2 provides an overview of the total demand for SAAP assistance in 2004–05 using a summary of the daily and annual SAAP figures from the Client Collection, the Casual Client Collection and the Demand for Accommodation Collection.
- Chapter 3 focuses on the level of service provision to clients and accompanying children.
- Chapter 4 discusses one-off assistance provided to casual clients.
- Chapter 5 outlines the one-off assistance provided to individuals and groups with unmet requests for accommodation, including referrals made for accommodation.
- Chapter 6 discusses the number of unmet requests for SAAP accommodation made by individuals and groups, examines invalid and valid requests, and also discusses the immediacy of when accommodation was required.
- As individuals and groups can have more than one unmet request in a day, Chapter 7 gives the number of people with valid unmet requests for accommodation.

- Chapter 8 presents demographic information about the people outlined in Chapter 7.
- Chapter 9 provides an analysis of the daily average number of adults and children who could not be accommodated by SAAP agencies, and gives the average daily request turn-away rate for each requesting group, state and territory, region, and primary target group. It also discusses the overall demand for SAAP accommodation and presents an unmet demand to total demand for accommodation ratio as a measure of the ability of SAAP to meet the total expressed demand for accommodation on an average day during the Demand for Accommodation Collection period.
- Appendix 1 provides additional tables including state and territory breakdowns of the daily turn-away and demand for SAAP accommodation rates for adults and unaccompanied children by requesting group and primary target group.
- Appendix 2 provides an overview of the methodologies used in the Client Collection, Demand for Accommodation Collection and the Casual Client Collection. Also included are agency participation rates and the number of forms returned during the different collections.
- Appendix 3 provides copies of the forms used to collect data for the various collections. It should be noted that data for the Client and Casual Client Collections were also supplied by agencies via the electronic collection tool, SMART (SAAP Management and Reporting Tool).

The companion bulletin, *Demand for SAAP accommodation by homeless people 2004–05* (AIHW 2006d, available in published form and via the internet <www.aihw.gov.au>), explores more fully the pattern of accommodation requests made by clients, accompanying children and potential clients according to requesting group.

1 An overview of homelessness and SAAP

It is important to point out that the estimates provided on people accessing and turned away from SAAP do not represent the total homeless population and that other methods of defining homelessness exist. This chapter provides a context for how the Supported Accommodation Assistance Program (SAAP) fits into the bigger picture of homelessness, and outlines the difference between the 'service delivery' definition of homelessness, as used by SAAP, and the 'cultural' definition of homelessness.

1.1 The SAAP National Data Collection

The overall aim of SAAP is to provide transitional supported accommodation and related support services to help people who are homeless or at imminent risk of homelessness achieve the maximum possible degree of self-reliance and independence. SAAP is an important part of Australia's overall response to homelessness and represents a broader social safety net designed to assist people in crisis in the community. While various national programs and state and territory initiatives exist, SAAP is the major government response to homelessness in Australia and is often the last resort for people who find themselves without, or at risk of being without, safe, secure or adequate housing.

In 2004–05, 1,294 non-government, community and local government organisations were funded nationally under SAAP (AIHW 2006c:1). These organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. Each agency primarily targets a particular client group, such as young people, single men, single women, women escaping domestic violence, families, or a combination of client groups.

This report contains 2004–05 data from the SAAP National Data Collection. The SAAP National Data Collection is the main source of data about how SAAP is meeting its objectives. It consists of a number of distinct components, and each can be regarded as a separate collection. There were four components in 2004–05: the Client Collection, the Demand for Accommodation Collection, the Casual Client Collection, and the Administrative Data Collection (Box 1). This report is based on the analysis of the first three of these collections. Further details about each collection are provided at Appendix 2 and the forms used for collecting the data can be found at Appendix 3.

Box 1: The SAAP National Data Collection

The Client Collection

The Client Collection consists of information about clients receiving SAAP accommodation or support that generally lasts for more than 1 hour or is of an ongoing nature. The information is collected throughout the year and includes data on services required by and provided to each client, information concerning clients' situations before and after receiving SAAP support, and some basic socio-demographic data. Details about accompanying children are also obtained through the Client Collection.

The main findings from the Client Collection are published in the national and state and territory SAAP NDC annual reports (see, for example, AIHW 2005a). Chapter 3 of this report also contains summary information on the distinct types of services provided to clients and accompanying children.

The Casual Client Collection

The Casual Client Collection covers 2 weeks each year. In 2004–05 the Casual Client Collection was conducted during the fortnight of 2–15 March 2005. For each casual contact by an individual or group, the different types of one-off assistance lasting less than 1 hour (see Glossary) provided are recorded.

The Casual Client Collection gathers information on all cases where one-off assistance is provided, regardless of whether the person receiving assistance requested more substantial support or accommodation. Consequently, one-off assistance provided to those who sought more substantial assistance is recorded in the Casual Client Collection and also through a question on the Demand for Accommodation form. However, the reference period for the Casual Client Collection is different from that for the Demand for Accommodation Collection.

A Casual Client Collection form may be filled out for an existing client if that client also receives one-off assistance from another agency – for example, a soup kitchen.

As there can be seasonal influences and people can have several casual contacts in a year, the daily and 2-week figures for casual contacts by individuals and groups cannot be used as a basis for deriving annual figures.

The Demand for Accommodation Collection

The Demand for Accommodation Collection covers 2 weeks each year. In 2004–05 it was conducted on 1–7 December 2004 and on 11–17 May 2005.

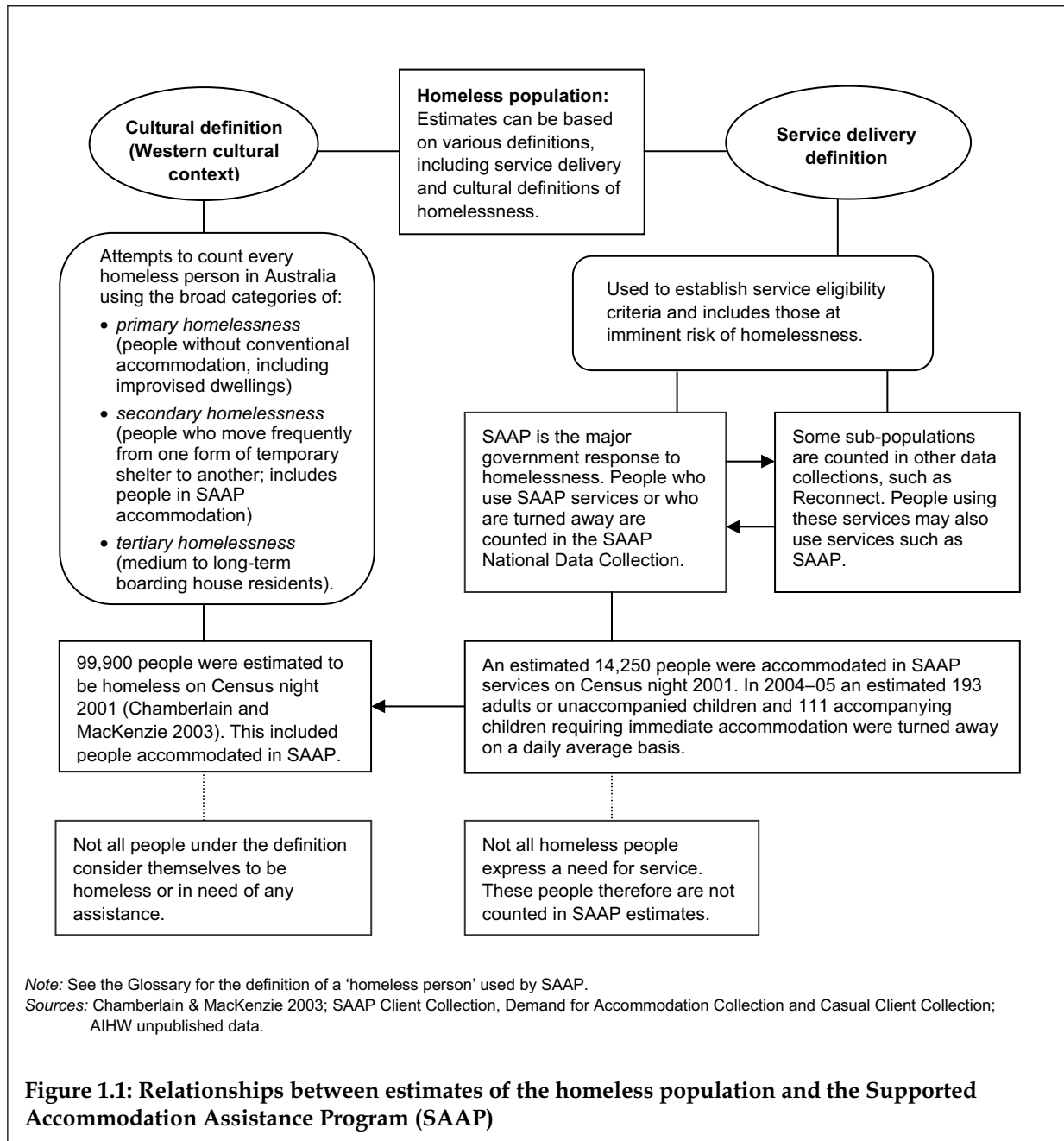
The Collection measures the levels of met and unmet demand for SAAP accommodation by collecting information about requests for accommodation by individuals or groups. SAAP agencies were required to fill out a form every time a person or group sought accommodation. This included when a request for accommodation was met and also when the potential client(s) was turned away. These data are used in conjunction with Client Collection data to calculate the proportion of people turned away from SAAP accommodation.

Often when a request for accommodation is not met, agencies are still able to provide one-off assistance to the person or group, for example, when an agency is unable to provide accommodation but able to provide a referral for accommodation. This information is also collected on the Demand for Accommodation form.

As there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures cannot be used as a basis for deriving annual figures. It should also be noted that the numbers of unmet requests, people who made those requests, and people turned away presented in this report are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate a turn-away rate and provide an indication of the overall ability of SAAP to cope with the demand for accommodation (see Chapter 9).

1.2 Estimating the number of homeless people

A key issue for estimating the extent of homelessness lies in defining it. Different definitions of homelessness have been proposed to accommodate the extensive range of circumstances that could be considered to be a homeless experience – from a person having no shelter at all, to a person occupying shelter that compromises their health or safety (AIHW 2005b: Chapter 7). Figure 1.1 illustrates where SAAP fits into the bigger picture of homelessness, and how different definitions of homelessness produce different estimates of the homeless population.



The definition of a 'homeless person' underpinning the SAAP National Data Collection (see Glossary) is a 'service delivery' definition that establishes criteria for the provision of assistance. It includes people who have no shelter at all, as well as people who are at risk of homelessness because their living situation and/or housing places them in circumstances that adversely affect the adequacy, safety, security or affordability of that housing. The estimates of the number of homeless people or people at imminent risk of homelessness accessing SAAP services are an important indicator of the performance of SAAP as the major program assisting those people.

In contrast, the Australian Bureau of Statistics (ABS) applied the 'cultural definition' of homelessness devised by Chamberlain and MacKenzie in the 2001 Census of Population and Housing homeless enumeration strategy (Chamberlain and MacKenzie 2003). Cultural definitions of homelessness suggest that homelessness should be defined by reference to the community standards for housing of the place and time where the definition is to be used. The Census used a household-based collection methodology, which would under-count highly mobile people with no permanent residence, but include in its count people who were inadequately housed but had not sought assistance from a homelessness program. The ABS count of homeless people includes a total of 14,250 people (adults or unaccompanied children) in SAAP accommodation on Census night 2001. Using this method, the 2001 Census results showed that there were 99,900 homeless people in Australia on Census night 2001.

There are difficulties with directly comparing the number of people in SAAP accommodation with the 2001 Census because of the different definitions. The major service delivery count (that is, SAAP clients) will be smaller than the cultural definition because there are people who need services but do not seek them. Also, there are people who are defined as homeless under the cultural definition, but do not consider themselves as homeless (for example, people living in boarding houses). Further, the cultural definition proposed by Chamberlain and MacKenzie does not include the 22,868 people marginally housed in caravan parks who are acknowledged to be at least as badly off as the tertiary homeless in boarding houses, and worse off than the secondary homeless. It is clear that marginal residents of caravan parks do not meet the stated culturally acceptable minimum community standards of housing. For this reason the Australian Institute of Health and Welfare proposed another estimate of the number of people experiencing homelessness, 122,770, which included marginal residents of caravan parks (AIHW 2005b:325). The use of the cultural definition to estimate the total homeless population is examined in more detail in *Australia's welfare 2005* (AIHW 2005b:Chapter 7).

Given the above difficulties in determining which of these people experiencing homelessness need the type of support that SAAP offers, the daily counts of people turned-away from immediate SAAP accommodation are important in providing policy makers, program developers and advocates evidence of the minimum response required to support people needing accommodation from SAAP or similar homelessness programs.

2 Total demand for SAAP assistance

This chapter presents an overview of the total demand for SAAP assistance in 2004–05 by drawing together data from the Client, Casual Client, and Demand for Accommodation Collections. There is a particular emphasis on the demand for accommodation, as the provision of accommodation is one of the core activities of SAAP.

The demand for SAAP assistance refers to both the service requirements of people who are already receiving support from SAAP (clients, accompanying children and casual clients – see Glossary) and the requests of people who wish to receive services but who are turned away (potential clients – see Glossary). Both groups are essential when considering the demand for SAAP assistance because, although SAAP agencies support many individuals on a daily basis, there are still instances when an agency cannot provide the support or accommodation requested by people in crisis. This includes requests for services from both people who are already clients of a SAAP agency and people who approach a SAAP agency but are turned away. Unfortunately, the level of ‘hidden’ demand by people who do not approach SAAP services but require SAAP support cannot be measured.

2.1 How is the total demand for SAAP estimated?

To obtain an overview of the total demand for SAAP assistance it is first necessary to understand the relationship between the different Collections. As described in Chapter 1, SAAP data are collected via a number of different components. Figure 2.1 displays the relationships between assistance provided by SAAP agencies and the data collected related to this assistance. It is important to note that there are overlaps between the Client, Casual Client and Demand for Accommodation Collections but the extent to which this happens is unknown. For example, a person can be a client of one agency, request casual one-off assistance from another agency and have an unmet request for accommodation at the same time.

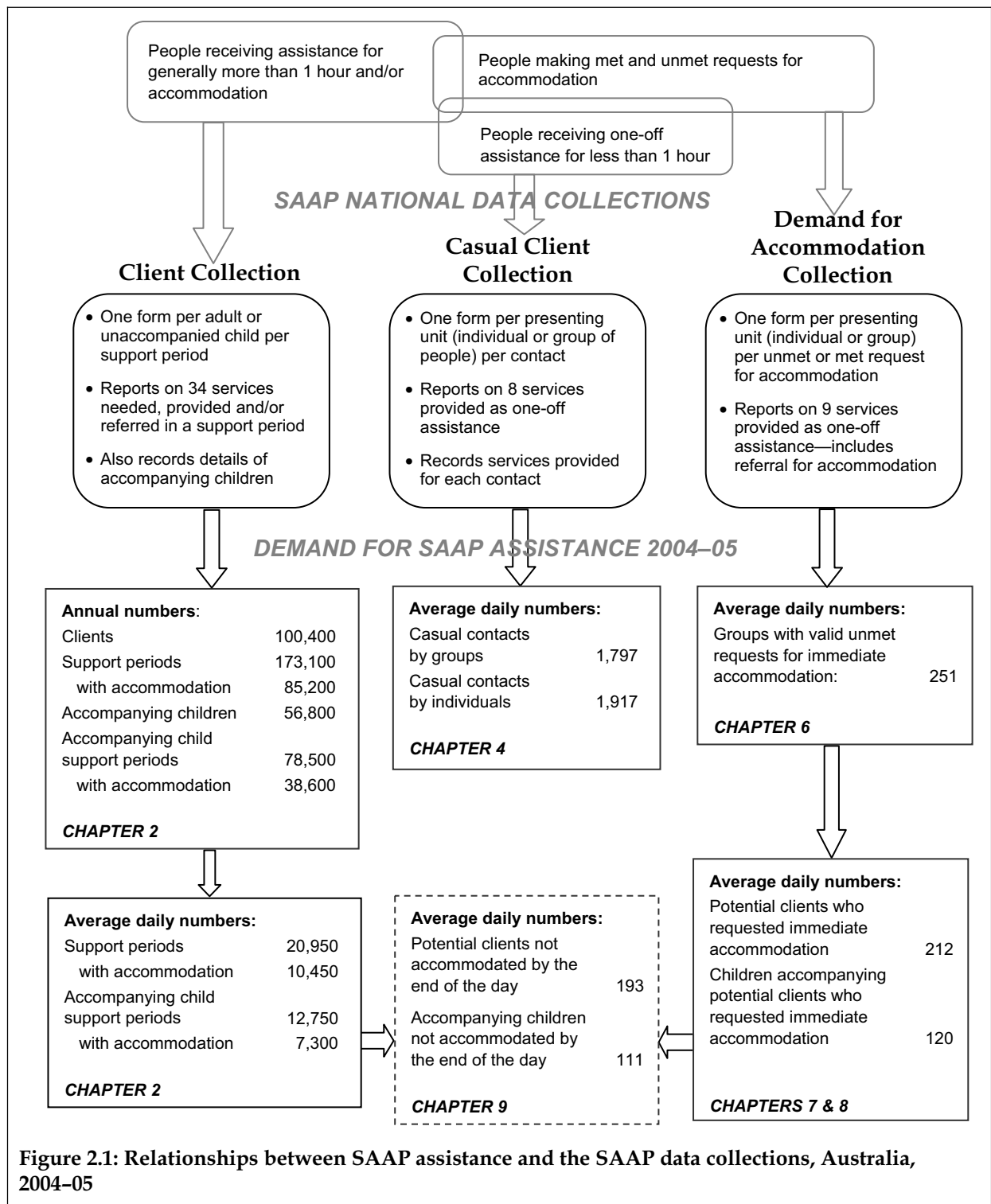


Figure 2.1: Relationships between SAAP assistance and the SAAP data collections, Australia, 2004-05

2.2 Daily and annual estimates of the demand for SAAP services and accommodation

As mentioned, the demand for SAAP services combines the provision of services to clients and casual clients as well as the services that could not be provided to both clients and potential clients.

There are two collections that gather data on the provision of services to people who are able to receive services from SAAP agencies – the Client Collection and the Casual Client Collection. According to data from the Client Collection and the Casual Client Collection, it was estimated that, on a daily basis, there were between 17 and 18 people using SAAP services for every 10,000 people in the general population.¹

The remainder of this section presents the demand for SAAP assistance as gathered by the various collections. First, the number of clients and accompanying children and their associated support periods on a daily average and annual basis are discussed. Next, the number of casual client contacts made during the 2-week Casual Client Collection is outlined. Finally, the requests for accommodation and number of people making those requests during the 2-week Demand for Accommodation Collection are presented.

Demand for SAAP services and accommodation by clients and accompanying children

Clients

An estimate of the types of services that are unmet for clients and accompanying children on a daily basis cannot be provided as dates are not collected for service types in the Client Collection. Annual figures on the types of services that clients are provided with, referred on for, or that remain unmet by the end of their support are discussed in Chapter 3.

Data from the 2004–05 Client Collection show that nationally, on a daily basis, SAAP agencies provided an average of 20,950 support periods to adults or unaccompanied children, with 10,450 (50%) of these being support periods with accommodation. In the remaining 10,500 support periods, clients received other types of substantial support (Table 2.1).

When examining the number of support periods for adults and unaccompanied children by state and territory, some variations in the proportions with accommodation and without accommodation emerge. These differences generally reflect the different agency and client profiles of the states and territories. For example, in Victoria many homeless people are accommodated in Transitional Housing Management properties (THMs) while receiving other support services from SAAP. This accommodation is not always recorded in the SAAP

¹ The population as at 30 June 2004 was 20,091,500 (ABS 2005). The lower limit of use per 10,000 is derived as $10,000 \times (20,950 \text{ support periods} + 12,750 \text{ accompanying child support periods}) / 20,091,500 = 16.8$. (This figure should, in fact, be slightly lower because an individual may have multiple support periods on any day. The number of support periods and accompanying child support periods are used as a rough indicator only.) The upper limit of use per 10,000 is derived as $10,000 \times (20,950 + 12,750 + 1,917 \text{ casual client contacts by individuals}) / 20,091,500 = 17.7$. (It should be noted that the number of people utilising services as casual clients refers to adults and unaccompanied children only, that is, it does not include the number of accompanying children (Note 2, Table 4.1).)

National Data Collection. This meant that, although Victoria had the highest daily average number of support periods (7,250), only around 41% of these support periods involved accommodation (derived from Table 2.1). On the other hand, in Queensland and the Northern Territory, 63% of support periods involved accommodation. This is attributable to the shorter average length of accommodation provided to clients in those jurisdictions.

On an annual basis, approximately 100,400 clients received 173,100 periods of support, with 85,200 (49%) of these being support periods with accommodation (Table 2.2). As with daily average numbers, it is also the case with annual numbers that THMs and varying patterns in length of accommodation influence the proportions of support periods with accommodation in each state and territory. The reasons for variations in length of accommodation are complex and relate to the different client and agency profiles in each state and territory. More information can be found in the SAAP NDCA 2004-05 annual report (AIHW 2006c) and associated supplementary reports.

Accompanying children

In general, the proportions of support periods with accommodation on a daily average and an annual basis for accompanying children follow the same pattern as for clients across the states and territories. The daily average number of accompanying child support periods was 12,750. In 7,300 (57%) of these support periods, accompanying children were accommodated. It should be noted that support period and accommodation period start and end dates are not collected for accompanying children, and a child may not be supported for the entire duration of the parent's or guardian's support period. However, it can be reasonably assumed that accompanying children have the same support period and accommodation period start and end dates as their parent or guardian in the majority of cases. On an annual basis, there were 56,800 accompanying children. These children received 78,500 periods of support.

Demand for SAAP services by casual clients

There were 25,160 casual contacts by groups who required one-off assistance during the 2 weeks of the Casual Client Collection (2-15 March 2005). These casual contacts corresponded to approximately 26,840 contacts by individuals (Table 2.2).

On a daily average basis there were 1,797 casual contacts made by an estimated 1,917 individuals (Table 2.1). On an average day, Queensland had a significantly larger number of casual client contacts by groups (680 or 38% of the average daily contacts by groups) and individuals (723 or 38% of average daily contacts by individuals) than the other states and territories.

Demand for SAAP accommodation by potential clients and accompanying children

Although people may request support, accommodation or a combination of both, only the number of requests for accommodation and the number of people associated with those requests are collected during the Demand for Accommodation Collection. For this reason, the figures presented cannot be used to estimate the total number of people turned away from SAAP services. Only the number of people who requested accommodation from SAAP agencies but did not receive that accommodation during the 2-week collection period (1-7 December 2004 and 11-17 May 2005) are presented.

The number of valid requests from the Demand for Accommodation Collection is discussed in Chapter 6 and the number of people making these requests is discussed in Chapters 7 and 8. Tables 2.1 and 2.2 provide a summary of the information in those chapters. Annual estimates of the demand for SAAP accommodation cannot be provided (Appendix A2.2.1). Therefore, the figures for Demand for Accommodation shown in Table 2.2 refer to the 2-week collection period only.

During the 2 weeks of the Demand for Accommodation Collection, there was a daily average of 251 valid requests for immediate accommodation that could not be provided (valid unmet requests for accommodation – see Glossary) (Table 2.1). These requests were made by 332 people (212 potential clients and 120 accompanying children). After adjusting for people who made a valid unmet request for accommodation but were subsequently accommodated later in the day, around 304 people (193 potential clients and 111 accompanying children) could not be accommodated.

Chapter 9 provides the turn-away rate for daily requests for accommodation. The turn-away rate is an estimate of the proportion of people who were turned away from SAAP accommodation on an average day during the collection period. Chapter 9 also provides an unmet demand to total demand for accommodation ratio as a measure of the overall ability of SAAP to meet the demand for accommodation by people turned away from agencies from which they requested accommodation on an average day during the Demand for Accommodation Collection period.

2.3 Tables

Table 2.1: Total demand for SAAP assistance: summary table, by state and territory, Australia, 2004–05 (daily average number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Client Collection (ongoing)									
Clients
Support periods	5,400	7,250	3,000	1,400	2,250	850	400	400	20,950
With accommodation	3,050	2,950	1,900	800	1,000	300	200	250	10,450
Without accommodation	2,350	4,300	1,100	600	1,250	550	150	150	10,500
Accompanying children
Accompanying child support periods	2,450	4,650	2,100	850	1,600	450	300	300	12,750
With accommodation	1,450	2,200	1,600	600	800	200	200	200	7,300
Without accommodation	950	2,450	500	250	800	250	100	100	5,400
Casual Client Collection (2–15 March 2005)									
Casual contacts by groups	316	391	680	194	128	24	42	23	1,797
Casual contacts by individuals ^(a)	331	420	723	205	142	25	44	26	1,917
Demand for Accommodation Collection (1–7 December 2004 and 11–17 May 2005)									
Valid unmet requests for immediate accommodation	71	57	54	25	15	12	12	5	251
Potential clients who requested immediate accommodation	62	42	46	23	15	11	8	5	212
Accommodated later in the day	4	6	3	1	2	1	1	1	19
Not accommodated	58	36	43	22	14	9	7	5	193
Children accompanying potential clients who requested immediate accommodation	34	12	33	18	9	7	2	4	120
Accommodated later in the day	1	4	1	<1	1	1	<1	1	9
Not accommodated	33	8	32	18	8	6	2	4	111

(a) In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.

Notes

- Support periods excluded due to missing data: 1.
- Accompanying child support periods excluded due to missing data: 0.
- Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
- Figures are unweighted.
- Client Collection and Demand for Accommodation Collection figures include only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection. Consequently, the figures understate the level of activity in SAAP agencies.

Sources: SAAP Client Collection, Demand for Accommodation Collection and Casual Client Collection.

Table 2.2: Total demand for SAAP assistance: summary table, by state and territory, Australia, 2004–05 (annual number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Client collection (ongoing)									
Clients	24,100	36,100	17,500	8,900	9,600	4,600	1,600	3,100	100,400
Support periods	41,300	62,000	26,300	14,500	15,600	6,400	2,300	4,600	173,100
With accommodation	26,500	16,600	17,700	9,900	6,900	2,600	1,500	3,400	85,200
Without accommodation	14,800	45,400	8,500	4,700	8,700	3,800	900	1,200	88,000
Accompanying children	10,800	20,400	8,600	6,100	7,100	2,600	800	2,000	56,800
Accompanying child support periods	13,500	29,700	10,700	8,600	9,300	3,200	900	2,600	78,500
With accommodation	8,200	9,400	7,700	6,700	3,100	1,300	500	1,700	38,600
Without accommodation	5,300	20,300	3,000	1,900	6,300	1,900	400	900	40,000
Casual Client Collection (2–15 March 2005)									
Casual contacts by groups	4,420	5,470	9,510	2,710	1,800	340	590	320	25,160
Casual contacts by individuals ^(a)	4,630	5,880	10,120	2,880	1,990	350	620	370	26,840
Demand for Accommodation Collection (1–7 December 2004 and 11–17 May 2005)									
Valid unmet requests for immediate accommodation	990	800	750	350	210	170	160	70	3,510
Potential clients who requested immediate accommodation	860	580	640	320	210	150	120	70	2,960
Accommodated later in the day	50	80	40	20	20	20	10	10	260
Not accommodated	810	510	600	300	190	130	100	70	2,710
Children accompanying potential clients who requested immediate accommodation	480	170	470	250	120	100	30	60	1,680
Accommodated later in the day	20	50	20	<5	10	10	<5	10	120
Not accommodated	460	120	450	250	110	80	30	50	1,560

(a) In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Support periods and accompanying child support periods have been weighted to adjust for agency non-participation.
5. Client and accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
6. Figures from the Demand for Accommodation and Casual Client Collections are unweighted.
7. Demand for Accommodation figures include only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection. Consequently, the figures understate the level of activity in SAAP agencies.

Sources: SAAP Client Collection, Demand for Accommodation and Casual Client Collection.

3 Meeting the needs of clients and accompanying children

This chapter provides a summary of the types of services that clients and accompanying children requested during their support and whether these services were provided, referred, or neither provided nor referred (unmet). A detailed discussion on the support given to SAAP clients and accompanying children is contained in the 2004–05 national annual report (AIHW 2006c).

The diverse nature of the needs of clients and accompanying children is reflected in the considerable range of services SAAP agencies provide to people who are homeless or at imminent risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally lasting more than 1 hour or of an ongoing nature.

While SAAP agencies endeavour to meet all the needs of clients and accompanying children, people who are clients of a SAAP agency and their accompanying children may express a need for a particular service that is unable to be provided or referred on by the agency. These are termed unmet needs.

Both existing clients and their accompanying children as well as potential clients and their accompanying children (see Glossary) can have requests for services that agencies are not able to meet, however, unmet needs for existing clients and their accompanying children cannot be considered alongside unmet requests for potential clients and their accompanying children. This is because the number of occasions on which unmet requests are made by existing clients and their accompanying children are not reported. For example, a client may request financial assistance three times in a support period, but the Client Collection shows only that financial assistance was needed, not that it was requested three times. In addition, only demand for accommodation is collected for potential clients and their accompanying children, not the demand for all SAAP services. As a result, the unmet need of existing clients and their accompanying children for both support and accommodation is discussed here and unmet demand for accommodation by potential clients and their accompanying children is discussed in Chapters 5, 6, 7, 8 and 9. It should also be noted that during the Demand for Accommodation Collection period, a person can be both a client and a potential client if they are receiving support from a SAAP agency but have a request for accommodation unmet.

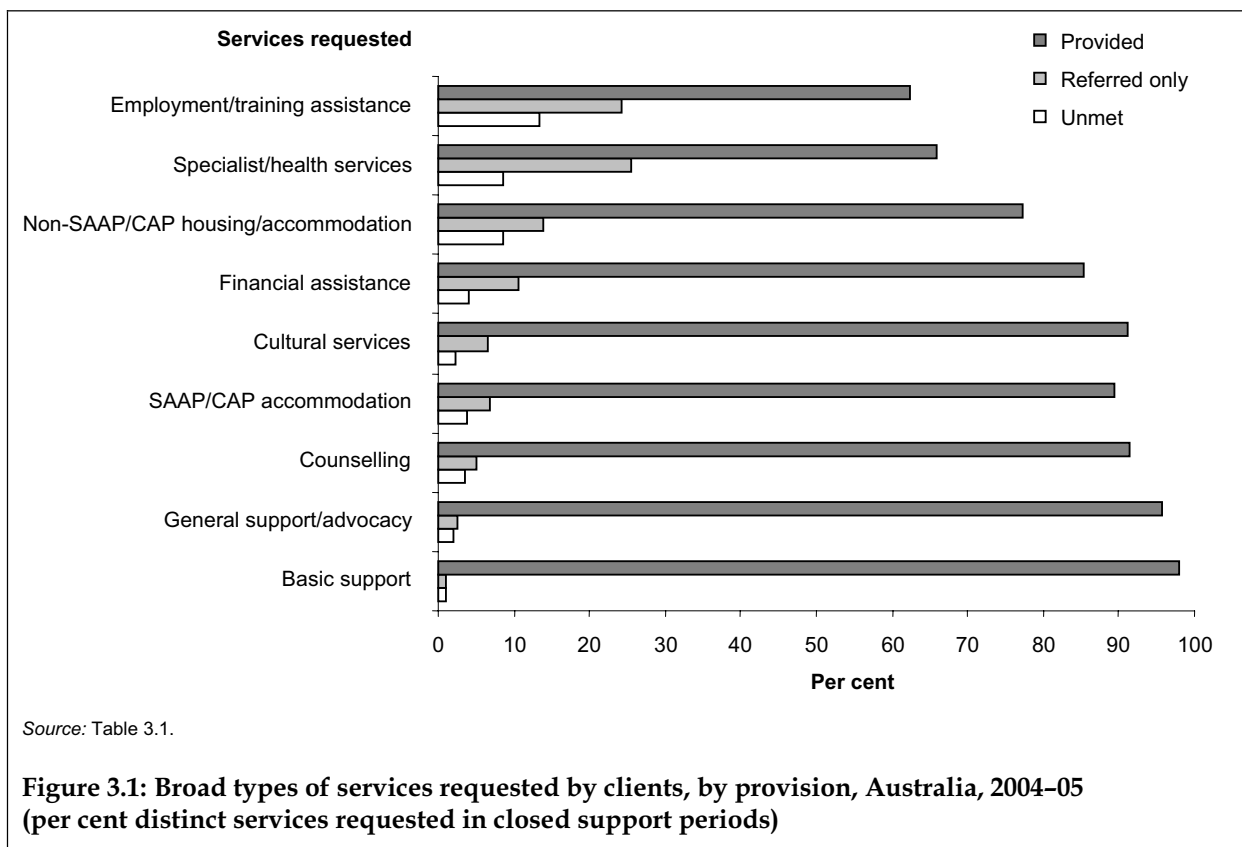
During 2004–05, SAAP agencies provided an estimated 100,400 clients and 56,800 accompanying children with accommodation and/or support. Twenty-eight per cent of clients and 19% of children accompanying clients received more than one period of support during the year, resulting in 173,100 support periods and 78,500 accompanying child support periods (AIHW 2006c).

However, the ability of SAAP agencies to meet the needs of their clients and accompanying children can be measured only after a client has finished receiving support. For this reason, it is necessary to look at closed support periods when examining the provision of the services

requested by clients and accompanying children. In 2004–05, there were 153,900² support periods and 67,600³ accompanying child support periods that finished on or before 30 June 2005 (Tables 3.1 and 3.6).

3.1 Meeting the needs of clients

During 2004–05, there were 855,800 distinct services requested by clients in a total of 149,300 closed support periods in which information was available about service requirements and provision. This equated to approximately 5.7 service types requested by clients in these support periods (derived from Table 3.1). Of the services requested, 90% (773,200) were directly provided by SAAP agencies and 6% (53,600) were referred to other organisations, leaving 3% (29,000) of requested services not met by the end of support (Table 3.1).



² Number consists of 149,300 closed support periods where a service was requested, 1,600 closed support periods where information on service provision or referral was provided but no need was expressed for those services, and 2,998 closed support periods where no information on service requirements or provision was provided.

³ Number consists of 38,100 closed accompanying child support periods where a service was requested for accompanying children, 1,400 closed accompanying child support periods where information on service provision or referral was provided but no need was expressed for those services, and 28,145 closed accompanying child support periods where no information on service requirements or provision was provided.

Upon request, the three broad service types that were most commonly provided by agencies (rather than remaining unmet or being referred) were basic support, such as meals and showers (98%), general support or advocacy (96%), and counselling (91%) (Figure 3.1). SAAP or CAP accommodation was also provided directly in 90% of those occasions where it was requested.

A client might request many services in a single support period, but in some cases SAAP agencies might not be able to meet all the client's requests directly. In these instances referrals to appropriate organisations might be arranged. For some requested services however, it might not be possible to either provide the service or refer the client on, resulting in unmet needs.

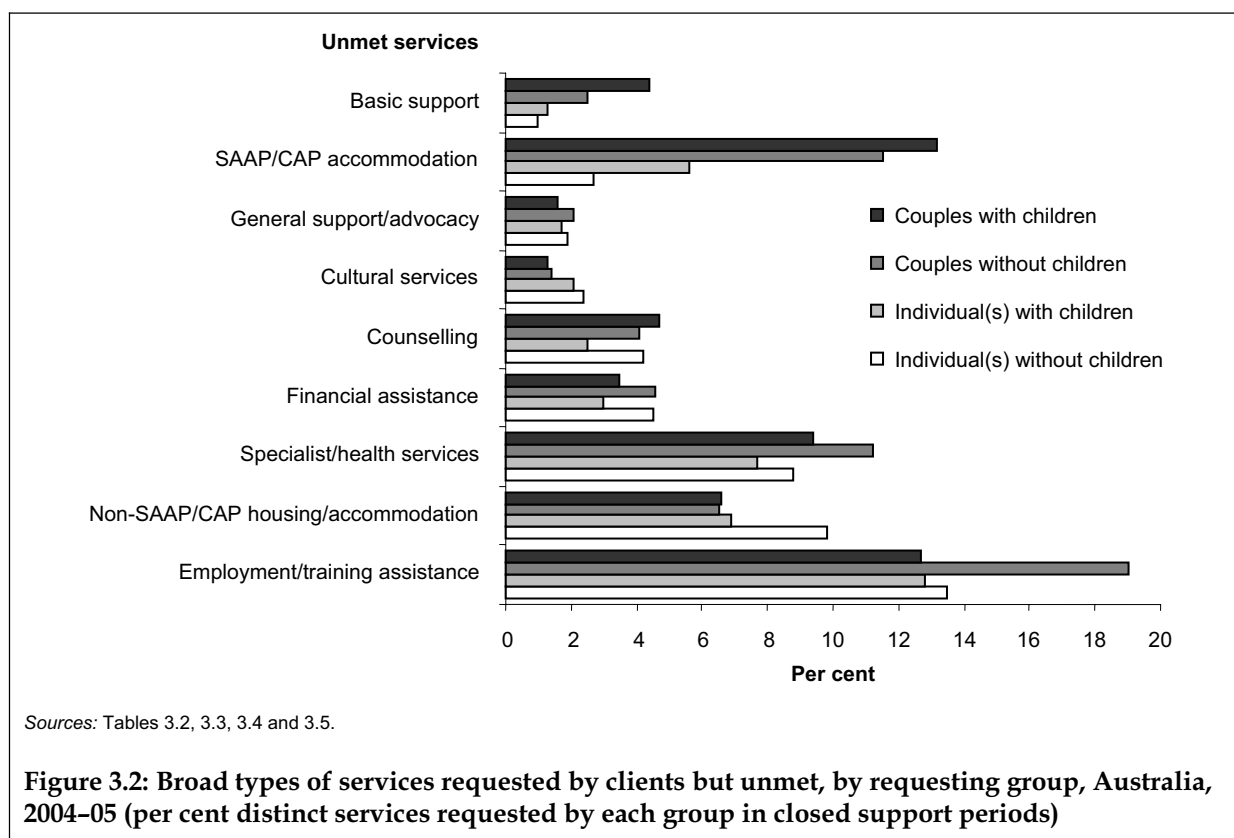
There were 53,600 referrals made where a request for a service was not met directly by the agency (Table 3.1). However, these figures are likely to be underestimates because, as with service provision, a referral may have been arranged for a particular service more than once. It should be noted that there is no information about client outcomes from referrals. In the context of the NDC, a referral means that an agency (SAAP or non-SAAP) has accepted the client for an appointment or interview. However, providing a client with a referral does not guarantee that their needs will then be met.

Referrals were more frequently made for the services with higher levels of unmet needs. For example, for employment and training assistance remained unmet following 14% of requests for this type of service. However, employment and training assistance also had a high proportion of referrals (24%). Similarly, requests for specialist or health services were unmet in 9% of cases and were referred in 26% of cases, and requests for assistance to obtain or maintain non-SAAP housing were also unmet in 9% of cases and were referred in 14% of cases.

Requesting group

When examining the provision of requested services by client group it becomes apparent that some groups have higher proportions of unmet needs overall and that the types of services remaining unmet vary between the groups. For example, while couples with and couples without children accounted for a smaller number of closed support periods than individuals with and without children, they had 5% of requested services remaining unmet at the end of support, compared with 3% for individuals both with and without children (Tables 3.2, 3.3, 3.4 and 3.5). In particular, couples both with and without children had relatively high levels of unmet need for SAAP or CAP accommodation. Couples with children had requests for SAAP or CAP accommodation remaining unmet following 13% of requests and couples without children in 12%, compared with 3% for individual(s) without children and 6% for individual(s) with children (Figure 3.2). Nineteen per cent of requests made by couples without children for employment and training assistance were unmet, compared with between 13% and 14% for the other three groups.

It also becomes apparent that requests for services were referred on more often for some client groups. Overall, couples with children had the highest proportion of requested services referred on (9%), followed by couples without children (8%), individual(s) with children (8%) and individual(s) without children (6%). In particular, couples with children had the highest level of referrals made for specialist and health services (37% compared with between 24% and 31% for the other client groups) and also for employment and training assistance (30% compared with between 22% and 27%).

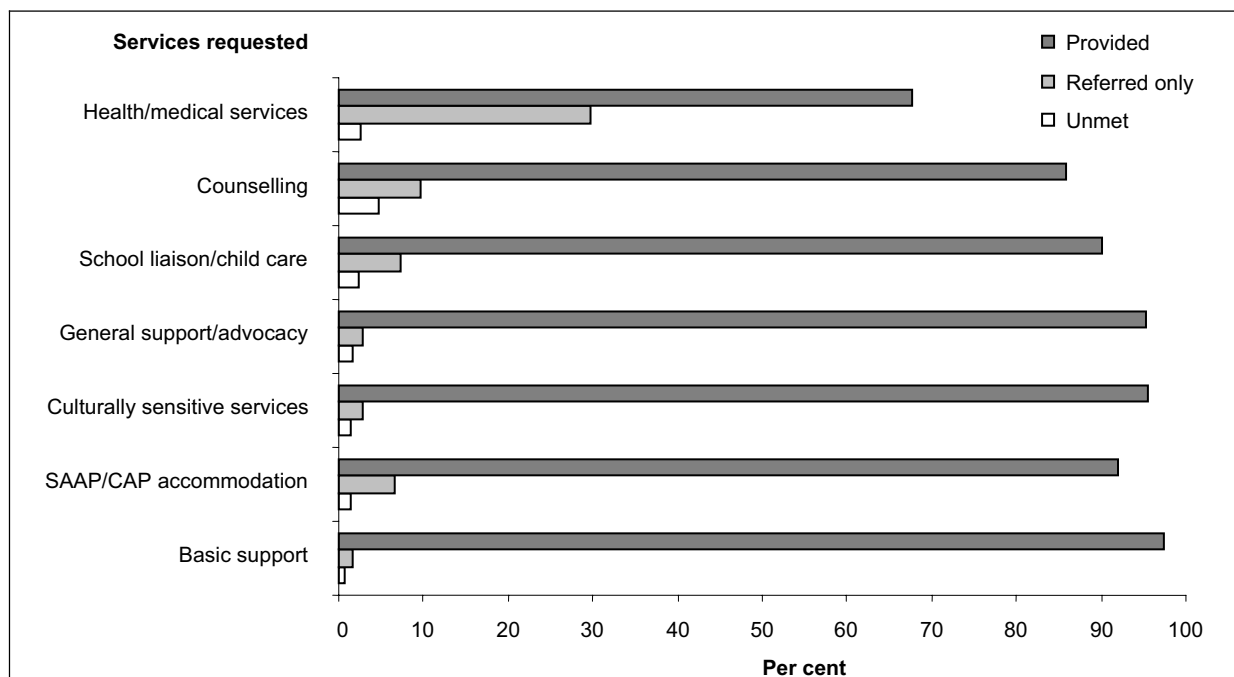


3.2 Meeting the needs of accompanying children

During 2004-05, agencies reported that children who accompanied clients had 153,300 distinct service types requested for them within 38,100 associated closed accompanying child support periods. Of these requested services, 94% were provided directly by agencies and around 5% were referred on. This left under 2% of requested services unmet (neither provided nor referred) (Table 3.6).

Figure 3.3 illustrates the provision of services requested for accompanying children. Basic support services, such as meals, showers, recreation and transport, were the types of services that were requested most often (67,400 in 25,300 associated closed accompanying child support periods) and these requests were provided directly by agencies in the vast majority of cases (98%) (Figure 3.3 and Table 3.6). There were 27,500 requests for SAAP accommodation and it was provided in 92% of cases.

Counselling was the broad type of service that most often remained unmet (in 5% of cases) and also had a relatively high level of referrals made (10%). However, because of the high proportion of referrals made (30%), the broad type of service that was least likely to be provided directly to accompanying children when requested was health or medical services (provided in 68% of cases). Requests for health or medical services were neither provided nor referred on in 3% of cases.



Source: Table 3.6.

Figure 3.3: Broad types of services requested for accompanying children, by provision, Australia, 2004-05 (per cent distinct services requested in closed accompanying child support periods)

3.3 Tables

Table 3.1: SAAP services requested by clients in closed support periods: broad type of service by provision, Australia, 2004–05 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
					Number	Number
	% distinct services requested					
SAAP/CAP accommodation	3.8	6.7	89.5	100.0	84,000	84,000
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	8.7	14.0	77.3	100.0	67,400	54,600
Employment and training assistance	13.5	24.2	62.4	100.0	8,200	8,200
Financial assistance	4.0	10.5	85.4	100.0	77,500	58,700
Counselling	3.5	5.1	91.3	100.0	122,900	78,200
General support/advocacy	1.9	2.5	95.7	100.0	221,600	110,300
Specialist/health services	8.6	25.5	65.9	100.0	53,700	36,700
Cultural services	2.2	6.6	91.2	100.0	13,900	11,700
Basic support and other services n.e.s.	1.1	1.0	97.9	100.0	206,600	84,900
Total (%)	3.4	6.3	90.4	100.0
Total (number)	29,000	53,600	773,200	..	855,800	149,300

Notes

1. Number excluded due to errors and omissions (weighted): 2,998 closed support periods (cases with no information on service requirements or provision).
2. There were approximately 1,600 closed support periods where information on service provision or referral was provided but no need was expressed by the client for those services (AIHW 2005b:54).

Table 3.2: SAAP services requested by individual(s) without children in closed support periods: broad type of service by provision, Australia, 2003–04 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
					Number	Number
	% distinct services requested					
SAAP/CAP accommodation	2.7	4.7	92.5	100.0	60,800	60,800
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	9.8	13.2	77.0	100.0	41,900	33,800
Employment and training assistance	13.5	23.4	63.1	100.0	6,500	6,500
Financial assistance	4.5	9.4	86.1	100.0	47,800	36,700
Counselling	4.2	4.9	90.9	100.0	70,300	49,000
General support/advocacy	1.9	2.1	96.0	100.0	145,900	73,600
Specialist/health services	8.8	23.6	67.6	100.0	41,300	28,100
Cultural services	2.4	6.5	91.0	100.0	6,900	5,900
Basic support and other services n.e.s.	1.0	0.8	98.2	100.0	158,300	63,100
Total (%)	3.4	5.6	91.0	100.0
Total (number)	19,900	32,300	527,500	..	579,700	102,000

Note: Number excluded due to errors and omissions (weighted): 2,158 closed support periods (cases with no information on service requirements or provision).

Table 3.3: SAAP services requested by individual(s) with children in closed support periods: broad type of service by provision, Australia, 2004–05 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
					Number	Number
	% distinct services requested					
SAAP/CAP accommodation	5.6	11.8	82.6	100.0	19,200	19,200
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	6.9	15.9	77.2	100.0	19,200	15,700
Employment and training assistance	12.8	27.3	59.9	100.0	1,300	1,300
Financial assistance	3.0	12.1	84.9	100.0	23,400	17,200
Counselling	2.5	5.3	92.2	100.0	47,100	25,400
General support/advocacy	1.7	3.5	94.8	100.0	62,000	29,500
Specialist/health services	7.7	31.3	61.0	100.0	10,200	7,200
Cultural services	2.1	6.2	91.7	100.0	6,100	5,000
Basic support and other services n.e.s.	1.3	1.6	97.2	100.0	42,400	18,300
Total (%)	3.0	7.5	89.5	100.0
Total (number)	6,900	17,400	206,500	..	230,900	37,700

Note: Number excluded due to errors and omissions (weighted): 631 closed support periods (cases with no information on service requirements or provision).

Table 3.4: SAAP services requested by couples without children in closed support periods: broad type of service by provision, Australia, 2004–05 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
					Number	Number
	% distinct services requested					
SAAP/CAP accommodation	11.5	10.6	78.0	100.0	1,400	1,400
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	6.5	11.5	82.0	100.0	2,600	2,000
Employment and training assistance	19.0	22.1	58.9	100.0	200	200
Financial assistance	4.6	11.5	83.8	100.0	2,400	2,000
Counselling	4.1	6.5	89.4	100.0	1,800	1,300
General support/advocacy	2.1	2.2	95.8	100.0	5,400	2,900
Specialist/health services	11.2	27.6	61.1	100.0	1,000	600
Cultural services	1.4	6.8	91.9	100.0	200	200
Basic support and other services n.e.s.	2.5	1.7	95.8	100.0	2,700	1,500
Total (%)	4.8	7.5	87.7	100.0
Total (number)	800	1,300	15,600	..	17,800	4,100

Note: Number excluded due to errors and omissions (weighted): 108 closed support periods (cases with no information on service requirements or provision).

Table 3.5: SAAP services requested by couples with children in closed support periods: broad type of service by provision, Australia, 2004–05 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
					Number	Number
	% distinct services requested					
SAAP/CAP accommodation	13.2	12.3	74.5	100.0	2,600	2,600
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	6.6	14.9	78.6	100.0	3,800	3,000
Employment and training assistance	12.7	30.0	57.2	100.0	300	300
Financial assistance	3.5	13.9	82.6	100.0	3,800	2,800
Counselling	4.7	7.3	88.1	100.0	3,700	2,600
General support/advocacy	1.6	2.5	95.9	100.0	8,300	4,300
Specialist/health services	9.4	37.3	53.3	100.0	1,200	800
Cultural services	1.3	10.5	88.1	100.0	600	600
Basic support and other services n.e.s.	4.4	2.2	93.4	100.0	3,100	1,900
Total (%)	4.8	9.3	85.8	100.0
Total (number)	1,300	2,600	23,600	..	27,400	5,600

Note: Number excluded due to errors and omissions (weighted): 101 closed support periods (cases with no information on service requirements or provision).

Notes for Tables 3.1 to 3.5

- In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
- The 34 individual service types have been grouped into nine major classifications as follows:
 - SAAP or CAP accommodation;
 - assistance to obtain/maintain non-SAAP/CAP housing or accommodation—assistance to obtain/maintain short-term accommodation and assistance to obtain/maintain independent housing;
 - employment and training assistance;
 - financial assistance—assistance to obtain/maintain a benefit or pension or other government allowance, financial assistance or material aid, and financial counselling and support;
 - counselling—incest or sexual assault counselling and support, domestic violence counselling and support, family or relationship counselling and support, emotional support and other counselling, and assistance with problem gambling;
 - general support or advocacy—living skills or personal development assistance, assistance with legal issues or court support, advice or information, retrieval, storage or removal of personal belongings, advocacy or liaison on behalf of clients, and brokerage services;
 - specialist/health services—psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, and health or medical services;
 - cultural services—culturally appropriate support, interpreter services, and assistance with immigration issues; and
 - basic support and services n.e.s.—meals, laundry or shower facilities, recreation, transport, and other support not elsewhere specified.
- Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.6: SAAP services requested for accompanying children in closed support periods: broad service type by provision, Australia, 2004–05

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed accompanying child support periods
						Number
	% distinct services requested					
SAAP/CAP accommodation	1.4	6.7	92.0	100.0	27,500	27,500
School liaison/child care	2.3	7.4	90.2	100.0	13,900	11,600
Counselling	4.6	9.6	85.8	100.0	13,400	9,500
General support/advocacy	1.7	2.9	95.3	100.0	22,600	15,400
Health/medical services	2.6	29.8	67.7	100.0	4,400	4,400
Culturally sensitive services	1.5	2.9	95.6	100.0	4,100	4,100
Basic support and other services n.e.s.	0.8	1.7	97.5	100.0	67,400	25,300
Total (%)	1.6	4.8	93.6	100.0
Total (number)	2,400	7,400	143,500	..	153,300	38,100

Notes

1. Number excluded due to errors and omissions (weighted): 28,145 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. There were approximately 1,400 closed accompanying child support periods where information was recorded on the provision and referral of services for children but no need was expressed for those services by either the client or the accompanying child (AIHW 2006c:55).
3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. The 18 individual service types have been grouped into seven major classifications as follows:
 - SAAP or CAP accommodation;
 - school liaison and child care;
 - counselling—including help with behavioural problems, sexual or physical abuse counselling or support, skills education, and general counselling or support;
 - general support or advocacy—including access arrangements, advice or information, brokerage services and advocacy;
 - health or medical services;
 - culturally sensitive services; and
 - basic support and services not elsewhere specified—including meals, showers or hygiene services, recreation, transport and other support not elsewhere specified.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

4 One-off assistance to casual clients

This chapter examines the casual contacts made during the fortnight of the Casual Client Collection (2–15 March 2005), the different types of one-off assistance that were provided and the number of people receiving one-off-assistance.

One-off assistance includes being given a meal, a shower, transport, money, clothing, telephone advice, information, or a referral. People who receive one-off assistance may be potential clients, clients of another SAAP agency, or people who only want one-off assistance (see Figure 2.1). For example, a person might be accommodated at one SAAP agency, but seek meals from another agency.

During the 2 weeks of the Casual Client Collection, there were 25,160 casual contacts made by an estimated 26,840 individuals (Table 2.2).⁴ This corresponded to an estimated daily average of 1,797 casual contacts by 1,917 individuals (Table 2.1).

4.1 Requesting group

On average, 1.8 types of one-off assistance were provided during a casual client contact (Table 4.1). The average number of types of assistance provided during a casual contact varied between the different presenting groups, ranging from 2.2 for people who presented with children to 1.4 for people in the 'other' or unknown group.

People presenting alone accounted for 69% of casual client contacts by individuals. The next largest proportion of casual contacts by individuals was by individuals presenting with children (16%). A relatively small number of casual contacts were made by the three remaining presenting groups: couples with or without children, and those in the other or unknown group (5% each).

The most common types of one-off assistance provided to groups of casual clients were information (in 57% of contacts), meals (29%) and other services (25%). However, the level of provision of the eight types of assistance varied between the different presenting groups. Information, referrals, and emotional support were provided in larger proportions of casual contacts to an individual who presented with children than any other client group. In particular, information was provided to individuals with children in 83% of casual contacts by groups, compared with 51% of contacts when an individual presented alone or with an unrelated person.

Meals and laundry and/or shower facilities were provided more often to people in the other or unknown client group and to people who presented alone or with an unrelated person. People with children were more likely than the other client groups to receive emotional

⁴ The figures for casual client contacts are likely to be an underestimation because not all in-scope agencies participated in the Casual Client Collection. Between 2–15 March 2005, 70% of in-scope SAAP agencies participated in the Casual Client Collection (Table A2.3). Further, the method used to estimate the number of individuals may also lead to an underestimate (see note 2, Table 4.1).

support (in 42% of contacts by groups compared with between 13% and 31% for the other presenting groups).

4.2 State and territory

During the 2004–05 Casual Client Collection period, the average number of types of one-off assistance provided per contact did not vary greatly between the states and territories, ranging from 1.5 in Queensland to 2.2 in the Northern Territory (Table 4.2).

However, the amount of one-off assistance provided did vary between the states and territories. Queensland accounted for 38% (9,260) of contacts, followed by Victoria (22% or 5,410 contacts) and New South Wales (18% or 4,330 contacts). Not surprisingly, the smaller jurisdictions had much lower proportions of casual contacts: Tasmania and the Northern Territory each accounted for 1% and the Australian Capital Territory 2%. This pattern was repeated when looking at the number of individuals who made up those contacts.

There were also differences between the states and territories in the types of one-off assistance provided (Table 4.2). For example, Tasmania had the highest proportion of contacts where information was provided (86% compared with between 41% and 74% in the other states and territories) and the lowest proportion of contacts in which meals were provided (5%), while Queensland reported the highest proportion of meals provided (44% compared with between 5% and 35%) and the lowest proportion of contacts in which a referral to another organisation was made (13% compared with between 18% and 32%). The provision of emotional support and financial assistance and material aid were highest in the Northern Territory, with 39% of contacts involving emotional support (compared with between 14% and 33%) and 18% involving financial assistance and material aid (compared with between 5% and 12%). South Australia had a higher proportion of casual contacts in which laundry and shower facilities were provided (14% compared with between 2% and 9% for the other states and territories).

4.3 Tables

Table 4.1: SAAP casual contacts: one-off assistance provided, by presenting group, Australia, 2-15 March 2005 (per cent contacts)

One-off assistance provided	Person alone	Person with children	Couple without children	Couple with children	Other/ unknown	Total	
						%	Number
Information	50.8	83.1	77.7	80.9	31.5	57.0	14,070
Referral arranged	17.7	36.9	32.1	34.8	11.5	21.5	5,320
Emotional support	17.8	42.2	23.6	31.1	12.6	22.3	5,510
Meals	33.5	6.4	16.7	14.2	58.5	29.0	7,150
Financial/material aid	10.0	12.9	17.3	16.6	8.7	10.8	2,680
Transport	5.4	5.2	5.1	4.9	2.1	5.2	1,290
Laundry/shower facilities	9.8	1.4	4.3	0.9	5.2	7.8	1,920
Other	24.8	28.9	26.3	25.3	10.7	25.0	6,160
Total (% contacts)	73.2	17.2	2.5	2.7	4.3	100.0	..
Total (number of contacts)	18,060	4,250	620	670	1,070	..	24,670
Mean number of types of one-off assistance provided	1.7	2.2	2.0	2.1	1.4	..	1.8
Contacts by individuals (%)	68.6	16.2	4.7	5.1	5.4	100.0	..
Contacts by individuals (number)	18,060	4,250	1,250	1,340	1,420	..	26,320

Notes

1. Cases excluded due to missing data: 494 contacts; 520 contacts by individuals.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. Estimates of contacts by individuals exclude the number of children accompanying casual clients.
4. In any casual contact, the assisted group was able to receive more than one type of one-off assistance, so 'one-off assistance provided' percentages do not total 100.
5. 'Other/unknown' includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
6. Figures are unweighted.

Source: SAAP Casual Client Collection.

Table 4.2: SAAP casual contacts: one-off assistance provided, by state and territory, Australia, 2–15 March 2005 (per cent contacts)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	
									%	Number
Information	69.8	73.4	40.7	49.2	61.5	86.1	66.4	74.2	57.0	14,070
Referral arranged	31.2	29.3	12.6	18.0	20.1	31.3	31.5	28.3	21.5	5,320
Emotional support	30.2	29.6	13.9	19.0	22.3	32.8	30.7	39.0	22.3	5,510
Meals	8.3	23.9	43.7	34.9	15.7	4.8	32.4	10.4	29.0	7,150
Financial/ material aid	9.3	10.7	11.9	9.7	11.7	5.1	10.2	17.6	10.8	2,680
Transport	11.0	3.4	3.6	7.0	2.0	3.3	4.4	10.1	5.2	1,290
Laundry/shower facilities	4.8	5.9	9.4	7.9	13.9	1.5	9.2	2.2	7.8	1,920
Other	34.7	29.7	18.2	20.8	28.1	21.7	22.1	36.8	25.0	6,160
Total (% contacts)	17.6	21.9	37.5	10.9	7.1	1.3	2.4	1.3	100.0	..
Total (number of contacts)	4,330	5,410	9,260	2,690	1,740	330	590	320	..	24,670
Mean number of types of one-off assistance provided	2.0	2.1	1.5	1.7	1.8	1.9	2.1	2.2	..	1.8
Contacts by individuals (%)	17.2	22.1	37.4	10.8	7.4	1.3	2.3	1.4	100.0	..
Contacts by individuals (number)	4,530	5,820	9,860	2,850	1,940	350	620	360	..	26,320

Notes

1. Cases excluded due to missing data: 494 contacts; 520 contacts by individuals.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. Estimates of contacts by individuals exclude the number of children accompanying casual clients.
4. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so 'one-off assistance provided' percentages do not total 100.
5. Figures are unweighted.

Source: SAAP Casual Client Collection.

5 One-off assistance to groups with unmet requests for SAAP accommodation

People who request SAAP accommodation may not always receive that accommodation (see Chapter 6 for the reasons that agencies may be unable to provide accommodation). However, potential clients may still receive casual or one-off assistance despite the fact that the agency is unable to provide them with accommodation. For example, a potential client whose request for SAAP accommodation cannot be met may still receive one-off assistance such as information or a meal.

5.1 State and territory

Table 5.1 shows the types of one-off assistance provided to potential clients with unmet requests for accommodation in each state and territory during the 2 weeks of the Demand for Accommodation Collection. During this period there were 8,560 unmet requests for accommodation made by individuals or groups. At least one type of one-off assistance was provided following 85% (7,280) of these requests (derived from Table 5.1). On average 1.9 services were provided to individuals or groups who had an unmet request for accommodation.

Information was the most common type of one-off assistance, provided following 76% of unmet requests for SAAP accommodation. Referrals for accommodation were also frequently arranged, following 50% of unmet requests. Emotional support was provided following 25% of unmet requests, and referrals for non-accommodation services were provided following 19% of unmet requests. All other types of assistance, such as meals and transport, were each provided following 3% to 7% of unmet requests. No one-off assistance was provided to groups or individuals following 15% of unmet requests for accommodation.

There were noticeable differences between states and territories in terms of the types of one-off assistance received following an unmet request for accommodation. For example, information was provided following 84% of unmet requests for accommodation in Victoria compared with 60% in the Australian Capital Territory; emotional support ranged from 34% in South Australia to 15% in Western Australia; and transport ranged from 20% in the Northern Territory to 3% in Queensland and the Australian Capital Territory. Referrals for accommodation were highest in the Northern Territory at 61%, compared with between 44% and 55% in the other states and territory. The proportion of unmet requests where no casual assistance was provided ranged from 24% in the Australian Capital Territory to 9% in Victoria.

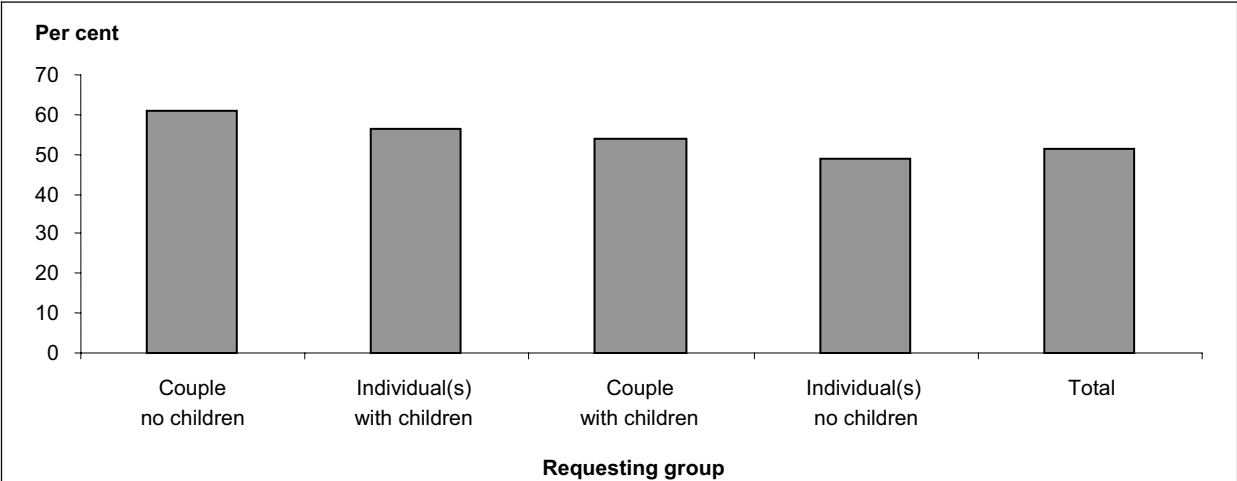
5.2 Referrals for accommodation

In order to inform the discussion in Chapter 9 regarding the capacity of SAAP to deal with the demand for SAAP accommodation, it is necessary to examine whether attempts were

made to secure accommodation at another source when people were turned away. As it is not possible to determine whether a referral for accommodation was made for all or part of a requesting group, and accommodation that was required within 24 hours is of particular concern in the context of homelessness, referrals are examined based on valid unmet requests for immediate SAAP accommodation. For definition of a valid unmet request refer to the Glossary and Chapter 6.

On an average day during the Demand for Accommodation Collection period, there were 128 referrals for accommodation made following 251 valid unmet requests for immediate SAAP accommodation (Tables 5.2 and 6.3). Individual(s) with no children who could not be accommodated had the most referrals for accommodation made (60% of valid unmet requests for immediate accommodation in which a referral for accommodation was made), followed by individual(s) with children (33%), couples with accompanying children (4%) and couples without accompanying children (3%) (Table 5.2).

However, when considered as a proportion of the valid unmet requests for immediate accommodation made on an average day by each group, referrals for accommodation were more often made for couples without children (Figure 5.1). Couples without children had a referral for accommodation arranged in 61% of their valid unmet requests for immediate accommodation, and individual(s) with children had a referral for accommodation arranged in 56% of their valid unmet requests for immediate accommodation. This was followed by couples with children (54%) and individual(s) without children (49%).



Sources: Derived from Tables 5.2 and 6.3.

Figure 5.1: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by requesting group, Australia, 1-7 December 2004 and 11-17 May 2005 (per cent daily average)

5.3 Tables

Table 5.1: Groups with unmet requests for SAAP accommodation: one-off assistance provided, by state and territory, Australia, 1-7 December 2004 and 11-17 May 2005 (per cent contacts by groups)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	
									%	Number
Information	69.6	84.4	76.0	73.6	82.5	74.3	59.9	77.7	76.3	6,530
Referral for accommodation	51.2	44.3	53.7	52.7	45.7	45.0	54.7	60.9	49.6	4,250
Referral for non-accommodation	20.4	20.6	14.7	21.3	19.7	20.5	17.2	25.0	19.3	1,650
Emotional support	23.6	30.1	23.9	15.1	33.9	21.6	17.6	25.0	25.2	2,160
Meals	6.4	4.9	5.2	3.2	7.3	9.4	2.6	9.2	5.6	480
Financial assistance/material aid	5.4	8.9	6.0	5.8	9.8	5.8	1.9	8.2	6.8	580
Transport	4.9	4.7	2.7	4.3	4.1	5.8	3.0	19.6	4.6	390
Laundry/shower facilities	2.8	2.2	3.8	1.5	1.2	4.4	0.4	7.1	2.7	230
Other	4.3	5.5	2.3	5.4	7.0	0.9	3.4	5.4	4.4	370
None	20.2	9.2	14.6	18.1	10.7	17.8	23.6	10.9	15.0	1,280
Total (%)	26.8	26.5	20.9	8.7	7.7	4.0	3.1	2.2	100.0	..
Total (number)	2,290	2,270	1,790	750	660	340	270	180	..	8,560
Mean number of types of assistance provided	1.9	2.1	1.9	1.8	2.1	1.9	1.6	2.4	..	1.9

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. Groups seeking assistance were able to receive more than one type of one-off assistance, so percentages do not total 100.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.2: Groups with *valid* unmet requests for *immediate* SAAP accommodation: referrals for accommodation, by requesting group and state and territory, Australia, 1-7 December 2004 and 11-17 May 2005 (daily average number)

Referral for accommodation	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
NSW	24.2	11.0	1.2	0.8	28.9	37.2
Vic	17.7	5.3	0.6	0.6	18.8	24.3
Qld	15.9	12.0	1.0	2.0	24.0	30.9
WA	8.1	5.3	0.1	0.8	11.1	14.4
SA	3.7	3.2	0.4	0.3	5.9	7.6
Tas	2.6	2.1	—	0.1	3.8	4.9
ACT	4.2	2.0	—	0.1	4.9	6.4
NT	1.3	2.0	—	—	2.6	3.3
Total (number)	77.9	42.9	3.4	4.7	..	128.9
Total (%)	60.4	33.3	2.7	3.7	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. For the definitions of 'valid unmet requests' and 'immediate accommodation', refer to the Glossary.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.3: Groups with *valid* unmet requests for *immediate* SAAP accommodation: referrals for accommodation, by primary target group and state and territory, Australia, 1-7 December 2004 and 11-17 May 2005 (daily average number)

Referral for accommodation	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
NSW	8.0	4.6	1.4	3.1	10.7	9.4	28.9	37.2
Vic	6.1	1.3	1.6	2.2	2.2	10.9	18.8	24.3
Qld	7.9	0.7	0.4	5.5	4.0	12.4	24.0	30.9
WA	3.6	2.5	—	1.8	4.6	1.9	11.1	14.4
SA	1.6	1.2	0.9	1.9	1.4	0.6	5.9	7.6
Tas	0.6	—	—	—	—	4.2	3.8	4.9
ACT	0.2	2.4	1.1	0.9	1.9	—	4.9	6.4
NT	0.7	0.3	—	0.1	0.6	1.5	2.6	3.3
Total (number)	28.8	12.9	5.4	15.5	25.4	40.9	..	128.9
Total (%)	22.3	10.0	4.2	12.0	19.7	31.8	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. For the definitions of 'valid unmet requests' and 'immediate accommodation', refer to the Glossary.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

6 Unmet requests for SAAP accommodation

This chapter focuses on the number of unmet requests for SAAP accommodation made by individuals and groups during the Demand for Accommodation Collection. Unmet requests are broken down into valid and invalid requests, and valid requests are discussed in relation to when the requested accommodation was needed. The separation between valid and invalid requests is made because many of the requests for accommodation were made at inappropriate agencies or the offered accommodation was refused by the person or group who requested it. Consequently, the number of valid unmet requests is a more useful measure of unmet demand than using all unmet requests.

6.1 Valid and invalid unmet requests

People may be turned away from a SAAP agency for a variety of reasons and these reasons are classified to determine whether a request for accommodation is valid or invalid. Invalid requests for accommodation include people requesting assistance from an agency with the wrong target group (for example, a married couple approaching a single men's agency); when a person or group was inappropriate for the agency (for example, an intoxicated person); when there was no fee-free accommodation available; or when the offer of accommodation was refused by the requesting person or group. All other requests for accommodation are said to be valid.

Invalid requests

Table 6.1 shows that 2,290 (27%) of the 8,560 unmet requests for accommodation made during the collection period were invalid requests. In particular, 44% of invalid requests for SAAP accommodation were not met because the requesting person or group was in the wrong target group for the agency they approached. This was most likely to be the case for couples without children (60%), and for persons or groups requesting accommodation in Queensland (51%) (Tables 6.1 and 6.2).

There were 700 invalid requests where the person or group refused an offer of accommodation, which was 31% of all invalid requests (Table 6.1). The proportion of individual(s) both with and without children who had unmet requests for this reason was higher than that reported for couples both with and without children (35% and 30%, respectively, compared with 21% and 14%, respectively). The proportion of invalid requests where a person or group refused an offer of accommodation ranged from 43% in South Australia to 22% in Queensland (Table 6.2).

Twenty-two per cent of invalid requests for accommodation were refused because the person or group was inappropriate for the agency that they approached. This includes situations where the agency has judged that the person was inappropriate because the person requesting accommodation was intoxicated, violent or unwilling to abide by agency rules. This was more likely to be the case for individual(s) who presented without children (23%) and for requests for accommodation made in the Australian Capital Territory (27%) (Tables 6.1 and 6.2).

Four per cent of invalid requests for accommodation were unmet because there was no fee-free accommodation available. This was higher for couples with and without children (11% and 8%, respectively), while individuals with and without children had fewer unmet requests for this reason (3% and 4%, respectively) (Table 6.1). On a state and territory basis, invalid unmet requests for accommodation for this reason ranged from no requests in the Australian Capital Territory to 11% in Tasmania (Table 6.2).

Valid requests

Valid unmet requests for accommodation accounted for 73% (6,270) of the total unmet requests for SAAP accommodation made during the collection period (Table 6.1). Individual(s) who presented without children accounted for the largest proportion of valid unmet requests for accommodation (58% or 3,650); they were followed by individual(s) who presented with children (35% or 2,200). Couples with and without children accounted for only a small proportion of valid unmet requests for accommodation (5% and 2%, respectively). On a state and territory basis, Victoria reported the largest number of valid requests for accommodation (1,820 or 29%), while the Northern Territory reported the smallest number (110 or 2%) (Table 6.2).

The most common reason for valid requests for accommodation not being met was that there was insufficient accommodation available (3,800 or 61%) (Table 6.1). Couples with children had the highest proportion of valid unmet requests for this reason (67%) and individual(s) without children the lowest (58%). Tasmania had the highest proportion of valid requests for accommodation unmet because there was insufficient accommodation available (78%), while South Australia and New South Wales had the lowest proportion (both 53%) (Table 6.2).

Referral agencies having no vacancy on the books accounted for 1,310 (21%) of valid unmet requests (Table 6.1). Couples without children had a lower proportion of unmet requests for this reason (13%) than the other requesting groups, which were between 20% and 22%. On a state and territory basis, South Australia reported the largest proportion (27%) and Tasmania reported the smallest proportion (7%) of valid unmet requests for this reason (Table 6.2).

The type of accommodation requested not being provided by an agency accounted for 7% of valid unmet requests overall (Table 6.1). This was more likely to be the case for couples who presented without children (13%). On a state and territory basis, 10% of valid requests for accommodation in the Northern Territory were unmet for this reason, compared with 1% in the Australian Capital Territory (Table 6.2).

Insufficient staff to provide support and the unavailability of facilities designed to meet disability, cultural and other special needs accounted for small proportions of valid unmet requests for accommodation (1% each).

Daily average number of valid unmet requests for accommodation

On any day during the Demand for Accommodation Collection period, an average of 448 valid unmet requests for accommodation were made (Table 6.3). The majority of these were made by people who presented without children, with 269 (60%) made by individual(s) or couples who presented without children and 179 (40%) made by individual(s) or couples with children (derived from Table 6.3).

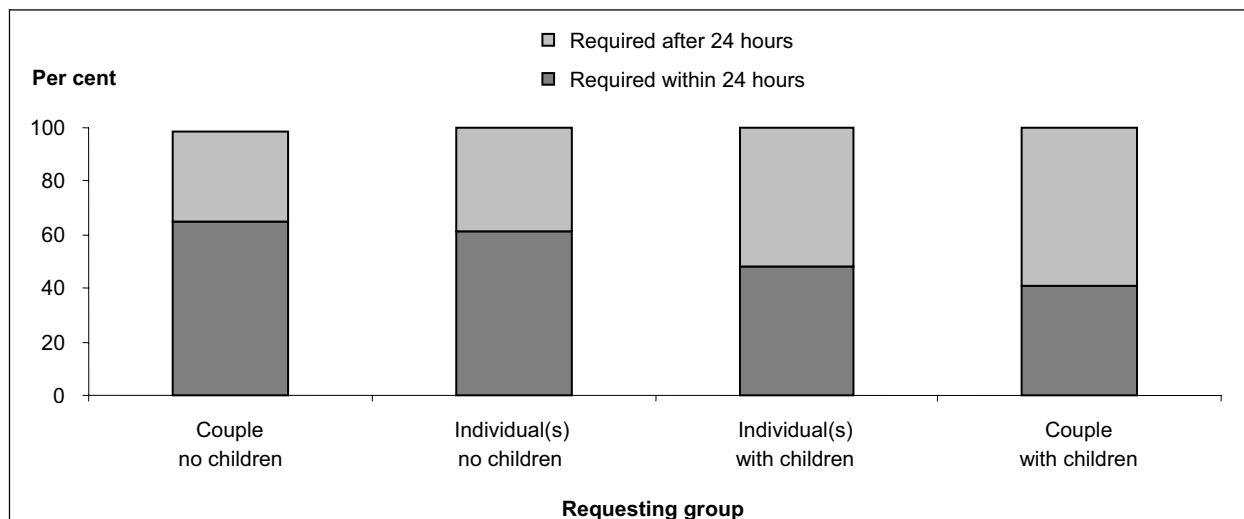
6.2 The immediacy of need for accommodation

In the context of homelessness, unmet requests for immediate accommodation (that is, accommodation required within 24 hours) is of particular importance. Fifty-six per cent of all valid unmet requests for accommodation were for immediate accommodation (Table 6.3). Valid unmet requests for accommodation required after 48 hours made up a significant proportion of the total (33%). Only 11% of valid unmet requests were for accommodation required within 24 to 48 hours.

Requesting group

Individual(s) without children accounted for the majority of the daily average valid unmet requests for immediate SAAP accommodation (64%). They also accounted for the majority of valid unmet requests for accommodation required after 24 hours (51%) (derived from Table 6.3).

On examining when accommodation was needed by requesting group it becomes clear that groups who had children with them tended to make requests for accommodation in advance of immediate need, that is they more often requested accommodation after 24 hours time (Figure 6.1). This might indicate that they plan for expected periods of homelessness more than people without children who more often requested accommodation within 24 hours.



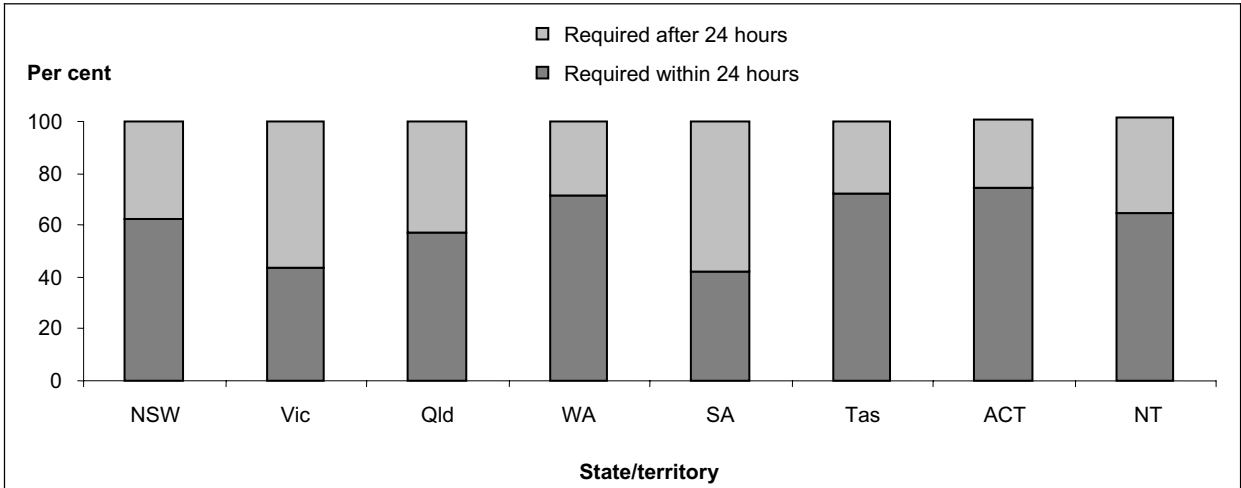
Source: Derived from Table 6.3.

Figure 6.1: Valid unmet requests for SAAP accommodation, requesting group by when accommodation was needed, Australia, 1-7 December 2004 and 11-17 May 2005 (per cent daily average)

State and territory

Victoria had the highest daily average of valid unmet requests for SAAP accommodation (130), followed by New South Wales (113) and Queensland (94) (Table 6.4).

Most states and territories had a larger proportion of valid unmet requests for accommodation required immediately, with the exception of Victoria and South Australia (Figure 6.2). Both of these states had a higher proportion of valid unmet requests for accommodation required after 24 hours.



Source: Derived from Table 6.4.

Figure 6.2: Valid unmet requests for SAAP accommodation, state and territory by when accommodation was needed, Australia, 1-7 December 2004 and 11-17 May 2005 (per cent daily average)

6.3 Tables

Table 6.1: Unmet requests for SAAP accommodation: main reason why request was not met, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent requests by groups)

Main reason	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Valid requests						
Insufficient accommodation available	57.9	64.2	59.2	67.4	60.6	3,800
Referral agency with no vacancies on books	20.8	21.6	12.5	20.1	20.9	1,310
Type of accommodation requested is not provided	7.8	6.0	13.3	7.0	7.2	450
Insufficient staff to provide support	1.4	0.7	3.3	0.3	1.1	70
Facilities for disability needs, cultural needs and other special needs not available	1.6	0.5	0.8	0.3	1.1	70
Other	10.5	7.0	10.8	4.7	9.0	570
<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 (%)	58.2	35.1	1.9	4.8	100.0	..
Total (number)	3,650	2,200	120	300	..	6,270
Invalid requests						
Agency inappropriate—wrong target group	42.6	42.8	60.3	57.9	43.6	1,000
Person/group inappropriate for agency	23.3	19.1	17.9	10.5	21.8	500
No fee-free accommodation available	3.9	3.1	7.7	10.5	4.0	90
Person/group refused offer of accommodation	30.3	35.0	14.1	21.1	30.6	700
<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 (%)	70.5	23.6	3.4	2.5	100.0	..
Total (number)	1,610	540	80	60	..	2,290
Total requests for accommodation	5,260	2,740	200	360	..	8,560

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made to allow for missing data (see Appendix 2).
3. Refer to Appendix 2 for notes on the composition of the requesting groups.
4. In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.2: Unmet requests for SAAP accommodation: main reason why request was not met, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent requests by groups)

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Valid requests										
Insufficient accommodation available	52.7	58.3	71.1	61.6	52.6	77.9	68.0	64.5	60.6	3,800
Referral agency with no vacancies on books	24.7	21.9	14.9	21.5	27.4	6.7	23.7	14.0	20.9	1,310
Type of accommodation requested is not provided	7.9	9.0	5.5	4.9	8.8	5.4	0.9	10.3	7.2	450
Insufficient staff to provide support	1.7	1.1	1.0	0.6	1.2	0.4	—	—	1.1	70
Facilities for disability needs, cultural needs and other special needs not available	1.8	0.9	0.6	1.6	0.8	2.1	—	2.8	1.1	70
Other	11.2	8.8	6.9	9.8	9.2	7.5	7.3	8.4	9.0	570
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	25.3	29.1	21.0	7.8	7.8	3.8	3.5	1.7	100.0	..
Total (number)	1,590	1,820	1,320	490	490	240	220	110	..	6,270
Invalid requests										
Agency inappropriate—wrong target group	49.6	33.5	51.1	39.9	32.6	35.3	47.9	46.8	43.6	1,000
Person/group inappropriate for agency	22.7	20.8	22.3	23.3	20.9	18.6	27.1	14.3	21.8	500
No fee-free accommodation available	0.7	9.2	4.4	1.6	3.5	10.8	—	5.2	4.0	90
Person/group refused offer of accommodation	27.1	36.6	22.3	35.3	43.0	35.3	25.0	33.8	30.6	700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	30.9	19.6	20.8	11.3	7.5	4.5	2.1	3.4	100.0	..
Total (number)	710	450	480	260	170	100	50	80	..	2,290
Total requests for accommodation	2,290	2,270	1,790	750	660	340	270	180	..	8,560

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.3: Estimated valid unmet requests for SAAP accommodation, by requesting group and when accommodation was needed, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total	
				%	Number
Individual(s) no children	160.1	22.1	78.6	58.2	260.8
Individual(s) with children	76.0	21.6	59.7	35.1	157.3
Couple no children	5.6	0.5	2.4	1.9	8.6
Couple with children	8.7	3.8	8.8	4.8	21.3
Total (number)	250.5	47.9	149.5	..	447.9
Total (%)	55.9	10.7	33.4	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. Refer to Appendix 2 for notes on the composition of the requesting groups.
4. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.4: Estimated valid unmet requests for SAAP accommodation, by state and territory and when accommodation was needed, 1–7 December 2004 and 11–17 May 2005 (daily average number)

State/territory	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total	
				%	Number
NSW	70.9	9.4	33.1	25.3	113.4
Vic	57.3	13.4	59.6	29.1	130.3
Qld	53.9	14.4	25.6	21.0	93.9
WA	24.9	2.3	7.7	7.8	34.9
SA	14.6	5.1	15.2	7.8	34.9
Tas	12.4	1.2	3.5	3.8	17.1
ACT	11.6	1.3	2.8	3.5	15.6
NT	4.9	0.8	2.0	1.7	7.6
Total (number)	250.5	47.9	149.5	..	447.9
Total (%)	55.9	10.7	33.4	100.0	..

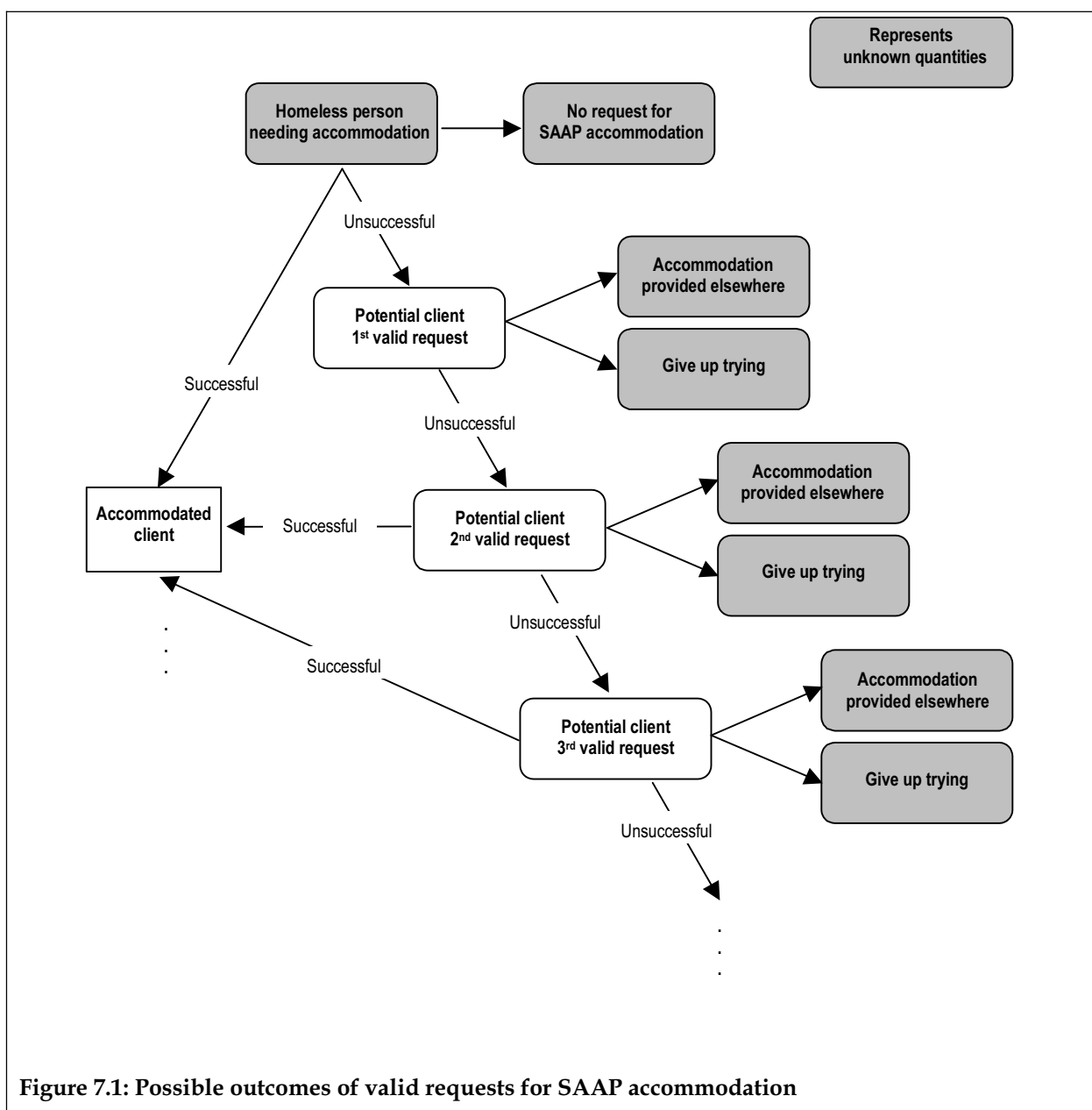
Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

7 Number of people making a valid unmet request for SAAP accommodation

People can make more than one request for SAAP accommodation in a day. Figure 7.1 shows that people who make a request for SAAP accommodation can either be successful on the first attempt, make subsequent requests until they are accommodated, have their needs met elsewhere, or give up trying altogether. How often people have their needs met by other means and no longer require SAAP assistance cannot be measured at present.



This chapter presents the estimated number of adults or children unaccompanied by a parent(s) or guardian(s) who made a valid unmet request for SAAP accommodation (termed potential clients), and the number of children who accompanied them. As people can make more than one unmet request in a day, to estimate the number of people making those requests as distinct from the number of requests themselves, each valid unmet request presented in Chapter 6 has been attributed to an estimated number of individuals (see Appendix 2).

7.1 Number of potential clients and accompanying children

People are able to make more than one request for accommodation per day. Additionally, in at least 42% of the 448 valid unmet requests for accommodation reported each day, the request involved more than one person (Table 6.3). It is estimated that on any given day during the collection period, an average of 387 potential clients (adults and unaccompanied children) and 255 accompanying children had a valid unmet request for accommodation (Table 7.1). Overall, this averaged 642 people per day.

Requesting group

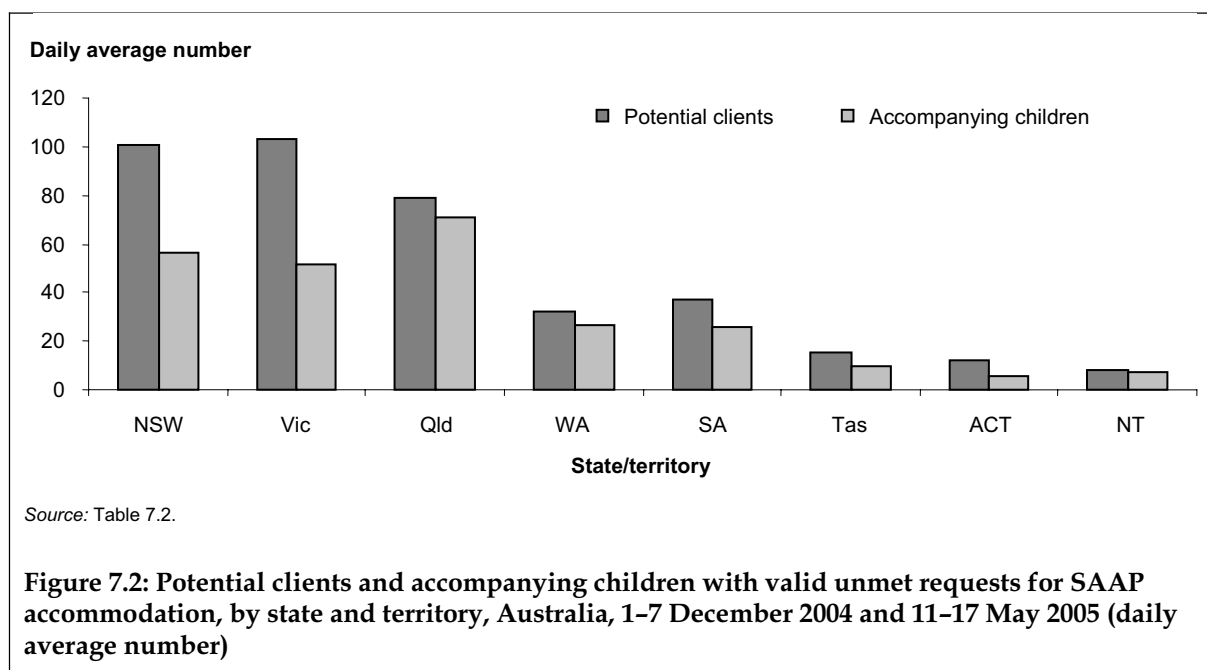
There was a daily average of 205 potential clients who presented alone or with a group of individuals without children (individual(s) without children), 138 potential clients who presented as an individual(s) with children, 31 potential clients who presented as a couple with children, and 14 potential clients who presented as a couple without children.

The daily average number of accompanying children was highest for children who accompanied one potential client or a group of potential clients who were not a couple (224). A daily average of 31 children accompanied couples.

State and territory

Figure 7.2 presents the daily average number of potential clients and the children that accompanied them by state and territory. Victoria reported the highest number of potential clients on an average day during the collection period (103), accounting for 27% of the total number of potential clients (Table 7.2). Queensland reported the largest average daily number of children accompanying a potential client (71 or 28%).

When accompanying children are examined as a proportion of the total number of people with valid unmet requests by state and territory, Queensland and the Northern Territory had the highest proportion of accompanying children, with 47% of all people with valid unmet requests for accommodation in this state and territory being accompanying children (derived from Table 7.2).



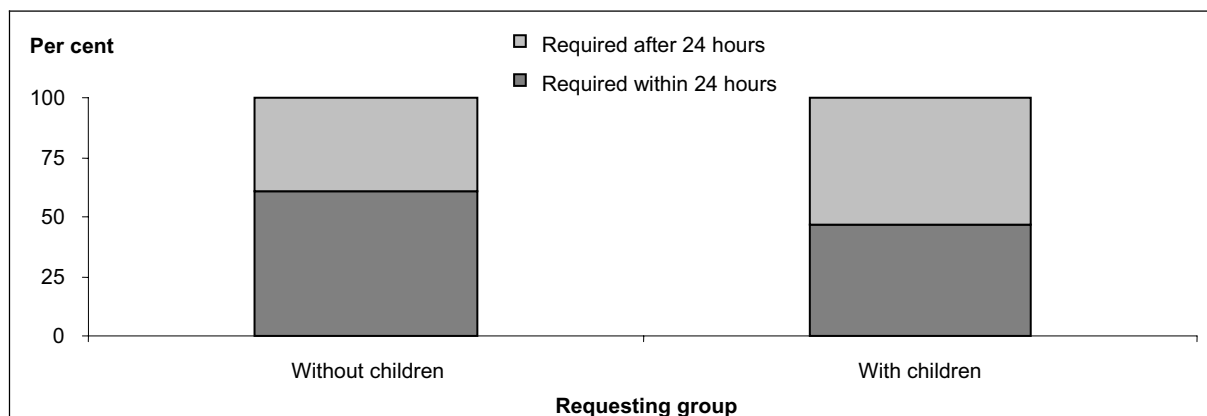
7.2 The immediacy of need for accommodation

The majority of potential clients (55%) making valid unmet requests for accommodation required accommodation immediately (within 24 hours) (Table 7.1). This was followed by potential clients requiring accommodation in 5 days or more (26%). This was higher than for potential clients who required accommodation in 24–48 hours (11%) or in 3–4 days (just under 9%).

However, although a significant proportion of the children accompanying potential clients required immediate accommodation (47%), over half (53%) required accommodation after 24 hours (13% within 24–48 hours, 10% in 3–4 days and 30% in 5 or more days).

Requesting group

Potential clients who presented with children, either as a couple or an individual(s), had different requirements in relation to how soon they required accommodation, compared with potential clients who presented without children. Over half (53%) of potential clients who presented with children were seeking accommodation after 24 hours (Figure 7.3). This was higher than the figure for potential clients who presented without children, of whom 39% required accommodation after 24 hours. This indicates that people with children are more likely than people without children to attempt to make arrangements for accommodation in advance of an anticipated occasion of homelessness or some other type of insecurity before their situation reaches crisis point.



Source: Derived from Table 7.1.

Figure 7.3: Potential clients with valid unmet requests for SAAP accommodation, by requesting groups with and without accompanying children and when accommodation was needed, Australia, 1-7 December 2004 and 11-17 May 2005 (per cent daily average)

State and territory

In the majority of states and territories, potential clients were more likely to require immediate accommodation than accommodation after 24 hours, the exceptions being Victoria and South Australia where potential clients more often required accommodation after 24 hours (59% in both states) (derived from Table 7.2). In the remaining states and territories, while potential clients most often required immediate accommodation, the breakdown between accommodation required within 24 hours and that required after 24 hours still varied. In Tasmania 71% of potential clients required accommodation within 24 hours, compared with 70% in Western Australia, 69% in the Australian Capital Territory, 66% in the Northern Territory, 61% in New South Wales, and 58% in Queensland.

Although the pattern of when accommodation was needed by potential clients was similar to that documented in Chapter 6 regarding valid unmet requests for accommodation, the pattern for accompanying children was slightly different. While children accompanying potential clients required immediate accommodation more often than accommodation after 24 hours in Tasmania (70%), Western Australia (62%), New South Wales (61%) and the Northern Territory (61%), children accompanying potential clients in Victoria, South Australia, the Australian Capital Territory and Queensland more often required accommodation after 24 hours (77%, 67%, 60% and 53%, respectively).

7.3 Tables

Table 7.1: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total	
					%	Number
Potential clients						
Individual(s) no children	124.1	16.9	15.5	48.2	52.9	204.7
Individual(s) with children	67.0	18.6	13.1	39.1	35.6	137.8
Couple no children	9.3	0.9	0.8	3.3	3.7	14.2
Couple with children	11.3	4.9	4.3	10.0	7.9	30.5
Total (number)	211.7	41.2	33.6	100.6	..	387.2
Total (%)	54.7	10.6	8.7	26.0	100.0	..
Accompanying children						
Individual(s) with children	109.2	27.7	22.1	64.7	87.8	223.8
Couple with children	10.6	5.6	4.1	10.7	12.2	31.0
Total (number)	119.8	33.4	26.2	75.4	..	254.8
Total (%)	47.0	13.1	10.3	29.6	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 7.2: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and state and territory, 1–7 December 2004 and 11–17 May 2005 (daily average number)

State/territory	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total		
					%	Number	
Potential clients							
NSW	61.6	9.1	7.1	22.6	26.0	100.6	
Vic	41.7	10.9	9.4	40.9	26.6	102.9	
Qld	45.9	10.6	9.1	13.6	20.5	79.2	
WA	22.9	2.3	1.9	5.4	8.4	32.5	
SA	15.2	5.2	4.4	12.2	9.6	37.0	
Tas	10.7	1.0	0.6	2.8	3.9	15.1	
ACT	8.4	1.3	0.6	1.8	3.1	12.1	
NT	5.2	0.8	0.5	1.4	2.0	7.9	
Total (number)	211.7	41.2	33.6	100.6	..	387.2	
Total (%)	54.7	10.6	8.7	26.0	100.0	..	
Accompanying children							
NSW	34.3	5.1	3.0	14.2	22.2	56.6	
Vic	12.0	6.6	6.3	27.1	20.4	51.9	
Qld	33.4	12.9	10.6	13.9	27.8	70.9	
WA	17.9	1.0	1.1	6.4	10.4	26.4	
SA	8.6	4.2	4.0	9.3	10.2	26.1	
Tas	6.9	1.1	0.4	1.4	3.9	9.9	
ACT	2.4	1.3	0.2	2.1	2.4	6.0	
NT	4.3	1.2	0.5	1.1	2.8	7.1	
Total (number)	119.8	33.4	26.2	75.4	..	254.8	
Total (%)	47.0	13.1	10.3	29.6	100.0	..	

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

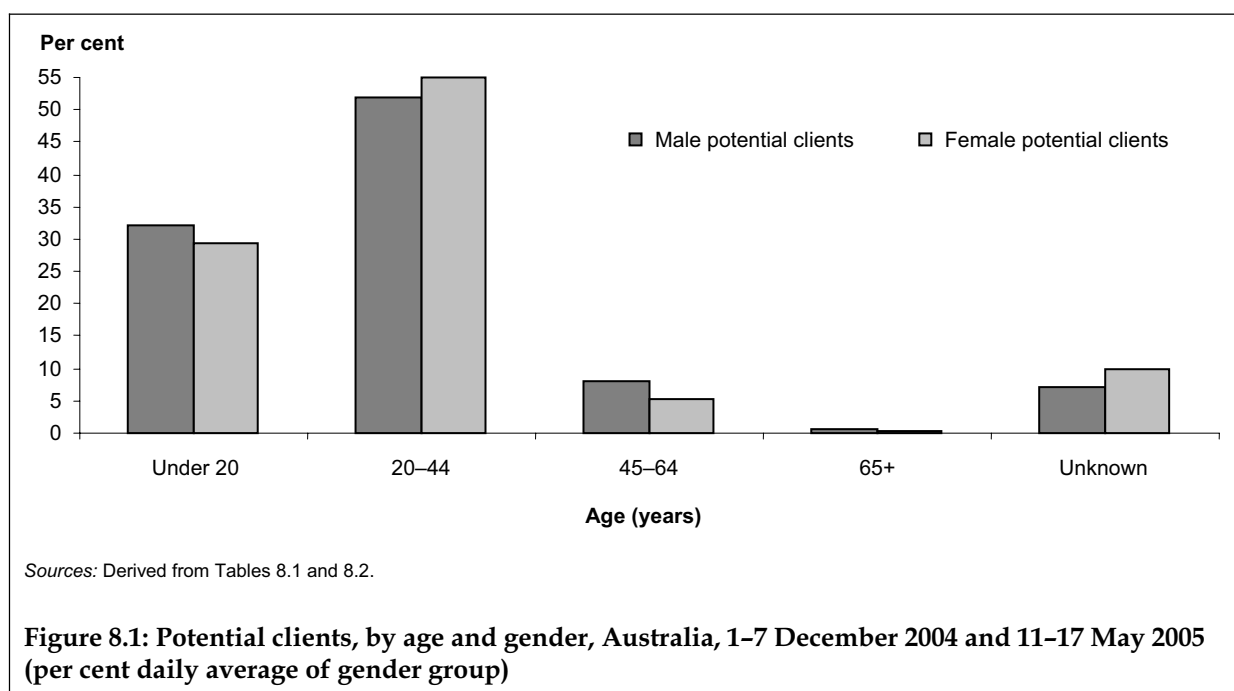
Source: SAAP Demand for Accommodation Collection.

8 Characteristics of people who made a valid unmet request for SAAP accommodation

The Demand for Accommodation Collection also gathers information on the gender, age, country of birth and Aboriginal and/or Torres Strait Islander (ATSI) status of people seeking accommodation. This chapter presents the characteristics of potential clients and the children who accompanied them, that is, the demographics of people who made a valid unmet request for accommodation during the Demand for Accommodation Collection period (1-7 December 2004 and 11-17 May 2005).

8.1 Gender and age of potential clients

Of the 387 daily average potential clients reported in Chapter 7, 237 (or 61%) were female and 151 (or 39%) were male (derived from Tables 8.1 and 8.2). The highest proportion of potential clients, both male and female, were aged 20-44 years (52% of males and 55% of females), followed by potential clients aged under 20 years (32% of males and 30% of females) (Figure 8.1). It should be noted that, when examining the age groups at a finer age level, a significant proportion of all potential clients were aged 15-19 years (25% of males and 24% of females) (derived from Tables 8.1 and 8.2).



Immediacy of need for accommodation

Both male and female potential clients were more likely to require accommodation within 24 hours, with 58% (87) of the 151 male potential clients and 52% (124) of the 237 female potential clients requiring immediate accommodation (derived from Tables 8.1 and 8.2).

There were some variations according to age and gender in how soon potential clients required accommodation. Older males, in particular, were more likely than their female counterparts to require accommodation within 24 hours, with 62% of males aged 45–64 years seeking immediate accommodation compared to 43% of females in this age bracket.

Accommodation required within 24 hours

On a daily basis there was an average of 212 potential clients who required accommodation within 24 hours (Table 8.1). Of these, 41% were male and 59% were female (derived from Table 8.1). The highest proportion of potential clients who required immediate accommodation, both male and female, were aged 20–44 years (51% of males and 52% of females), followed by potential clients aged under 20 years (31% of males and 35% of females).

There were some variations between the states and territories in the age and gender breakdowns of potential clients who required immediate accommodation. Of the male potential clients who required immediate accommodation, Western Australia had a higher proportion than the other states and territories of male potential clients aged 15–17 years who required immediate accommodation (22% compared with between 0% and 17%). South Australia and Queensland had higher proportions aged 18–19 years (15% and 14%, respectively, compared with between 4% and 11%); and Tasmania had a higher proportion aged 25–44 years (54% compared with between 29% and 37%) (Table 8.1). Note that there was a high proportion of male potential clients of unknown age requesting immediate accommodation in the Australian Capital Territory (41% compared with between 3% and 15%).

Of the female potential clients who required immediate accommodation, New South Wales had a higher proportion who were aged 15–17 years (17% compared with between 2% and 14% in the other states and territories); Victoria recorded a higher proportion aged 18–19 years (19% compared with between 5% and 11%); and Tasmania had a higher proportion aged 20–24 years (31% compared with between 9% and 22%). As was the case for male potential clients who requested immediate accommodation, the Australian Capital Territory had the highest proportion of female potential clients of unknown age who requested immediate accommodation (30% compared with between 6% and 23%).

Accommodation required after 24 hours

On a daily basis there were an average of 176 potential clients who required SAAP accommodation after 24 hours and of these, 36% (63) were male and 64% (112) were female (derived from Table 8.2). As with accommodation required within 24 hours, the highest proportion of potential clients who required accommodation after 24 hours were aged 20–44 years (54% for males and 58% for females), followed by potential clients aged under 20 years (34% of males and 31% of females).

Again, there were some variations between the states and territories in the age and gender breakdowns of potential clients who required accommodation after 24 hours time. For example, in the Northern Territory 27% of males were aged 15–17 years (compared with between 7% and 22% in the other states and territory) (Table 8.2). The Australian Capital Territory, at 4%, had a smaller proportion of males aged 20–24 than the other states and

territory, which ranged from 11% in Western Australia up to 23% in South Australia. The Australian Capital Territory recorded a much high proportion of males for whom age was unknown (44% compared to between 0% and 6% in the other states and territory). For female potential clients who required accommodation after 24 hours time, Queensland reported the highest proportion who were aged 25–44 years (47%) and Tasmania the lowest (27%). Tasmania reported the highest proportion who were aged 45–64 years (16% compared with between 0% and 8%).

8.2 Gender and age of accompanying children

Around 53% of the 255 children accompanying potential clients were female and 47% were male (AIHW unpublished data). Most children who accompanied a potential client were aged under 12 years (76%) and required accommodation after 24 hours (53%) (derived from Table 8.3).

Around 73% of children who required immediate accommodation and 79% of children who required accommodation after 24 hours were aged under 12 years. Accompanying children aged 12–14 years accounted for 9% of accompanying children who required immediate accommodation and 11% of accompanying children who required accommodation after 24 hours. Five per cent of children who required immediate accommodation and 5% of children who required accommodation after 24 hours were aged 15–17 years. There were more children of an unknown age who accompanied a potential client who requested immediate accommodation (14%) than accompanied a potential client who requested accommodation after 24 hours (5%).

8.3 Country of birth of potential clients and accompanying children

The following figures combine potential clients and accompanying children. It should be noted that it is not possible to report the country of birth of potential clients and accompanying children separately as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). Also of note is that of the 642 potential clients and accompanying children reported in Chapter 7, 93% (595) provided data on their country of birth while birthplace was missing for 7% (derived from Tables 7.1, 8.4 and 8.5). No imputation was done to adjust for missing data on country of birth, and for the remainder of section 8.3 the data used are from the 93% potential clients and accompanying children (people) who answered the question on country of birth.

Of the 595 people who reported their country of birth, the majority were Australian-born (74%), around 6% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 18% were of unknown country of birth (derived from Tables 8.4 and 8.5).

Immediacy of need for accommodation

Australian-born people who made a valid unmet request for accommodation were slightly more likely to require accommodation after 24 hours than within 24 hours (52%) (derived from Tables 8.4 and 8.5). Australian-born females were slightly more likely to require

accommodation after 24 hours than their male counterparts (53% of Australian-born females compared with just under 50% of Australian-born males).

People with a valid unmet request for accommodation who were born in non-English-speaking countries were also more likely to require accommodation after 24 hours, with 69% of people born in non-English-speaking countries, 70% of males born in non-English-speaking countries, and 68% of females born in non-English-speaking countries requiring accommodation after 24 hours.

Overall, people with a valid unmet request for accommodation who were born in other English-speaking countries were also more likely overall to require accommodation after 24 hours than within 24 hours (57%). However, while females born in other English-speaking countries were more likely to require accommodation after 24 hours (64%), males born in other English-speaking countries were more likely to require accommodation within 24 hours (54% required accommodation within 24 hours).

Unknown country of birth was more prevalent for people who required immediate accommodation, with 68% of the people of unknown country of birth requiring accommodation within 24 hours.

Accommodation required within 24 hours

On a daily basis, an average of 73% of males who made a valid unmet request for immediate accommodation were born in Australia, 3% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 22% were of an unknown country of birth (Table 8.4). Of the females who made a valid unmet request for accommodation and who required immediate accommodation, 69% were born in Australia, just under 4% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 26% were of an unknown country of birth.

The Northern Territory reported the highest proportion of Australian-born potential clients and accompanying children who required immediate accommodation – 88% of males and 89% of females. This compares with between 50% and 82% of males and between 45% and 79% of females in the other states and territory. These figures are influenced by the high proportion of Aboriginal and/or Torres Strait Islander Australians in the Northern Territory.

There were some other small variations between the states and territories. For example, the Australian Capital Territory had a higher proportion of potential clients and accompanying children seeking immediate accommodation who were from non-English-speaking countries (8% of males and 13% of females). This compares to proportions of between 1% and 6% for males and 0% and 7% for females in the other states and territory. There was also variation in the proportions of potential clients and accompanying children who requested immediate accommodation and who were of unknown country of birth. The Australian Capital Territory (42% of both males and females) and New South Wales (33% of males and 34% of females) had higher proportions than the other states and territory, which recorded between 7% and 20% for males and 8% and 31% for females.

Accommodation required after 24 hours

Around 78% of both males and females who made a valid unmet request for accommodation required after 24 hours were Australian-born, 8% of both were born in non-English-speaking countries, 2% of males and 3% of females were born in other English-speaking countries and 13% of males and 11% females were of unknown country of birth (Table 8.5).

As with requests for accommodation within 24 hours, there was some variation between the states and territories in the country of birth of people with a valid unmet request for

accommodation who required accommodation after 24 hours. Again, the Northern Territory reported higher proportions of potential clients and accompanying children who were Australian-born (100% of males and 94% of females) than the other states, while the Australian Capital Territory recorded the lowest levels (33% of males and 38% of females). Also, the proportion of male potential clients and accompanying children born in non-English-speaking countries who required accommodation after 24 hours ranged from less than 1% in Queensland up to 20% in Western Australia, while the proportion of female potential clients and accompanying children born in non-English-speaking countries who required accommodation after 24 hours ranged from less than 1% in Queensland to 21% in the Australian Capital Territory.

8.4 Aboriginal and/or Torres Strait Islander status of potential clients and accompanying children

As with the data presented on country of birth, the following figures combine potential clients and accompanying children. It should be noted that it is not possible to report the Aboriginal and/or Torres Strait Islander status of potential clients and accompanying children separately as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). It should also be noted that no imputation was done to adjust for missing data on Aboriginal and/or Torres Strait Islander status.

Tables 8.4 and 8.5 show data on the Aboriginal and/or Torres Strait Islander status of people who had a valid unmet request for SAAP accommodation, however, caution should be exercised in drawing conclusions on the basis of these data because of the relatively high amount of missing information and the large proportion of people of 'unknown' status. Data were missing on Aboriginal and/or Torres Strait Islander status for just over 11% (73) of the 642 people with valid unmet requests for accommodation reported in Chapter 7 and 20% (130) were of unknown status (derived from Tables 7.1, 8.4 and 8.5). This means that Aboriginal and/or Torres Strait Islander status was missing or unknown for nearly a third (32%) of the people who made a valid unmet request for accommodation.

However, of the 569 people who reported their Aboriginal and/or Torres Strait Islander status, 18% identified as Aboriginal and/or Torres Strait Islander, 59% did not identify as Aboriginal or Torres Strait Islander and 23% were of unknown status (derived from Tables 8.4 and 8.5).

Immediacy of need for accommodation

Aboriginal and/or Torres Strait Islander people who made a valid unmet request for accommodation were more likely to require immediate accommodation than accommodation after 24 hours, with 57% of Aboriginal and/or Torres Strait Islander Australians, 56% of Aboriginal and/or Torres Strait Islander males and 58% of Aboriginal and/or Torres Strait Islander females with a valid unmet request for accommodation requesting immediate accommodation (derived from Tables 8.4 and 8.5).

Accommodation required within 24 hours

The proportions of people who made a valid unmet request for immediate accommodation who identified as Aboriginal and/or Torres Strait Islander varied by state and territory and also by gender. For example, on an average day around 21% of male and 58% of female potential clients and accompanying children who required immediate accommodation in the

Northern Territory identified as Aboriginal and/or Torres Strait Islander, and 44% of male and 51% of female potential clients and accompanying children who required immediate accommodation in Western Australia identified as Aboriginal and/or Torres Strait Islander (Table 8.4). These proportions were higher than those recorded in the other states and territory (between 0% and 22% for males and between 2% and 23% for females).

It should be noted that Aboriginal and/or Torres Strait Islander status was unknown for 28% of male and 33% of female potential clients and accompanying children who required immediate accommodation.

Accommodation required after 24 hours

The Northern Territory reported a higher average daily proportion of Aboriginal and/or Torres Strait Islander potential clients and accompanying children who required accommodation after 24 hours than the other states and territory. Seventy-one per cent of males and 74% of females in the Northern Territory who required accommodation after 24 hours identified as Aboriginal and/or Torres Strait Islander (Table 8.5).

It should be noted that Aboriginal and/or Torres Strait Islander status was unknown for 16% of male and 14% of female potential clients and accompanying children who required accommodation after 24 hours.

8.5 Tables

Table 8.1: Potential clients with valid unmet requests for SAAP accommodation within 24 hours: age by gender, by state and territory, Australia, 1-7 December 2004 and 11-17 May 2005 (per cent daily average)

Age (years)	Accommodation required within 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
	Male potential clients									
Under 15	7.4	4.3	7.6	1.7	7.4	4.7	1.6	25.0	6.1	5.4
15-17	16.3	10.7	17.0	21.5	16.0	9.3	—	14.3	14.5	12.6
18-19	7.7	9.4	14.4	10.7	14.8	9.3	4.9	3.6	10.1	8.9
20-24	15.6	20.1	13.6	15.7	21.0	7.0	13.1	14.3	16.2	14.1
25-44	30.7	35.8	36.0	37.2	27.2	53.5	36.1	28.6	34.5	30.1
45-64	5.8	12.7	8.0	9.9	7.4	11.6	3.3	10.7	8.7	7.6
65+	1.2	0.3	0.8	—	—	—	—	—	0.6	0.5
Unknown	15.3	6.7	2.7	3.3	6.2	4.7	41.0	3.6	9.3	8.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Male total number	23.3	21.4	18.9	8.6	5.8	3.1	4.4	2.0	..	87.4
Female potential clients										
Under 15	7.8	2.8	7.9	10.5	4.5	0.9	—	8.9	6.4	8.0
15-17	16.6	13.3	12.9	13.5	8.3	1.9	14.3	6.7	13.0	16.2
18-19	6.7	18.9	4.5	7.5	11.4	6.5	7.1	11.1	8.8	10.9
20-24	12.1	21.8	18.7	15.0	20.5	30.8	14.3	8.9	17.2	21.4
25-44	29.6	30.9	43.8	33.5	37.9	44.9	25.0	35.6	34.9	43.4
45-64	4.1	6.0	2.9	4.5	3.8	1.9	8.9	8.9	4.3	5.4
65+	0.4	0.4	0.8	0.5	—	—	—	—	0.4	0.5
Unknown	22.7	6.0	8.4	15.0	13.6	13.1	30.4	20.0	14.9	18.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Female total number	38.4	20.4	27.1	14.3	9.4	7.6	4.0	3.2	..	124.4
Total number	61.6	41.7	45.9	22.9	15.2	10.7	8.4	5.2	..	211.7

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.2: Potential clients with valid unmet requests for SAAP accommodation after 24 hours: age by gender, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent daily average)

	Accommodation required after 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
Age (years)	Male potential clients									
Under 15	10.4	6.9	12.7	13.0	5.2	12.5	4.3	—	8.8	5.6
15–17	18.9	13.0	14.1	21.7	7.2	—	8.7	27.3	14.1	8.9
18–19	16.0	11.2	6.3	10.9	9.3	8.3	8.7	—	11.1	7.0
20–24	16.5	20.2	21.8	10.9	22.7	20.8	4.3	18.2	19.0	12.0
25–44	25.0	38.1	33.8	37.0	44.3	45.8	26.1	54.5	35.0	22.1
45–64	6.6	6.3	9.2	2.2	11.3	12.5	4.3	—	7.2	4.6
65+	0.9	1.8	—	—	—	—	—	—	0.9	0.6
Unknown	5.7	2.4	2.1	4.3	—	—	43.5	—	4.0	2.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Male total number	15.1	23.6	10.1	3.3	6.9	1.7	1.6	0.8	..	63.3
	Female potential clients									
Under 15	6.9	5.5	4.9	3.4	2.4	8.1	—	—	5.0	5.6
15–17	17.1	16.2	11.7	20.5	10.6	10.8	6.9	23.1	14.8	16.6
18–19	10.8	12.9	9.3	6.8	13.0	8.1	3.4	11.5	11.1	12.4
20–24	19.5	17.1	20.1	22.7	20.2	18.9	10.3	15.4	18.8	21.1
25–44	35.7	36.3	46.6	35.2	42.8	27.0	44.8	46.2	39.2	44.0
45–64	4.2	7.6	5.6	4.5	8.2	16.2	6.9	—	6.4	7.2
65+	0.3	0.6	—	—	0.5	—	—	—	0.3	0.4
Unknown	5.4	3.8	1.9	6.8	2.4	10.8	27.6	3.8	4.3	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>..</i>
Female total number	23.8	37.6	23.1	6.3	14.9	2.6	2.1	1.9	..	112.2
Total number	38.9	61.2	33.3	9.6	21.8	4.4	3.7	2.6	..	175.5

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.3: Accompanying children with valid unmet requests for SAAP accommodation: age by when accommodation was needed, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent daily average)

Age (years)	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Accommodation required within 24 hours										
Under 12	61.3	82.1	77.6	78.0	65.8	79.4	76.5	76.7	72.6	87.0
12–14	8.3	6.0	9.6	8.0	11.7	12.4	8.8	1.7	8.6	10.4
15–17	5.0	6.0	4.3	4.0	5.8	2.1	2.9	3.3	4.5	5.4
Unknown	25.4	6.0	8.5	10.0	16.7	6.2	11.8	18.3	14.2	17.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	34.3	12.0	33.4	17.9	8.6	6.9	2.4	4.3	..	119.8
Accommodation required after 24 hours										
Under 12	78.5	75.5	82.9	82.4	78.8	82.9	64.0	69.2	78.6	106.1
12–14	9.9	12.9	10.7	7.6	10.6	7.3	10.0	17.9	11.1	14.9
15–17	6.4	4.7	5.5	0.8	6.5	4.9	2.0	5.1	5.1	6.9
Unknown	5.1	7.0	1.0	9.2	4.1	4.9	24.0	7.7	5.2	7.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	22.3	39.9	37.5	8.5	17.5	2.9	3.6	2.8	..	135.0

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.4: Potential clients and accompanying children with valid unmet requests for SAAP accommodation within 24 hours: state and territory and gender by country of birth and Aboriginal and Torres Strait Islander status, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent daily average)

	Accommodation required within 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
Males										
Country of birth										
Australia	60.8	70.7	82.1	80.1	81.6	81.0	50.0	88.4	72.7	96.3
Other English-speaking countries	2.8	4.1	0.7	0.9	—	—	—	4.7	1.9	2.6
Non-English-speaking countries	3.0	5.5	1.1	2.8	0.8	2.5	8.1	—	3.0	3.9
Unknown	33.3	19.6	16.2	16.2	17.6	16.5	41.9	7.0	22.4	29.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	35.6	25.9	32.6	15.4	8.9	5.6	5.3	3.1	..	132.4
ATSI status										
Aboriginal and/or Torres Strait Islander	11.3	9.6	22.1	43.7	13.2	—	—	20.5	17.0	21.6
Other males	50.6	68.5	53.6	38.0	65.3	53.5	52.8	70.5	54.9	69.7
Unknown	38.0	21.9	24.3	18.3	21.5	46.5	47.2	9.1	28.1	35.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	34.0	23.8	32.0	15.2	8.6	5.1	5.1	3.1	..	127.0
Females										
Country of birth										
Australia	60.6	66.0	79.3	72.7	71.6	68.2	45.1	89.0	69.1	117.5
Other English-speaking countries	0.4	4.0	1.2	3.5	0.6	0.8	—	2.7	1.6	2.8
Non-English-speaking countries	5.2	6.6	1.4	3.8	0.6	—	12.7	—	3.7	6.4
Unknown	33.8	23.3	18.1	20.0	27.2	31.1	42.3	8.2	25.5	43.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	49.9	24.8	41.1	22.5	12.1	9.4	5.1	5.2	..	170.0
ATSI status										
Aboriginal and/or Torres Strait Islander	17.9	10.1	22.9	51.4	16.5	2.4	4.5	57.5	22.6	37.1
Other females	42.3	61.4	51.3	27.8	51.8	21.8	51.5	34.2	44.8	73.6
Unknown	39.7	28.5	25.7	20.8	31.8	75.8	43.9	8.2	32.5	53.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	46.6	23.3	40.8	22.6	12.1	8.9	4.7	5.2	..	164.2

Notes

1. Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing country of birth or Aboriginal and/or Torres Strait Islander status. Data were missing on country of birth for an estimated 8.8 males and 20.3 females per day. Data were missing on ATSI status for an estimated 14.2 males and 26.1 females per day.
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.5: Potential clients and accompanying children with valid unmet requests for SAAP accommodation after 24 hours: state and territory and gender by country of birth and Aboriginal and Torres Strait Islander status, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent daily average)

	Accommodation required after 24 hours								Total	
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
Males										
Country of birth										
Australia	74.9	75.0	84.9	63.7	89.7	82.2	33.3	100.0	77.5	94.8
Other English-speaking countries	1.2	1.5	3.2	2.7	0.4	2.2	3.7	—	1.8	2.2
Non-English-speaking countries	6.9	10.4	0.3	20.4	7.6	2.2	14.8	—	7.6	9.3
Unknown	17.0	13.2	11.6	13.3	2.2	13.3	48.1	—	13.1	16.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	23.9	39.1	26.5	8.1	15.9	3.2	3.9	1.7	..	122.3
ATSI status										
Aboriginal and/or Torres Strait Islander	16.3	4.3	22.7	24.5	14.8	10.0	3.8	70.8	14.5	17.1
Other males	61.4	81.0	60.5	60.0	80.0	72.5	50.9	25.0	69.1	81.1
Unknown	22.3	14.7	16.8	15.5	5.2	17.5	45.3	4.2	16.4	19.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	22.8	36.9	26.4	7.9	15.0	2.9	3.8	1.7	..	117.4
Females										
Country of birth										
Australia	74.8	75.6	84.7	57.7	87.7	84.3	37.5	93.5	77.9	132.4
Other English-speaking countries	3.8	2.4	4.6	2.2	0.9	—	—	4.3	2.9	5.0
Non-English-speaking countries	9.2	10.9	0.5	20.4	6.6	2.0	20.8	—	7.9	13.4
Unknown	12.2	11.1	10.1	19.7	4.7	13.7	41.7	2.2	11.2	19.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	33.4	53.5	40.2	9.8	22.6	3.6	3.4	3.3	..	169.9
ATSI status										
Aboriginal and/or Torres Strait Islander	23.5	6.2	21.4	20.5	16.3	9.8	6.3	74.4	16.8	26.9
Other females	61.4	83.1	62.8	64.4	74.3	56.9	60.4	23.3	69.5	111.7
Unknown	15.1	10.8	15.8	15.2	9.4	33.3	33.3	2.3	13.7	22.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	30.4	49.8	39.0	9.4	21.9	3.6	3.4	3.1	..	160.6

Notes

- Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing country of birth or Aboriginal and/or Torres Strait Islander status. Data were missing on country of birth for an estimated 8.0 males and 10.3 females per day. Data were missing on ATSI status for an estimated 12.9 males and 19.6 females per day.
- People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
- Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
- Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

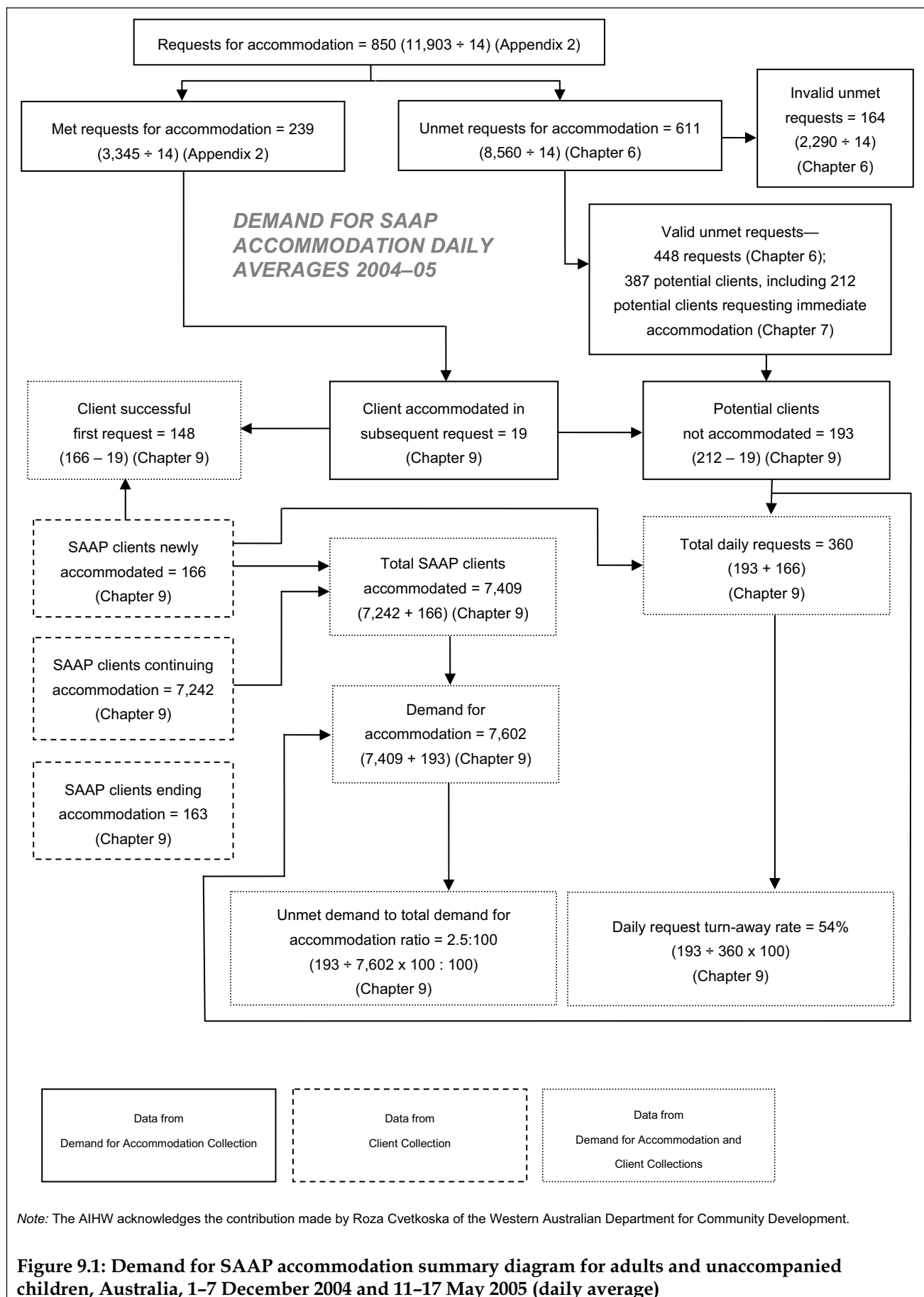
9 People turned away without receiving accommodation

This chapter presents the turn-away rate for daily requests for SAAP accommodation, that is, the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate accommodation. It measures how many people seeking SAAP accommodation were turned away on an average day during the Demand for Accommodation Collection period and provides an indication of a person's likelihood of obtaining SAAP accommodation.

However, SAAP accommodates large numbers of clients on any given day, including clients who are continuing their accommodation from a previous day. For this reason simply examining the turn-away rate without acknowledging the number of people already in SAAP accommodation may provide an incomplete picture of SAAP's performance. Therefore, this chapter also contains an examination of the level of unmet demand for SAAP accommodation in relation to the total demand for SAAP accommodation. This is expressed as the average daily ratio of people who could not be accommodated relative to people who made requests for immediate SAAP accommodation and who were continuing their accommodation from the previous day. It is important to note that this does not provide a measure of the additional capacity required in SAAP, only a measure of the undersupply of SAAP accommodation (in terms of people) on an average day during the Demand for Accommodation Collection period. Measuring the additional capacity required to accommodate the expressed demand for SAAP accommodation as well as a discussion of hidden need for SAAP accommodation are contained in the final section of this chapter.

Figure 9.1 provides a summary diagram of the demand for SAAP accommodation in 2004–05 (excluding accompanying children). This diagram outlines how requests for accommodation made during the Demand for Accommodation Collection were used to determine how many people were not accommodated on an average day. This number of people is then used in conjunction with data from the Client Collection to calculate the measures presented in this chapter.

Some of the potential clients discussed in Chapters 7 and 8 subsequently received accommodation later on the same day as making a valid unmet request for accommodation. For this reason, it is essential when calculating the daily request for accommodation turn-away rate and the unmet demand to total demand for accommodation ratio to distinguish between potential clients who could not be accommodated in SAAP at all and people who made a valid unmet request for accommodation but eventually found SAAP accommodation by the end of each day. It is possible to calculate the abovementioned measures for people who were unable to find accommodation at a SAAP agency only for those who requested immediate accommodation.



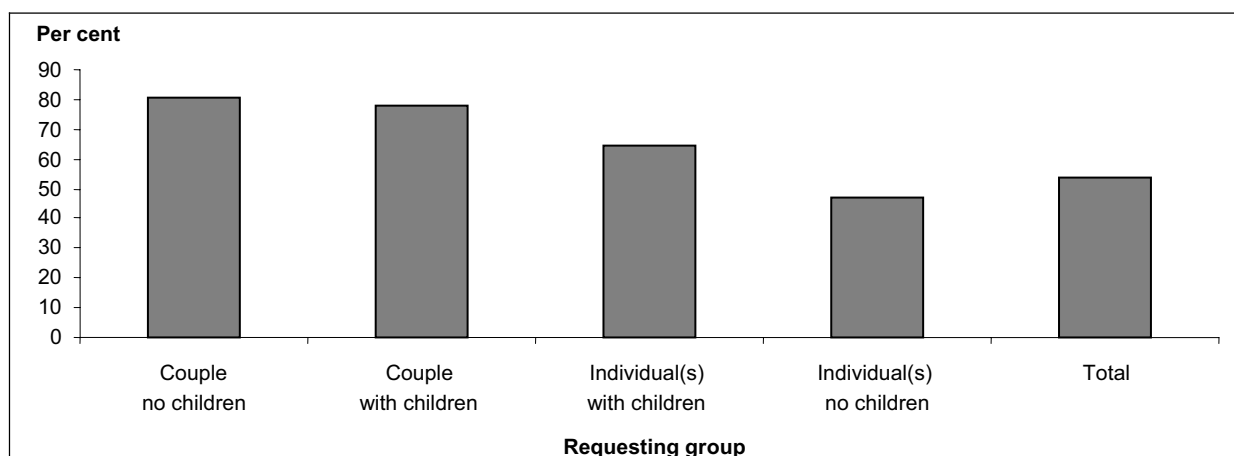
9.1 Daily request turn-away rate for adults and unaccompanied children

Of the 166 clients newly accommodated on an average day, only 19 obtained SAAP accommodation after making an unsuccessful attempt(s) earlier in the day. The remaining 148 people obtained SAAP accommodation on their first attempt (Table 9.1). These newly accommodated clients may have come from a variety of sources – for example, people who are already SAAP clients being newly accommodated, clients of one SAAP agency being referred to another for accommodation, potential clients taking up referrals arranged on a previous day, people referred by special referral centres, and people approaching a SAAP agency directly for the first time.

Table 9.1 shows the number of adults or unaccompanied children (people) requesting SAAP accommodation on a daily basis, and the percentage turned away without being accommodated. On average, of the 360 people requesting immediate accommodation, 54% (193) were unable to be accommodated by the end of the day. This equates to a little more than 1 in every 2 people who requested immediate accommodation being turned away. Data presented in Chapter 6 show that the most likely reason for this was that there was insufficient accommodation at the SAAP agency where the request was made.

Turn-away rate by requesting group

The turn-away rates for the different groups who requested immediate accommodation suggest that, overall, SAAP is more able to provide accommodation for individual(s) who presented without children. This group had the lowest daily turn-away rate nationally (47%) (Figure 9.2). This is despite the fact that individual(s) without children made up the largest proportion of adults and unaccompanied children seeking immediate SAAP accommodation and the largest proportion already accommodated in SAAP on an average day (66% and 63%, respectively) (derived from Table 9.1). Individual(s) without children was also the only group more likely to be accommodated than not on an average day. All other requesting groups were more likely to not find accommodation in SAAP, with 81% of couples without children (or around 4 in every 5 people), 78% of couples with children (or just over 3 in every 4 people), and 64% of individual(s) with children (or nearly 2 in every 3 people) being turned away each day (Table 9.1).



Source: Table 9.1.

Figure 9.2: Daily request for accommodation turn-away rate for adults or unaccompanied children who requested immediate SAAP accommodation, by requesting group, Australia, 1-7 December 2004 and 11-17 May 2005 (per cent daily average)

Turn-away rate by state and territory

The Australian Capital Territory had a substantially higher average daily turn-away rate for people requesting SAAP accommodation than the other states and territory (71%) (Table 9.2). Victoria, Tasmania, New South Wales and Queensland also reported that people were more often turned away on an average day than had their request for accommodation met (59%, 57%, 55% and 53%, respectively). However, in Western Australia, South Australia and the Northern Territory, the number of people who were successful in obtaining accommodation on an average day was higher than the number of people who could not be accommodated, resulting in their turn-away rates being lower at 49%, 47% and 36%, respectively.

Turn-away rate by primary target group

Nationally (81%) and in New South Wales (78%), Queensland (85%), Western Australia (93%), South Australia (87%) and the Northern Territory (67%), the turn-away rate was highest from agencies that primarily targeted families (Table 9.3). Table 9.1 shows that the groups most likely to be turned away on an average day were couples both with and without children and individual(s) with children. This raises questions about the capacity of SAAP to meet the accommodation needs of families in some jurisdictions and is supported by data presented in Chapter 6 that showed that people presenting with children, both couples and individual(s), reported higher proportions of valid unmet requests for accommodation due to insufficient accommodation being available than individual(s) without children (67% and 64%, compared with 58%, respectively) (Table 6.1).

In Victoria the highest turn-away rate was recorded for agencies that primarily targeted single men (69%). In Tasmania the highest rate was recorded for cross-target, multiple or

general agencies (68%)⁵, while in the Australian Capital Territory the highest turn-away rate came from those agencies primarily targeting single women (90%).

Nationally, agencies that provided services primarily to single men had the lowest daily request turn-away rate by primary target group (33%). On a state and territory level, agencies that were primarily targeted at single men had the lowest turn-away rate in New South Wales (37%), Queensland (7%), South Australia (21%), Tasmania (29%) and the Northern Territory (16%). In addition they generally accommodated more people on an average day than were turned away in the majority of states and territories, with the exception of Victoria and the Australian Capital Territory, which both recorded 69% turn-away rates for agencies primarily targeting single men. In Victoria, people were least often turned away from agencies that primarily targeted women and children who were escaping domestic violence (24%) while in the Australian Capital Territory the lowest turn-away rate by primary target group was at agencies that primarily targeted young people (44%).

In some primary target groups the turn-away rates varied significantly across the states and territories. For example, the turn-away rate from agencies that primarily targeted women escaping domestic violence varied from 18% in the Northern Territory to 89% in the Australian Capital Territory. This suggests that some groups are better catered for in some jurisdictions than in others.

Turn-away rate by region

Nationally, people requesting accommodation in large rural and in remote areas were more often accommodated than not (45% and 20% of people, respectively, were turned away), while higher turn-away rates were recorded in other metropolitan centres (65%), capital cities (58%) and other rural areas (51%) (Table 9.3).

There were some variations across the states and territories according to region. For example, as per the national average, New South Wales and Queensland reported their highest rates in other metropolitan centres (65% and 66%, respectively). Agencies in Western Australia, Tasmania and the Northern Territory had more difficulty accommodating people in capital cities than in other regions (61%, 74% and 52%, respectively). The Australian Capital Territory reported the highest rate for capital city (71%), however, capital city is the only region in the Australian Capital Territory. The highest turn-away rate in Victoria was for agencies in remote areas (67%). In all regions of South Australia, people were more likely to find accommodation than not, with turn-away rates of 48% or less reported in all regions.

9.2 Daily request for accommodation turn-away rate for accompanying children

For the purposes of calculating the turn-away rate, accompanying children are assumed to have the same periods of accommodation as their parent(s) or guardian(s).

⁵ In 2002–03, the Tasmanian Department of Health and Human Services restructured its target group classification. These target groups do not completely correspond to those used by the National Data Collection and the majority of agencies in Tasmania from 2002–03 through to 2004–05 have ended up in the cross-target, multiple and general category.

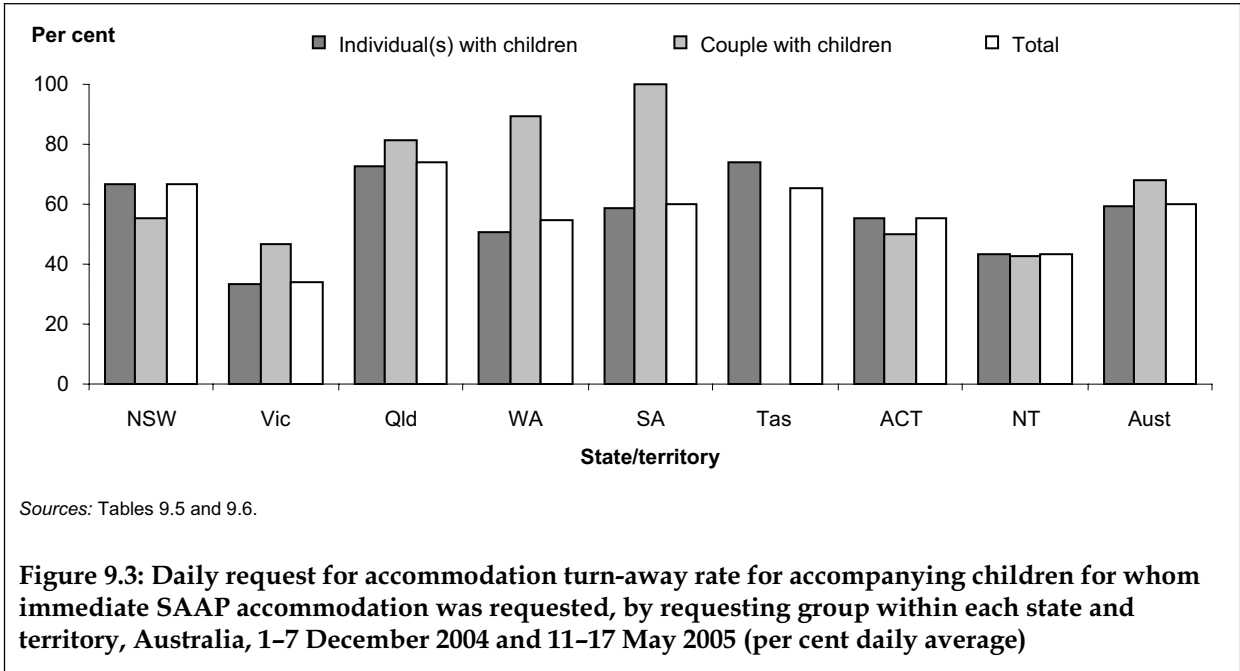
Of the 185 children who required accommodation with their parent(s) or guardian(s) on an average day during the Demand for Accommodation Collection period, 111 were not accommodated, giving a turn-away rate of 60% (Table 9.4). Given the higher turn-away rates for family groups, it is not surprising that the turn-away rate for accompanying children is higher than that for adults or unaccompanied children.

Turn-away rate by state and territory and requesting group

Nationally and in the majority of states and territories, accompanying children were more often turned away than accommodated when their parent(s) or guardian(s) made a valid request for immediate accommodation. The only jurisdictions where this was not the case were the Northern Territory and Victoria, where children accompanying potential clients were turned away in 43% and 34% of requests for immediate accommodation on an average day (Table 9.4). The other states and territory reported turn-away rates of 55% and over. In particular, Queensland reported the highest proportion of accompanying children who were turned away (74%).

By requesting group, Figure 9.3 shows that, nationally, children who accompanied a couple were more likely to be turned away on an average day after their parent(s) or guardian(s) requested immediate accommodation than children who accompanied an individual(s). Sixty-eight per cent of children who accompanied this requesting group were turned away, compared with 59% of accompanying children who presented with an individual(s).

Figure 9.3 also shows significant variation between the states and territories for accompanying child turn away rates by requesting group. South Australia, Western Australia and Queensland had high turn-away rates for couples with children (100%, 89% and 81%, respectively). Queensland also reported a high turn-away rate for individual(s) with children (73%), as did Tasmania and New South Wales (74% and 67%, respectively). Note, however, that for some states or territories the numbers involved are small, particularly the number of children accompanying couples who were turned away. For example, in South Australia, on an average day less than 1 child accompanied a couple who was turned away (Table 9.6).



9.3 Ratio of unmet demand to total demand for accommodation for adults and unaccompanied children

Table 9.1 shows that on a national basis SAAP agencies are operating to capacity, with the demand for SAAP accommodation unable to be completely met. In general, the higher the unmet demand to total demand for accommodation ratio, the lower the overall ability to accommodate new clients. On an average day during the Demand for Accommodation Collection period, 7,602 people either requested SAAP accommodation or were accommodated. Of this total:

- 193 people made a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day; and
- 7,409 were accommodated in SAAP (166 were newly accommodated and 7,242 were continuing their accommodation from the previous day and into the next day).

This means that 193 people were unable to be accommodated out of the 7,602 people who requested or were already in SAAP accommodation, giving an unmet demand to total demand for accommodation ratio of just under 3 in 100 people.

It is important to note that people requesting immediate SAAP accommodation on a daily basis made up only 5% (360) of the total daily demand for accommodation (7,602), with 2% (166) obtaining accommodation and 3% (193) being turned away. This suggests that an overall 3% increase in bed capacity could satisfy reported unmet demand for accommodation. However, this assumes that those turned away require accommodation for only one night, that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent across geographical locations, client group and target groups. There is sufficient evidence to suggest that this is not the case (see section 9.5: Meeting the expressed demand for SAAP accommodation).

Ratio of unmet demand to total demand for accommodation by requesting group

Couples who presented with children and individuals without children had the lowest unmet demand to total demand for accommodation ratio (2 in 100). Couples without children had the highest unmet demand to total demand for accommodation ratio at 6 in 100, while individuals with children had a ratio of 3 in 100 (Table 9.1). Interestingly, couples who presented with children had one of the higher turn-away rates (78%) yet had the lowest unmet demand to total demand for accommodation ratio, demonstrating the difference between these two reporting measures.

Ratio of unmet demand to total demand for accommodation by state and territory

The unmet demand to total demand for accommodation ratio also varied across the states and territories, indicating that the demand for accommodation is not uniform across the country. Tasmania and the Australian Capital Territory had the highest unmet demand to total demand ratios of the states and territories (5 in 100). Western Australia had a ratio of 4 in 100, while the other states and territory had ratios of between 2 and 3 in 100 (Table 9.2).

Ratio of unmet demand to total demand for accommodation by primary target group

The unmet demand to total demand ratio shows that people were less likely to find immediate accommodation in agencies that provided services targeted at more than one client group (cross-target, multiple and general agencies) (4 in 100), followed by agencies targeting women escaping domestic violence and agencies targeting families (3 in 100 each) (Table 9.3).

The higher ratios for family and cross-targeted agencies combined with their previously mentioned higher turn-away rates, suggests that these types of agencies are operating to capacity with limited room to accommodate new clients. Part of the reason for this is that couples or people with children are reluctant to move on from SAAP accommodation once they secure it because there are no alternative housing options. Data indicate that couples with children, in particular, are accommodated for longer periods than other client groups (a median of 65 days compared with 13 days for individual(s) with children, 12 days for couples with no children, and 8 days for individual(s) with no children) (Table 9.7).

The high daily request turn-away rates for agencies targeting families and for the requesting groups of couples either with or without children and individual(s) with children also indicate that those seeking SAAP accommodation as part of a family group experience particular difficulty obtaining it. More analysis might indicate whether the high unmet demand to total demand for accommodation ratio for families is due to families requiring longer support, and hence there being limited availability of places for families, and/or whether more agencies that are able to accommodate families in particular areas are required. Such an analysis, however, would not be able to determine the extent of any hidden need caused by people not seeking assistance when they need it.

As with the daily request turn-away rate, agencies that primarily targeted single men also had the lowest demand for SAAP accommodation ratio (1 in 100) (Table 9.3). In general, single men have relatively short periods of accommodation, reporting a median length of accommodation of 8 days for males aged 25 years and over and 10 days for males under 25 years (AIHW 2006c:44). This shorter length of accommodation could partly explain why there are fewer people turned away from single men's agencies.

Ratio of unmet demand to total demand for accommodation by region

Nationally, the unmet demand to total demand for accommodation ratio was highest in other metropolitan centres (4 in 100) (Table 9.3). This was followed by capital cities (3 in 100), other rural areas, large rural centres, and remote areas (around 2 in 100 each).

There was some variation between the states and territories. New South Wales and Queensland, as was the case nationally, recorded their highest unmet demand to total demand for accommodation ratios in other metropolitan centres (4 in 100 and 6 in 100, respectively). South Australia, Tasmania and the Northern Territory recorded their highest ratios in the capital cities (2 in 100, 7 in 100 and 4 in 100, respectively). In the Australian Capital Territory, all participating agencies were in the capital city region and they recorded a ratio of 5 in 100. The highest ratio in Victoria was for agencies in remote areas (3 in 100), while Western Australia recorded its highest ratio for agencies in other rural areas (5 in 100).

The states and territories also varied when the lowest unmet demand to total demand for accommodation ratio was compared by region. For example, in New South Wales the lowest ratio was recorded in capital cities (2 in 100) while in the Northern Territory agencies in remote areas recorded the lowest ratio (2 in 100).

The exact locations where unmet demand is at its highest or lowest cannot be determined using the current methodology. This is due to agency non-participation in the Demand for Accommodation Collection which, unlike the Client Collection, does not have a method for adjusting for non-participation (see Appendix 2 for agency participation rates).

9.4 Ratio of unmet demand to total demand for accommodation for accompanying children

For the purposes of calculating the unmet demand to total demand for accommodation ratio, accompanying children are assumed to have the same periods of accommodation as their parent(s) or guardian(s).

On an average day during the Demand for Accommodation Collection period, 5,038 accompanying children either had SAAP accommodation requested by their parent(s) or guardian(s) or they were accommodated with their parent or guardian (Table 9.4). Of this total:

- 111 accompanying children had a parent or guardian make a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day; and
- 4,927 were accommodated in SAAP (74 were newly accommodated and 4,853 were continuing their accommodation from the previous day and into the next day).

This gives an unmet demand to total demand for accommodation ratio of just over 2 in 100.

Ratio of unmet demand to total demand for accommodation by state and territory and requesting group

The overall ability of SAAP agencies to accommodate accompanying children was lower in Tasmania than in the other states and territories (6 in 100), followed by Western Australia (4 in 100). Victoria reported the smallest proportion of accompanying children who could not be accommodated in relation to children who were accommodated (1 in 100).

In the reverse of the daily request turn-away rate, the chances of accompanying children who presented with a couple finding accommodation was slightly better than for children who accompanied an individual(s), with unmet demand to total demand for accommodation ratios of 1 in 100 and 2 in 100, respectively (Table 9.5). This was also true in the majority of states and territories, with the exception of accompanying children in Victoria where the ability of SAAP to accommodate children was the same for both individual(s) with children and couples with children (1 in 100 for both requesting groups) (Table 9.6).

9.5 Meeting the expressed demand for SAAP accommodation

There are several ways that SAAP could increase capacity in order to meet the current level of demand for SAAP accommodation. These include providing additional beds, facilities, staff or funds. However, there are also other ideas about how an increase in capacity can be catered for. The fifth SAAP agreement (SAAP V) has emphasised the goals of early intervention and post-crisis support. They have the potential to free up crisis accommodation for those who most need it. The former, early intervention, would pre-empt the need for a

crisis bed in the first place; the latter, post-crisis support, can reduce the probability of a client returning for more accommodation. With the implementation of the SAAP V goals, it will be most interesting to see whether there are any changes in the demand for accommodation data.

It is difficult to estimate how much additional capacity is required to match the level of demand for SAAP accommodation. The current collection can only provide estimates of the expressed undersupply of accommodation (in terms of people) on an average day. These measures assume, however, that those turned away from accommodation require accommodation for only one night, that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent. There is sufficient evidence to suggest that this is not the case.

One approach to measuring capacity, and hence providing an estimate of how much additional accommodation would be required each day to meet the demand for SAAP accommodation, would be to consider how long a given group generally stays in SAAP accommodation once they are accommodated (as accommodation patterns do vary) in conjunction with how many people are accommodated in SAAP each day and how many are turned away. However, the NDC currently does not differentiate how many of the requests on a given day are new requests. It is possible that, for some groups, predominantly the same people are requesting accommodation each day. If this is the case, then the amount of extra accommodation required would likely be less than if everybody turning up each day was a new potential client. An adjustment to the collection form is currently being developed that will enable an estimate of the additional accommodation required to meet the current level of demand for SAAP accommodation.

Another area requiring more work is whether those people being turned away from SAAP accommodation are being provided with non-SAAP accommodation, for example, brokerage money being used to purchase hotel beds. The NDC does currently measure the number of unmet requests where a referral for accommodation was made but this is not equivalent to the number of people turned away (see section 5.2: Referrals for accommodation). The NDC has also been asked to measure the supports being provided to people turned away to enable more analysis of patterns of demand and support. Again this is currently measured at the request level (see Chapter 5).

It is important to note that, although analysis into the additional capacity required in SAAP to accommodate the expressed demand for SAAP accommodation is valuable, this type of analysis would not reveal the extent of any hidden need caused by people not seeking assistance when they need it.

Hidden need for accommodation

The data discussed so far have related to the expressed demand for SAAP accommodation, that is, the people who are actively seeking accommodation. There is, however, evidence to suggest that not everyone who requires SAAP accommodation is seeking that accommodation. For example, the large number of homeless people enumerated in the 2001 Census of Population and Housing homeless enumeration strategy (only a small proportion of whom were accommodated in SAAP—see Chapter 1) suggests a significant level of hidden need. The low percentage of new requests for SAAP accommodation on a daily basis suggests that people in need of accommodation may not be approaching SAAP agencies because they are aware of the difficulty of obtaining SAAP accommodation.

That the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that people seeking SAAP accommodation do not make repeated attempts if they fail initially. Tables 6.3 and 7.1 suggest that few potential clients seeking immediate accommodation make more than one attempt at appropriate SAAP agencies (251 valid unmet requests for immediate accommodation divided by the 212 potential clients who made those requests = 1.18). However, unsuccessful groups may split up and retry in other combinations and the extent to which this happens is not known.

Furthermore, referrals for other accommodation are not always obtained once a person has been unsuccessful. Each day, on average, only just over half (52%) of the valid unmet requests for SAAP accommodation were formally referred on to accommodation at another source (derived from Tables 5.2 and 6.4). This may be telling many potential clients that SAAP accommodation is difficult to obtain and that trying at another agency is unlikely to prove successful on that day. They might, however, try again on subsequent days.

For these reasons, it is important to note that increasing the capacity of SAAP to accommodate more people may not necessarily mean that the rate of people turned away would decrease. It may be that once more space becomes available those people who have previously not sought or who have given up seeking accommodation may try to obtain accommodation.

9.6 Tables

Table 9.1: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
People making new requests for accommodation					
Not accommodated (A)	111.7	62.1	8.6	10.9	193.2
Newly accommodated (B)	126.7	34.5	2.1	3.1	166.4
<i>Successful first request</i>	114.3	29.6	1.4	2.7	147.9
<i>Accommodated in subsequent request(s)</i>	12.4	4.9	0.7	0.4	18.5
Total daily requests (C) (A + B)	238.4	96.6	10.6	14.0	359.6
Turn-away rate (%) (A ÷ C)	46.9	64.3	80.5	77.6	53.7
Clients					
	Clients already accommodated				
<i>Accommodation ending</i>	122.4	34.7	1.9	3.6	162.7
Continuing accommodation (D)	4,535.5	2,059.9	144.4	502.4	7,242.2
Total accommodated (B + D)	4,662.2	2,094.4	146.5	505.6	7,408.6
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	4,773.9	2,156.4	155.1	516.4	7,601.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.3:100	2.9:100	5.5:100	2.1:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.2: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People making new requests for accommodation									
Not accommodated (A)	57.9	36.1	42.8	21.6	13.5	9.3	7.4	4.7	193.2
Newly accommodated (B)	47.1	24.6	38.4	22.4	15.1	7.1	3.1	8.6	166.4
Successful first request	43.3	19.0	35.3	21.0	13.4	5.7	2.1	8.1	147.9
Accommodated in subsequent request(s)	3.8	5.6	3.1	1.4	1.7	1.4	0.9	0.5	18.5
Total daily requests (C) (A + B)	104.9	60.7	81.2	43.9	28.6	16.4	10.5	13.3	359.6
Turn-away rate (%) (A ÷ C)	55.1	59.4	52.7	49.1	47.1	56.5	70.7	35.5	53.7
Clients									
Clients					Clients already accommodated				
Accommodation ending	48.0	23.7	39.1	21.0	14.6	6.2	2.5	7.6	162.7
Continuing accommodation (D)	2,259.4	1,837.7	1,407.9	574.1	669.6	173.9	152.5	167.1	7,242.2
Total accommodated (B + D)	2,306.4	1,862.4	1,446.4	596.5	684.7	181.0	155.6	175.7	7,408.6
Total demand for accommodation									
Total demand for accommodation (E) (A + B + D)	2,364.3	1,898.4	1,489.1	618.1	698.2	190.3	163.0	180.4	7,601.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.4:100	1.9:100	2.9:100	3.5:100	1.9:100	4.9:100	4.6:100	2.6:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, average daily accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.3: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, state and territory by primary target group and region, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Primary target group	Daily request for accommodation turn-away rate (%)								
Young people	64.8	65.6	50.5	76.3	51.0	32.3	43.7	54.2	59.8
Single men only	37.4	69.0	6.6	51.3	20.6	29.3	69.2	16.1	32.5
Single women only	58.5	43.5	23.5	—	47.1	—	90.0	20.0	45.3
Families	78.2	67.2	85.0	92.6	87.1	—	50.0	66.7	80.7
Women escaping domestic violence	63.0	24.4	43.8	32.2	45.9	—	89.3	17.5	46.3
Cross-target/multiple/general	42.5	65.8	69.7	43.1	44.0	68.4	—	62.5	59.2
Region									
Capital city	54.3	60.0	56.5	60.7	47.0	74.2	70.7	52.3	57.6
Other metropolitan centre	65.4	53.5	66.0	—	—	—	—	—	64.7
Large rural centre	51.6	64.2	41.6	50.0	42.9	11.9	—	—	44.5
Other rural area	54.0	55.3	44.5	54.0	48.2	35.1	—	—	51.0
Remote area	—	66.7	38.9	13.1	—	—	—	21.0	19.9
Total									
Primary target group	Unmet demand to total demand for accommodation ratio								
Young people	2.6:100	1.5:100	3.1:100	4.2:100	1.7:100	2.4:100	1.0:100	3.3:100	2.3:100
Single men only	0.9:100	2.9:100	0.4:100	2.1:100	1.2:100	2.1:100	17.5:100	0.7:100	1.3:100
Single women only	1.3:100	0.5:100	0.9:100	—	4.1:100	—	16.7:100	4.9:100	1.5:100
Families	3.5:100	1.1:100	3.0:100	3.9:100	3.8:100	—	1.6:100	1.3:100	2.6:100
Women escaping domestic violence	4.5:100	0.7:100	3.1:100	4.5:100	1.5:100	—	3.9:100	2.1:100	3.0:100
Cross-target/multiple/general	2.7:100	3.8:100	3.9:100	3.7:100	1.2:100	6.4:100	—	5.1:100	3.7:100
Region									
Capital city	2.0:100	1.9:100	3.1:100	3.4:100	2.3:100	7.2:100	4.6:100	3.7:100	2.5:100
Other metropolitan centre	4.1:100	1.6:100	5.5:100	—	—	—	—	—	4.1:100
Large rural centre	2.3:100	2.3:100	1.9:100	2.8:100	1.0:100	1.0:100	—	—	2.0:100
Other rural area	3.8:100	1.6:100	2.0:100	4.6:100	1.1:100	2.2:100	—	—	2.4:100
Remote area	—	2.5:100	2.2:100	2.5:100	—	—	—	1.6:100	1.9:100
Total	2.4:100	1.9:100	2.9:100	3.5:100	1.9:100	4.9:100	4.6:100	2.6:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
3. For the daily average numbers used to calculate the rates by primary target group in each state and the daily average numbers used to calculate the national rates by region, refer to Appendix 1.
4. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
5. Table excludes accompanying children.
6. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.4: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by state and territory, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People making new requests for accommodation									
Not accommodated (A)	33.1	8.4	32.2	17.6	8.0	6.0	2.3	3.5	111.1
Newly accommodated (B)	16.7	16.1	11.4	14.6	5.4	3.2	1.9	4.6	73.9
<i>Children accommodated on parent/guardian first request</i>	15.6	12.6	10.2	14.4	4.8	2.3	1.7	3.8	65.3
<i>Children accommodated on parent/guardian subsequent request(s)</i>	1.1	3.6	1.2	0.3	0.6	0.9	0.1	0.8	8.6
Total daily requests (C) (A + B)	49.9	24.6	43.6	32.2	13.4	9.2	4.1	8.1	185.1
Turn-away rate (%) (A ÷ C)	66.5	34.3	73.8	54.5	59.9	65.1	55.2	43.4	60.1
Clients									
Accompanying children already accommodated									
<i>Accommodation ending</i>	15.3	14.3	14.2	14.8	6.1	2.2	0.8	2.7	70.4
Continuing accommodation (D)	1,038.2	1,389.1	1,104.0	435.4	533.1	95.5	143.5	114.1	4,852.8
Total accommodated (B + D)	1,054.9	1,405.2	1,115.4	450.0	538.4	98.7	145.4	118.6	4,926.7
Total demand for accommodation									
Total demand for accommodation (E) (A + B + D)	1,088.1	1,413.6	1,147.6	467.6	546.4	104.7	147.6	122.1	5,037.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	3.0:100	0.6:100	2.8:100	3.8:100	1.5:100	5.7:100	1.5:100	2.9:100	2.2:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 235 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying a person or group with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
6. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.5: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) with children	Couple with children	Total
People making new requests for accommodation			
Not accommodated (A)	101.0	10.1	111.1
Newly accommodated (B)	69.2	4.7	73.9
Successful first request	61.0	4.3	65.3
Accommodated in subsequent request(s)	8.2	0.4	8.6
Total daily requests (C) (A + B)	170.2	14.9	185.1
Turn-away rate (%) (A ÷ C)	59.3	68.3	60.1
Accompanying children already accommodated			
Clients			
Accommodation ending	66.4	4.1	70.4
Continuing accommodation (D)	4,135.8	717.0	4,852.8
Total accommodated (B + D)	4,205.0	721.7	4,926.7
Total demand for accommodation			
Total demand for accommodation (E) (A + B + D)	4,306.0	731.9	5,037.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.3:100	1.4:100	2.2:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 235 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying a person or group with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
6. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.6: Accompanying children: daily request for accommodation turn-away rate, unmet demand to total demand for accommodation ratio and number not accommodated, state and territory by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average)

	Daily request for accommodation turn-away rate (%)	Unmet demand to total demand for accommodation ratio	Number not accommodated
NSW			
Individual(s) with children	66.8	3.2:100	32.4
Couple with children	55.6	1.0:100	0.7
Total	66.5	3.0:100	33.1
Vic			
Individual(s) with children	33.1	0.6:100	7.4
Couple with children	46.7	0.6:100	1.0
Total	34.3	0.6:100	8.4
Qld			
Individual(s) with children	72.7	3.0:100	27.6
Couple with children	81.3	1.9:100	4.6
Total	73.8	1.9:100	32.2
WA			
Individual(s) with children	50.5	3.9:100	14.6
Couple with children	89.4	3.1:100	3.0
Total	54.5	3.8:100	17.6
SA			
Individual(s) with children	58.6	1.6:100	7.6
Couple with children	100.0	0.5:100	0.4
Total	59.9	1.5:100	8.0
Tas			
Individual(s) with children	74.3	6.4:100	6.0
Couple with children	—	—	—
Total	65.1	5.7:100	6.0
ACT			
Individual(s) with children	55.6	1.6:100	2.1
Couple with children	50.0	0.8:100	0.1
Total	55.2	1.5:100	2.3
NT			
Individual(s) with children	43.4	3.4:100	3.3
Couple with children	42.9	0.8:100	0.2
Total	43.4	2.9:100	3.5

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 235 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.7: SAAP closed support periods: median and mean length of accommodation, state and territory by client group, Australia, 2004–05 (number of days)

Requesting group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Median length of accommodation									
Individual(s) no children	7	22	7	5	7	6	11	4	8
Individual(s) with children	17	27	20	3	27	20	116	4	13
Couple no children	5	22	4	7	27	5	161	35	12
Couple with children	55	49	91	28	140	8	65	53	65
Total	8	24	9	4	8	7	15	4	9
Mean (average) length of accommodation									
Individual(s) no children	37	78	27	25	30	25	38	21	37
Individual(s) with children	66	95	58	21	88	48	154	20	61
Couple no children	44	72	34	42	111	15	109	49	56
Couple with children	123	105	124	102	190	42	118	101	115
Total	43	84	36	26	45	31	55	22	45

Notes

1. Cases excluded due to missing data: 2,910.
2. Excludes accommodation starting and ending on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Appendix 1 Additional tables

Table A1.1: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, New South Wales, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	NSW
People making new requests for accommodation					
Not accommodated (A)	36.1	19.0	1.7	1.0	57.9
Newly accommodated (B)	38.4	7.9	0.6	0.1	47.1
Successful first request	35.6	7.3	0.3	0.1	43.3
Accommodated in subsequent request(s)	2.9	0.6	0.3	0.0	3.8
Total daily requests (C) (A + B)	74.6	26.9	2.3	1.1	104.9
Turn-away rate (%) (A ÷ C)	48.5	70.6	75.0	87.5	55.1
Clients					
	Clients already accommodated				
Accommodation ending	39.4	7.8	0.4	0.4	48.0
Continuing accommodation (D)	1,699.6	478.4	21.0	60.4	2,259.4
Total accommodated (B + D)	1,738.0	486.3	21.6	60.6	2,306.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	1,774.1	505.3	23.3	61.6	2,364.3
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.0:100	3.8:100	7.4:100	1.6:100	2.4:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 72 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.2: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Victoria, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Vic
People making new requests for accommodation					
Not accommodated (A)	26.9	5.2	2.8	1.2	36.1
Newly accommodated (B)	15.5	7.4	0.9	0.9	24.6
Successful first request	12.6	5.2	0.4	0.8	19.0
Accommodated in subsequent request(s)	2.9	2.1	0.4	0.1	5.6
Total daily requests (C) (A + B)	42.4	12.6	3.6	2.1	60.7
Turn-away rate (%) (A ÷ C)	26.9	5.2	2.8	1.2	36.1
Clients					
	Clients already accommodated				
Accommodation ending	14.2	7.3	1.1	1.1	23.7
Continuing accommodation (D)	997.9	640.0	59.7	140.1	1,837.7
Total accommodated (B + D)	1,013.4	647.4	60.6	141.0	1,862.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	1,040.3	652.6	63.4	142.2	1,898.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.6:100	0.8:100	4.4:100	0.9:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 102 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.3: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Queensland, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Qld
People making new requests for accommodation					
Not accommodated (A)	18.2	17.4	2.0	5.1	42.8
Newly accommodated (B)	32.4	4.9	0.4	0.9	38.4
Successful first request	29.8	4.3	0.4	0.9	35.3
Accommodated in subsequent request(s)	2.6	0.6	—	—	3.1
Total daily requests (C) (A + B)	50.6	22.3	2.4	6.0	81.2
Turn-away rate (%) (A ÷ C)	36.0	78.2	84.8	85.7	52.7
Clients					
	Clients already accommodated				
Accommodation ending	31.1	7.0	0.1	0.9	39.1
Continuing accommodation (D)	836.9	399.9	20.6	150.5	1,407.9
Total accommodated (B + D)	869.3	404.8	20.9	151.4	1,446.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	887.5	422.2	22.9	156.5	1,489.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.1:100	4.1:100	8.7:100	3.3:100	2.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 49 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.4: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Western Australia, 1-7 December 2004 and 11-17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	WA
People making new requests for accommodation					
Not accommodated (A)	11.1	7.7	0.3	2.4	21.6
Newly accommodated (B)	14.7	7.3	0.1	0.3	22.4
Successful first request	13.8	6.9	0.1	0.3	21.0
Accommodated in subsequent request(s)	0.9	0.4	—	—	1.4
Total daily requests (C) (A + B)	25.9	15.0	0.4	2.7	43.9
Turn-away rate (%) (A ÷ C)	43.1	51.4	80.0	89.5	49.1
Clients					
	Clients already accommodated				
Accommodation ending	13.6	6.8	0.1	0.4	21.0
Continuing accommodation (D)	335.9	152.6	23.6	62.0	574.1
Total accommodated (B + D)	350.6	159.9	23.7	62.3	596.5
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	361.7	167.6	24.0	64.7	618.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	3.1:100	4.6:100	1.2:100	3.8:100	3.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.5: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, South Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	SA
People making new requests for accommodation					
Not accommodated (A)	5.6	5.6	1.5	0.7	13.5
Newly accommodated (B)	12.3	2.8	0.1	—	15.1
<i>Successful first request</i>	10.9	2.5	0.1	—	13.4
<i>Accommodated in subsequent request(s)</i>	1.4	0.3	—	—	1.7
Total daily requests (C) (A + B)	17.9	8.4	1.6	0.7	28.6
Turn-away rate (%) (A ÷ C)	31.5	66.9	95.5	100.0	47.1
<hr/>					
Clients	Clients already accommodated				
<i>Accommodation ending</i>	11.5	2.6	0.1	0.4	14.6
Continuing accommodation (D)	362.9	242.5	12.9	51.4	669.6
Total accommodated (B + D)	375.1	245.3	12.9	51.4	684.7
<hr/>					
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	380.8	250.9	14.4	52.1	698.2
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.5:100	2.2:100	10.4:100	1.4:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 36 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.6: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Tasmania, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Tas
People making new requests for accommodation					
Not accommodated (A)	5.7	3.2	0.3	0.1	9.3
Newly accommodated (B)	5.5	1.1	—	0.5	7.1
Successful first request	4.7	0.6	—	0.4	5.7
Accommodated in subsequent request(s)	0.8	0.5	—	0.1	1.4
Total daily requests (C) (A + B)	11.2	4.4	0.3	0.6	16.4
Turn-away rate (%) (A ÷ C)	51.0	73.8	100.0	12.5	56.5
Clients					
	Clients already accommodated				
Accommodation ending	5.1	0.9	0.1	0.1	6.2
Continuing accommodation (D)	119.1	45.5	1.5	7.8	173.9
Total accommodated (B + D)	124.6	46.6	1.5	8.3	181.0
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	130.3	49.9	1.8	8.4	190.3
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	4.4:100	6.4:100	16.0:100	0.9:100	4.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.7: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australian Capital Territory, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	ACT
People making new requests for accommodation					
Not accommodated (A)	5.9	1.4	—	0.1	7.4
Newly accommodated (B)	2.4	0.6	—	0.1	3.1
Successful first request	1.6	0.4	—	0.1	2.1
Accommodated in subsequent request(s)	0.8	0.1	—	—	0.9
Total daily requests (C) (A + B)	8.2	2.0	—	0.3	10.5
Turn-away rate (%) (A ÷ C)	71.3	71.4	—	50.0	70.7
Clients					
	Clients already accommodated				
Accommodation ending	1.9	0.3	—	0.3	2.5
Continuing accommodation (D)	75.4	58.9	0.5	17.8	152.5
Total accommodated (B + D)	77.7	59.4	0.5	17.9	155.6
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	83.6	60.9	0.5	18.1	163.0
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	7.0:100	2.3:100	—	0.8:100	4.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 6 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.8: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Northern Territory, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	NT
People making new requests for accommodation					
Not accommodated (A)	2.1	2.4	—	0.1	4.7
Newly accommodated (B)	5.6	2.6	0.1	0.3	8.6
<i>Successful first request</i>	5.4	2.4	0.1	0.1	8.1
<i>Accommodated in subsequent request(s)</i>	0.1	0.2	—	0.1	0.5
Total daily requests (C) (A + B)	7.7	5.0	0.1	0.4	13.3
Turn-away rate (%) (A ÷ C)	27.8	48.6	—	33.3	35.5
Clients					
	Clients already accommodated				
<i>Accommodation ending</i>	5.6	2.0	—	—	7.6
Continuing accommodation (D)	107.9	42.1	4.6	12.5	167.1
Total accommodated (B + D)	113.5	44.6	4.8	12.8	175.7
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	115.6	47.1	4.8	12.9	180.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.9:100	5.2:100	—	1.1:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 5 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.9: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Aust
People making new requests for accommodation							
Not accommodated (A)	46.9	17.9	5.1	24.5	37.4	61.4	193.2
Newly accommodated (B)	31.5	37.3	6.2	5.9	43.4	42.2	166.4
<i>Successful first request</i>	28.6	32.8	5.1	5.3	39.8	36.4	147.9
<i>Accommodated in subsequent request(s)</i>	2.9	4.5	1.1	0.6	3.6	5.9	18.5
Total daily requests (C) (A + B)	78.4	55.2	11.4	30.4	80.8	103.6	359.6
Turn-away rate (%) (A ÷ C)	59.8	32.5	45.3	80.7	46.3	59.2	53.7
Clients							
	Clients			Clients already accommodated			
<i>Accommodation ending</i>	33.7	36.7	4.8	7.1	40.9	39.5	162.7
Continuing accommodation (D)	1,944.1	1,315.3	341.9	902.5	1,169.8	1,568.7	7,242.2
Total accommodated (B + D)	1,975.6	1,352.6	348.1	908.4	1,213.1	1,610.9	7,408.6
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	2,022.4	1,370.5	353.2	932.9	1,250.6	1,672.3	7,601.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.3:100	1.3:100	1.5:100	2.6:100	3.0:100	3.7:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.10: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, New South Wales, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	NSW
People making new requests for accommodation							
Not accommodated (A)	14.7	6.1	1.7	4.9	19.6	10.9	57.9
Newly accommodated (B)	8.0	10.3	1.2	1.4	11.5	14.7	47.1
<i>Successful first request</i>	7.5	8.7	1.1	1.1	10.7	14.1	43.3
<i>Accommodated in subsequent request(s)</i>	0.5	1.6	0.1	0.2	0.8	0.6	3.8
Total daily requests (C) (A + B)	22.7	16.4	2.9	6.2	31.1	25.6	104.9
Turn-away rate (%) (A ÷ C)	64.8	37.4	58.5	78.2	63.0	42.5	55.1
Clients							
	Clients			Clients already accommodated			
<i>Accommodation ending</i>	9.3	10.0	0.7	2.4	10.6	15.0	48.0
Continuing accommodation (D)	534.6	680.2	125.7	134.5	401.8	382.6	2,259.4
Total accommodated (B + D)	542.6	690.5	126.9	135.9	413.3	397.3	2,306.4
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	557.3	696.6	128.6	140.7	432.9	408.1	2,364.3
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.6:100	0.9:100	1.3:100	3.5:100	4.5:100	2.7:100	2.4:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 72 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.11: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Victoria, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Vic
People making new requests for accommodation							
Not accommodated (A)	10.1	2.1	0.7	2.8	2.1	18.3	36.1
Newly accommodated (B)	5.3	0.9	0.9	1.4	6.6	9.5	24.6
<i>Successful first request</i>	4.5	0.8	0.7	1.2	5.5	6.3	19.0
<i>Accommodated in subsequent request(s)</i>	0.8	0.1	0.2	0.1	1.1	3.2	5.6
Total daily requests (C) (A + B)	15.4	3.0	1.6	4.1	8.8	27.8	60.7
Turn-away rate (%) (A ÷ C)	65.6	69.0	43.5	67.2	24.4	65.8	59.4
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	6.1	1.2	0.5	1.8	5.7	8.4	23.7
Continuing accommodation (D)	658.4	68.7	128.4	248.3	277.6	456.4	1,837.7
Total accommodated (B + D)	663.7	69.6	129.3	249.6	284.2	465.9	1,862.4
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	673.8	71.7	130.0	252.4	286.4	484.1	1,898.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.5:100	2.9:100	0.5:100	1.1:100	0.7:100	3.8:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 102 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.12: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Queensland, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Qld
People making new requests for accommodation							
Not accommodated (A)	9.9	0.9	0.3	8.5	4.8	18.4	42.8
Newly accommodated (B)	9.7	12.1	0.9	1.5	6.1	8.0	38.4
<i>Successful first request</i>	8.6	11.4	0.6	1.3	5.9	7.5	35.3
<i>Accommodated in subsequent request(s)</i>	1.1	0.8	0.3	0.2	0.3	0.5	3.1
Total daily requests (C) (A + B)	19.6	13.0	1.2	10.0	10.9	26.4	81.2
Turn-away rate (%) (A ÷ C)	50.5	6.6	23.5	85.0	43.8	69.7	52.7
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	9.4	11.6	0.9	1.7	7.2	8.4	39.1
Continuing accommodation (D)	298.9	216.3	31.6	273.5	145.9	441.8	1,407.9
Total accommodated (B + D)	308.6	228.4	32.6	275.0	152.0	449.8	1,446.4
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	318.5	229.3	32.9	283.5	156.8	468.2	1,489.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	3.1:100	0.4:100	0.9:100	3.0:100	3.1:100	3.9:100	2.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 49 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.13: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Western Australia, 1-7 December 2004 and 11-17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	WA
People making new requests for accommodation							
Not accommodated (A)	6.2	2.9	—	3.6	6.0	3.1	21.6
Newly accommodated (B)	1.9	2.8	0.6	0.3	12.6	4.1	22.4
<i>Successful first request</i>	1.9	2.7	0.2	0.3	12.0	3.9	21.0
<i>Accommodated in subsequent request(s)</i>	—	0.1	0.4	—	0.6	0.3	1.4
Total daily requests (C) (A + B)	8.1	5.7	0.6	3.9	18.6	7.3	43.9
Turn-away rate (%) (A ÷ C)	76.3	51.3	—	92.6	32.2	43.1	49.1
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	2.2	2.6	0.5	0.4	11.5	3.9	21.0
Continuing accommodation (D)	138.5	136.2	20.1	88.0	113.4	77.9	574.1
Total accommodated (B + D)	140.4	139.0	20.6	88.3	126.1	82.1	596.5
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	146.6	141.9	20.6	91.9	132.1	85.2	618.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	4.2:100	2.1:100	—	3.9:100	4.5:100	3.7:100	3.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. At the primary target group level in Western Australia, there were some discrepancies between the people recorded as accommodated in the Client Collection and data recorded in the Demand for Accommodation Collection on people who were accommodated later on the same day that they made a valid unmet request for accommodation. For this reason, some cells in this table have been adjusted.
6. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
7. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
9. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.14: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, South Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	SA
People making new requests for accommodation							
Not accommodated (A)	3.8	1.5	1.1	3.9	2.4	0.8	13.5
Newly accommodated (B)	3.6	5.8	1.3	0.6	2.9	1.0	15.1
<i>Successful first request</i>	3.3	4.8	1.2	0.6	2.6	1.0	13.4
<i>Accommodated in subsequent request(s)</i>	0.4	1.0	0.1	—	0.3	—	1.7
Total daily requests (C) (A + B)	7.4	7.3	2.4	4.4	5.3	1.8	28.6
Turn-away rate (%) (A ÷ C)	51.0	20.6	47.1	87.1	45.9	44.0	47.1
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	3.4	6.4	1.3	0.4	2.6	0.4	14.6
Continuing accommodation (D)	211.0	116.1	25.4	97.4	157.1	62.5	669.6
Total accommodated (B + D)	214.6	121.9	26.6	98.0	160.0	63.5	684.7
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	218.4	123.4	27.8	101.9	162.4	64.3	698.2
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.7:100	1.2:100	4.1:100	3.8:100	1.5:100	1.2:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 36 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.15: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Tasmania, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Tas
People making new requests for accommodation							
Not accommodated (A)	0.7	0.9	—	—	—	7.7	9.3
Newly accommodated (B)	1.5	2.1	—	—	—	3.6	7.1
<i>Successful first request</i>	1.4	1.9	—	—	—	2.4	5.7
<i>Accommodated in subsequent request(s)</i>	0.1	0.1	—	—	—	1.1	1.4
Total daily requests (C) (A + B)	2.2	2.9	—	—	—	11.3	16.4
Turn-away rate (%) (A ÷ C)	32.3	29.3	—	—	—	68.4	56.5
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	1.3	1.9	—	—	—	3.1	6.2
Continuing accommodation (D)	27.2	37.1	—	—	0.5	109.0	173.9
Total accommodated (B + D)	28.7	39.2	—	—	0.5	112.6	181.0
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	29.4	40.1	—	—	0.5	120.3	190.3
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.4:100	2.1:100	—	—	—	6.4:100	4.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.16: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australian Capital Territory, 1-7 December 2004 and 11-17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	ACT
People making new requests for accommodation							
Not accommodated (A)	0.5	3.2	1.3	0.6	1.8	—	7.4
Newly accommodated (B)	0.6	1.4	0.1	0.6	0.2	—	3.1
<i>Successful first request</i>	0.6	0.6	0.1	0.6	0.1	—	2.1
<i>Accommodated in subsequent request(s)</i>	—	0.8	—	—	0.1	—	0.9
Total daily requests (C) (A + B)	1.1	4.6	1.4	1.3	2.0	—	10.5
Turn-away rate (%) (A ÷ C)	43.8	69.2	90.0	50.0	89.3	—	70.7
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	0.5	1.2	0.1	0.4	0.4	—	2.5
Continuing accommodation (D)	48.8	13.7	6.3	39.4	44.3	—	152.5
Total accommodated (B + D)	49.4	15.1	6.4	40.1	44.5	—	155.6
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	49.9	18.4	7.7	40.7	46.3	—	163.0
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.0:100	17.5:100	16.7:100	1.6:100	3.9:100	—	4.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 6 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.17: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Northern Territory, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	NT
People making new requests for accommodation							
Not accommodated (A)	0.9	0.4	0.3	0.3	0.7	2.1	4.7
Newly accommodated (B)	0.8	1.9	1.1	0.1	3.4	1.3	8.6
<i>Successful first request</i>	0.7	1.9	1.1	0.1	3.1	1.2	8.1
<i>Accommodated in subsequent request(s)</i>	0.1	—	0.1	—	0.3	0.1	0.5
Total daily requests (C) (A + B)	1.7	2.2	1.4	0.4	4.1	3.4	13.3
Turn-away rate (%) (A ÷ C)	54.2	16.1	20.0	66.7	17.5	62.5	35.5
Clients							
	Clients already accommodated						
<i>Accommodation ending</i>	1.5	1.8	0.9	—	3.0	0.4	7.6
Continuing accommodation (D)	26.7	46.9	4.4	21.4	29.2	38.6	167.1
Total accommodated (B + D)	27.5	48.7	5.6	21.5	32.6	39.9	175.7
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	28.4	49.1	5.9	21.8	33.3	42.0	180.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	3.3:100	0.7:100	4.9:100	1.3:100	2.1:100	5.1:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 5 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.18: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by region, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Capital city	Other metropolitan centre	Large rural centre	Other rural centre	Remote area	Aust
People making new requests for accommodation						
Not accommodated (A)	123.2	24.1	16.9	24.6	4.4	193.2
Newly accommodated (B)	90.9	13.1	21.0	23.6	17.8	166.4
Successful first request	77.5	12.6	19.5	21.5	16.9	147.9
Accommodated in subsequent request(s)	13.4	0.6	1.5	2.1	0.9	18.5
Total daily requests (C) (A + B)	214.1	37.2	37.9	48.3	22.2	359.6
Turn-away rate (%) (A ÷ C)	57.6	64.7	44.5	51.0	19.9	53.7
Clients						
	Clients already accommodated					
Accommodation ending	88.2	12.6	20.5	23.5	17.9	162.7
Continuing accommodation (D)	4,700.1	545.9	811.1	978.9	206.3	7,242.2
Total accommodated (B + D)	4,790.9	559.1	832.1	1,002.5	224.1	7,408.6
Total demand for accommodation						
Total demand for accommodation (E) (A + B + D)	4,914.1	583.1	848.9	1,027.1	228.5	7,601.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.5:100	4.1:100	2.0:100	2.4:100	1.9:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Appendix 2 The data

A2.1 The Client Collection

The Client Collection is the main component of the National Data Collection. It contains information about all clients receiving support of more than 1 hour's duration under SAAP, or who are accommodated by a SAAP agency, or who enter into an ongoing support relationship with a SAAP agency. Data are recorded by service providers during or immediately following contact with clients and are then forwarded to the National Data Collection Agency after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (30 June). Data collected include basic socio-demographic information, information about the services required by and provided to each client, and information about each client's situation before and after receiving SAAP services.

A high level of participation among SAAP-funded agencies is necessary to ensure that the data accurately reflect the work done under the auspices of the Program. Overall, the participation rate for the Client Collection has been very satisfactory – in 2004–05, 93% of SAAP agencies providing support and/or accommodation participated in the collection (Table A2.1). This matches the participation rate obtained in 2003–04.

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 the returned data collection forms are complete. All data collections and surveys invariably have some missing data, but this does not necessarily undermine the validity or reliability of the 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 the 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. They thus allow enumeration of actual clients in addition to occasions of support.

Across Australia, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 89% and 87% of support periods respectively (Table A2.1). In all states and territories, valid consent was obtained in the majority of cases, ranging from 79% in Tasmania to 93% in the Northern Territory. The same was true according to primary target group, ranging from 83% for agencies primarily targeted at women and children escaping domestic violence to 91% for agencies that primarily targeted single men.

The Australian Institute of Health and Welfare has developed a scheme – primarily for use when deriving annual estimates – that adjusts for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation, 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. A description of the scheme is given in the 2004–05 national annual

report (AIHW 2006c:89–91). In this current report, only the Client Collection data in Tables 2.2, 3.1, 3.2, 3.3, 3.4, 3.5 and 3.6 have been adjusted.

Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group for 2004–05, and by reporting period, Australia

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/territory	Number	%	Number	%	%
NSW	378	93.1	38,490	87.2	86.0
Vic	349	89.4	55,443	91.3	89.2
Qld	196	93.9	24,650	86.1	84.2
WA	107	94.4	13,729	91.6	88.7
SA	76	96.1	15,003	87.1	84.9
Tas	34	100.0	6,440	80.3	78.8
ACT	40	92.5	2,103	86.1	84.5
NT	32	90.6	4,144	95.8	93.3
Total	1,212	92.6	160,002	88.8	86.8
Primary target group					
Young people	448	92.4	31,723	88.2	86.6
Single men only	90	96.7	25,021	91.9	91.1
Single women only	49	95.9	5,192	84.7	83.4
Families	112	94.6	8,923	89.5	87.7
Women escaping domestic violence	283	91.2	36,078	85.6	82.8
Cross-target/multiple/general	230	91.3	53,065	90.0	87.9
Total	1,212	92.6	160,002	88.8	86.8

Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection.
3. 'Valid consent' here refers to all forms with a valid alpha code that were completed with consent, where the alpha code is a predetermined combination of letters from a client's name together with a letter designating the client's gender. It is joined to the client's reported year of birth and encrypted to create a unique client indicator. This is used to combine data from more than one support period without requiring the actual name of the client to be recorded.
4. Figures are unweighted.

Sources: AIHW 2000a, 2000b, 2002a, 2002c, 2003b, 2005a, 2006c.

A2.2 The Demand for Accommodation Collection

The Demand for Accommodation Collection is used to measure the level of unmet demand for SAAP accommodation, to calculate the proportion of people turned away from SAAP accommodation (turn-away rate), and to provide an indication of the overall ability of SAAP to meet the demand for accommodation (unmet demand to total demand for accommodation ratio). Previously known as the Unmet Demand and Met Demand Collections, the Demand for Accommodation Collection is conducted annually (in two 1-week periods). In 2004–05 the collection was held on 1–7 December 2004, and on 11–17 May 2005. All SAAP-funded agencies that provide support or accommodation to clients were asked to record each unsuccessful and successful request for accommodation during the collection period; a form was completed for each person (adult or unaccompanied child) or group of people (including accompanying children). In December 2004 and May 2005, 11,970 forms were received (Table A2.2).

The participation rate for the Demand for Accommodation Collection was lower than that for the Client Collection. Nationally, 73% of agencies returned forms following the 2 weeks of the collection period. The participation rate for 2004–05 ranged from a high of 88% in the Northern Territory to a low of 60% in the Australian Capital Territory.

In 2004–05, agencies targeting single women had the highest participation rate (78%). Agencies that primarily targeted single men recorded the lowest participation rate (70%).

It is not known whether agencies that did not participate in the Demand for Accommodation Collection received requests they could not meet. Consequently, it is possible that findings from this collection may understate the true extent of unmet demand. In addition, only demand for accommodation data for agencies that participated in the two collections used to calculate the turn-away rate in this report – the Demand for Accommodation and Client Collections – are presented in the tables in Chapters 2, 5, 6, 7, 8 and 9. These agencies accounted for 11,903 Demand for Accommodation Collection forms, and the analysis in those chapters is based on this reduced number of forms and associated people (AIHW unpublished data).

Table A2.2: SAAP Demand for Accommodation Collection: agency participation rates and forms returned, by state and territory and primary target group for 1–7 December 2004 and 11–17 May 2005, and by reporting period, Australia

State/territory	Agencies	Participation rate	Forms returned
	Number	%	Number
(1–7 December 2004 and 11–17 May 2005)			
NSW	378	77.5	3,098
Vic	349	62.8	2,793
Qld	196	77.6	2,634
WA	107	81.3	1,048
SA	76	76.3	1,331
Tas	34	76.5	454
ACT	40	60.0	303
NT	32	87.5	309
Total	1,212	73.2	11,970
Primary target group			
(1–7 December 2004 and 11–17 May 2005)			
Young people	448	72.3	3,152
Single men only	90	70.0	1,728
Single women only	49	77.6	511
Families	112	75.0	1,271
Women escaping domestic violence	283	75.3	1,983
Cross-target/multiple/general	230	71.7	3,325
Total	1,212	73.2	11,970
Reporting period			
12–25 November 1998	1,168	n.a.	7,001
11–24 November 1999	1,164	n.a.	7,394
29 November–5 December 2000 and 9–15 May 2001	1,236	n.a.	10,685
22–28 August 2001 and 8–14 May 2002	1,286	n.a.	10,941
9–15 December 2002 and 7–13 May 2003	1,202	89.7	14,034
26 November–2 December 2003 and 5–11 May 2004	1,225	76.9	13,217
1–7 December 2004 and 11–17 May 2005	1,212	73.2	11,970

Notes

1. Based on forms returned from agencies in scope for the Demand for Accommodation Collection.
2. 'Agencies' refers to the number of agencies that were 'in scope'— that is, agencies that should have been participating in the reference period.
3. During the 2004–05 Demand for Accommodation Collection periods, 791 forms were returned for people who refused accommodation.
4. From 2002–03 onwards information on requests for SAAP accommodation was collected on a single form which captured groups with both met and unmet requests for accommodation. In 2001–02, information was also gathered on the demand for SAAP accommodation both met and unmet; however, two separate forms were used. In the years preceding 2001–02, data on unmet requests for both SAAP non-accommodation support services and requests for SAAP accommodation were collected for unmet requests on a single form. For these reasons, the participation rate cannot be compared across years.
5. Figures are unweighted.

Sources: SAAP Administrative Data Collection and Demand for Accommodation Collection; AIHW 1999, 2000a, 2000b, 2001a, 2002b, 2003a, 2006b.

A2.2.1 Estimation methods and adjusting for missing information

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

Estimation methods

During the 2004–05 Demand for Accommodation Collection period, SAAP agencies across Australia reported 8,560 requests for accommodation that were not met (Table 6.1). However, many of these requests were made at inappropriate agencies; this includes requests for accommodation at agencies where the person did not fall within the agency's target group, where the person or group was inappropriate for the agency, or where there was no fee-free accommodation available. It also includes those people who refused an agency's offer of accommodation. Consequently, the number of valid unmet requests is a more useful measure of unmet demand. In addition, not all valid unmet requests involve immediate accommodation. In the context of homelessness, the level of unmet requests for immediate accommodation is of particular importance. It must also be emphasised that the number of valid unmet requests does not represent the actual number of people, since a person can make requests on more than one occasion and at more than one SAAP agency. There are thus two types of estimates of primary interest for unmet demand: numbers of valid unmet requests and numbers of people with valid unmet requests.

Invalid requests may be followed by successful requests at another agency, especially if a referral has been arranged, that is, a proportion of people who make an unsuccessful request for accommodation might subsequently receive accommodation from another SAAP agency on the same day. For this reason, when calculating a turn-away rate it is important to count the number of times this occurred (see Chapter 9). During the 2004–05 Demand for Accommodation Collection period, SAAP agencies across Australia that participated in both the Demand for Accommodation and Client Collections reported 3,345 requests for accommodation that were met (AIHW unpublished data). Met requests for accommodation are not analysed separately in this publication, rather they are used to estimate the number of people who had a valid unmet request earlier in the day but were subsequently accommodated later that day (259 adults or unaccompanied children, derived from Table 9.1).

Several difficulties are associated with estimating the number of valid unmet requests and the number of people who make these requests. First, a proportion of people who make an unsuccessful request for accommodation may subsequently receive accommodation from another SAAP agency, quite possibly soon after the initial request. Use of a linkage key (the alpha code) has proved unworkable in the context of unmet demand, so previously it was not possible to identify when this situation occurred. Second, people may have their needs met by other means and no longer require SAAP assistance. Third, a person may make several requests for accommodation – again, without a linkage key, related requests cannot be identified with certainty. Finally, data required to identify valid unmet requests may be missing from returned forms. These possibilities pose four main problems:

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

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

Although it is not currently possible to resolve the first of these problems, a method has been developed for deriving estimates of both the number of valid unmet requests and the number of individuals, or potential clients, whose valid requests were not met each day of the 2-week collection period. The method used to derive these estimates is outlined in the following section. It should be noted, however, that the resulting estimate of potential clients would overstate the number of people involved if people make requests for accommodation on different approaches to SAAP agencies within the collection period. Additionally, because people might make several approaches on the same day to SAAP agencies throughout the year, the daily figure cannot be pro-rated up to give an estimate of the number of people turned away from SAAP agencies annually. People often approach SAAP services more than once within 12 months, as is illustrated by the fact that, nationally, 28% of SAAP clients had more than one support period in 2004–05 (derived from AIHW 2006c:12).

To address the fourth concern, it was decided to combine the collection of met and unmet demand into one collection, the Demand for Accommodation Collection. Using the estimated number of people mentioned above in conjunction with the number of people with met requests for accommodation and the Client Collection, it is now possible to estimate the number of people with a valid prior request on a particular day who successfully gained SAAP accommodation later that day, as well as the estimated number of people who were turned away with their needs unmet. The method used to derive these estimates is outlined in the following section and the analysis is provided in Chapter 9.

Adjusting for missing information

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

- the number of valid unmet requests for immediate accommodation;
- the number of potential clients (that is, people with valid unmet requests for immediate accommodation); and
- the number of potential clients with subsequent met request(s) for accommodation.

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

It must be noted that in 2002–03 imputation was undertaken at a national level. In 2003–04 and 2004–05 imputation was carried out at the state level. For this reason 2002–03 estimates are not directly comparable with those from either 2003–04 or 2004–05.

Unmet demand

The information used to derive the unmet demand estimates is elicited through seven questions on the Demand for Accommodation Collection form (see Appendix 3):

- question 2, asking the number of adults or unaccompanied children seeking accommodation;

- question 3, asking the number of accompanying children requiring accommodation with their parent(s) or guardian(s);
- question 4, asking about immediacy of the need for accommodation;
- questions 5a and 5b, asking whether or not the same request for accommodation had been made and turned away earlier that day and the reason for that turn-away, if applicable;
- question 6, asking whether an offer of accommodation was made by the agency;
- questions 7a and 7b, asking if the person refused an offer of accommodation and, if so, why; and
- question 9, asking if the person made a valid request – that is, sought support from an appropriate agency.

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

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

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

Unmet potential clients are identified by finding those valid unmet requests that correspond to first valid unmet requests. This can partly be done by excluding repeat requests at agencies (identified via question 5) from identified valid unmet requests (estimated as described). In addition to this, however, to estimate the number of potential clients one further piece of information is needed – whether a first (invalid) request at an inappropriate agency later becomes an unmet (valid) request at an appropriate agency. This information is very difficult to obtain. In reports before the 1999–00 *Demand for SAAP assistance* report (AIHW 2001a), adjustments were made for this gap in information at the state and territory level. The adjustments were based on the ratio of valid second (or further) unmet requests to the total number of first unmet requests. In the 2001–02 analysis, this ratio was also applied, but it was used at the form level to provide an estimate of the probability of an invalid first unmet request later becoming a valid unmet request. Using this probability, a proportion of invalid first unmet requests were imputed to become first valid unmet requests. These imputed first valid unmet requests were then combined with observed first valid unmet requests to estimate the total number of potential clients. This ‘unit-level’ approach allowed for greater flexibility in the tables that were produced than the ‘state-level’ adjustments. In the 2002–03 Demand for Accommodation Collection and onwards, information was gathered on whether a person had made an unmet request earlier that day and the reason for prior

turn-away, meaning that the number of first invalid unmet requests that later became valid unmet requests could now be estimated using information gathered (in question 13a and 13b in 2002–03 and in question 5a and 5b in 2003–04 and 2004–05).

Met demand

Missing information on the number of people accommodated and about whether a client was previously turned away affects estimates of met potential clients – that is, the number of people who successfully gained accommodation later in the day on which they had made an unmet request. For met demand, the information used to derive the estimated number of clients who were potential clients earlier on the same day is elicited through questions 5a, 5b, 6, 7a and 8 on the 2004–05 Demand for Accommodation form (see Appendix 3) which determine if the request is met; ask how many people were accommodated; whether the person or group had made a request for accommodation earlier that day; and, if they were unsuccessful, the reason why. The turn-away rate in this report uses only met potential clients who received immediate accommodation. This information is elicited through question 4 on the form.

For the purposes of this report, only people with a met request who had a valid unmet request earlier in the day are considered as met potential clients (people who were accommodated in subsequent requests, see Chapter 9). Whether the previous request was valid is determined on the basis of the response recorded against question 5b on the form. Invalid requests include those made for accommodation where the person did not fall within the agency's target group, where the person or group was inappropriate for the agency and where the person or group refused the offer of accommodation due to not wanting to split, because the agency was in the wrong area or where they refused accommodation for other reasons. The number of people who were accommodated in subsequent requests is subtracted from the number of people who had a first valid unmet request for accommodation to estimate the number of people who were not accommodated daily.

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

A2.2.2 Matching requesting groups

The Demand for Accommodation Collection form collected requesting group in a different format than used in the Client Collection. The following table outlines the combinations used in this report:

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

A2.3 The Casual Client Collection

The 2-week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people and people at risk of homelessness. In 2004–05 it was conducted on 2–15 March 2005. A total of 25,163 records were returned for the collection period (Table A2.3).

The participation rate for this collection was relatively low, with 70% of agencies across Australia returning forms. This was down from 72% in 2003–04. It should be noted that the methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections during the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client Collection forms had also participated in the Casual Client Collection. For the years 1997 to 2000, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because this latter rate is based only on agencies that returned data for the Casual Client Collection (see, for example, AIHW 2001a).

There was some variation in participation across states and territories—57% of agencies in the Australian Capital Territory participated, compared with 83% of agencies in South Australia.

Variation also occurred across target groups. Participation was highest among agencies targeting single women only (74%) and lowest among agencies targeting women escaping domestic violence (68%).

Table A2.3: SAAP Casual Client Collection: participation rates and forms returned, by state and territory and primary target group for 2–15 March 2005, and by reporting period, Australia

	Agencies	Participation rate	Records returned
State/territory	Number	%	Number
(2–15 March 2005)			
NSW	382	71.5	4,421
Vic	353	59.8	5,474
Qld	199	73.9	9,513
WA	114	76.3	2,709
SA	77	83.1	1,796
Tas	34	76.5	336
ACT	42	57.1	591
NT	32	78.1	323
Total	1,233	69.5	25,163
Primary target group			
(2–15 March 2005)			
Young people	452	69.2	4,410
Single men only	91	72.5	3,686
Single women only	49	73.5	629
Families	112	72.3	1,433
Women escaping domestic violence	282	67.7	3,309
Cross-target/multiple/general	247	68.8	11,696
Total	1,233	69.5	25,163
Reporting period			
21 May–3 June 1998	1,175	n.a.	25,257
20 May–2 June 1999	1,183	n.a.	27,050
18 May–31 May 2000	1,173	n.a.	30,050
22 February–7 March 2001	1,196	66.5	30,302
21 February–6 March 2002	1,234	63.3	33,530
20 February–5 March 2003	1,224	66.4	30,925
3–16 March 2004	1,245	71.5	29,193
2–15 March 2005	1,233	69.5	25,163

Notes

1. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
2. The methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections for the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client forms had also participated in the Casual Client Collection. For the years 1997 to 2001, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because the latter rate is based only on agencies that returned data for the Casual Client Collection.
3. Figures are unweighted.

Sources: SAAP Administrative Data Collection and Casual Client Collection; AIHW 1999, 2000a, 2000b, 2001a, 2002b, 2003a, 2006b.

A2.4 Interpretation of the tables

When interpreting the tables in this report, readers should note the following:

- The reference period for the table is specified in the title. This may vary from table to table, depending on the collection being used.
- The population to which the table refers is specified in the title. A number of tables use data from more than one collection, so a table may have two reference populations. This is specified in the title and/or the table notes.
- The main unit used in the table (for example, percentages or numbers) is usually 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. Two-week estimates based on the Demand for Accommodation Collection and from the Casual Client Collection are rounded to the nearest 10. Annual estimates derived from the Client Collection are generally rounded to the nearest 100 or nearest 50 if they are state or territory based. Average daily estimates are generally rounded to 1 decimal place.
- Adjustments have been made for agency non-participation in Client Collection data in Tables 2.2, 3.1, 3.2, 3.3, 3.4, 3.5 and 3.6 (see section A2.1 'The Client Collection').
- Adjustments have been made for agency non-participation and client non-consent in Table 2.2 (see section A2.1 'The Client Collection').
- Unless otherwise indicated, records with missing data (resulting from 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.
- Components may not add to totals due to rounding.
- In a number of tables, people may have had more than one response, so percentages do not total 100. A note to the table indicates 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.

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

- the number of records excluded from the table because of missing data. The number missing for each collection used in the table is given separately;
- whether an adjustment for non-participation and/or client non-consent has been made;
- whether any imputed data have been used (see section A2.2.1); and
- any additional information needed to interpret the table.

A2.5 Counting rules and other definitions used in the analysis

In this report the following rules have been used. For detailed descriptions of categories, please refer to the SAAP collectors' manual (AIHW 2001c).

Accompanying child requiring assistance	An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 29 of the general client form, Appendix 3).
Accompanying child support period	The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.
Agency	<p>A SAAP agency is included in the analyses if information about recurrent allocations was provided for 2003–04 and the agency operated for some part of the period 1 July 2003 to 30 June 2004.</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 groups. These changes are determined by state and territory government departments.</p>
Client	<p>Client forms from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none">• the client's support period ended in the reporting period, or• the client's support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period. <p>Tables detailing the characteristics of individual clients generally present data collected during the client's first support period in the reporting period.</p>
Daily request for accommodation turn-away rate	Expressed as the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate SAAP accommodation. It measures the proportion of people seeking SAAP accommodation who were turned away on an average day during the Demand for Accommodation Collection period and provides an indication of a person's likelihood of obtaining SAAP accommodation.
Missing values	<p>Records or forms that are not available for analysis are shown in table notes.</p> <p>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)</p>

	defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.
Ongoing support period	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> • No support end-date is provided. • No after-support information is provided. • The corresponding client form was received in the month following the end of the reporting period.
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.
Period of accommodation	<p>Within a support period a client may have no periods or one or more periods where they are provided with supported accommodation (SAAP/CAP accommodation). The dates on which each period of accommodation began and ended during the support period are collected. Periods of accommodation should not overlap and should fall within the support period.</p> <p>Details on the dates of accommodation are not collected for accompanying children. An accompanying child may not be accommodated for the entire duration of the parent's or guardian's period of accommodation. However, it can be reasonably assumed that an accompanying child will have the same accommodation period start and end dates as their parent or guardian in the majority of cases.</p>
Primary target group	<p>The primary target group of an agency refers to the primary characteristics of persons to whom a SAAP service is targeted. There are six classifications used by the SAAP National Data Collection. These are:</p> <ul style="list-style-type: none"> • young people • single men only • single women only • families • women and children escaping domestic violence • cross-target/multiple/general.
Region	<p>The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the then Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but these are combined here into five groups:</p> <ul style="list-style-type: none"> • capital city – state and territory capital city statistical divisions; • other metropolitan centre – one or more statistical subdivisions that have an urban centre with a population of 100,000 or more; • large rural centre – areas in which most people reside in urban

centres with a population of 25,000 or more;

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

The classification is based on 1991 populations and statistical local areas. Further details of the classification are provided in *Rural, Remote and Metropolitan Areas Classification 1991 census edition* (DHS & DPIE 1994).

Support

The Client Collection specifies 33 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents the broad types of services in the following classifications:

- SAAP or CAP accommodation;
- assistance to obtain/maintain short-term accommodation, and assistance to obtain/maintain independent housing;
- employment and training assistance – employment/training assistance;
- financial assistance – assistance to obtain/maintain a government payment, financial assistance or material aid, and financial counselling;
- counselling – incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling, emotional support and other counselling, and assistance with problem gambling (not previously separately specified);
- general support and advocacy – living skills and personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; advocacy or liaison on behalf of clients; and brokerage services;
- specialist services – psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, assistance with immigration issues (not previously separately specified), and health or medical services; and
- basic support and services not elsewhere specified – meals, laundry or shower facilities, recreation, transport and other support. Note that brokerage services were previously included in this classification.

Support to assisted children

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

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

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

Target group

See *primary target group*.

Total demand for accommodation

The total demand for accommodation refers to accommodation requested from a SAAP agency, whether that request was met or not. It includes accommodation that was newly starting, accommodation that was continuing from a previous day as well as unmet requests for accommodation.

Unmet demand to total demand for accommodation ratio

Expressed as the average daily ratio of people who could not be accommodated relative to all people who requested SAAP accommodation that day or who were continuing their accommodation from a previous day. It provides a measure of the overall ability of SAAP to meet the expressed demand for accommodation on an average day during the Demand for Accommodation Collection period.

Appendix 3 Collection forms



CLIENT FORM

JULY 2004 – JUNE 2005

AGENCY NUMBER	<input type="text"/>			
SUPPORT PERIOD	D D	M M	Y Y Y Y	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD NOT ENDED BY 30 June 2005	Yes <input type="checkbox"/>	1		
CONSENT OBTAINED	Yes <input type="checkbox"/>	1	No <input type="checkbox"/>	2
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH OF CLIENT	<input type="text"/>			

THE 2004–2005 CLIENT FORM

The 2004–05 Client Collection commences Thursday 1 July 2004.

Important points to remember:

- Either a shaded square or ellipse indicates if informed consent is required. The ellipse indicates the questions that *require* the *informed consent* of the client. The square indicates questions that should be completed even *without* the *informed consent* of the client.
- You should begin using the new client forms on Thursday 1 July 2004. The new forms should be used for any client who begins a support period on or after 1 July. All support details for existing ongoing clients should be transferred to the new form from 1 July 2004.

Prior to 1 July please read the *Collector's Manual July 2001*.

REMINDER

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

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

1. Source of referral/information

please tick one box only

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

2. Person(s) receiving assistance

please tick one box only

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

3. Gender of client

- female 1
- male 2

IF CONSENT NOT OBTAINED PLEASE GO TO QUESTION 19

4. Country of birth of client

- Australia 1
- other (please specify) _____ 2

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

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

6. What language does the client mainly speak?

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

7. How well does the client speak English?

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

8. Cultural identity of the client?

(please specify) _____

9. Labour force status before and after support period

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

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

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

10. Main income source before and after support period

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

No Income

- no income 1
- registered/awaiting benefit 2

Government Payments

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

Other Income

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

11. Student status before and after support period

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

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

12. Presenting reasons for seeking assistance

please tick as many circles as apply

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

13. Main presenting reason for seeking assistance

Please write the appropriate code number from Question 12

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

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

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

state

suburb/town

postcode

overseas 9998

don't know/no information 0

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

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

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

SAAP/CAP FUNDED ACCOMMODATION

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

NON-SAAP HOUSING ACCOMMODATION

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

INSTITUTIONAL SETTING

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

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

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

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

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

Before **After**
no 1

OR tick as many circles as apply

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

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

please tick one box only

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

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

please tick one box only

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

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

21. Was SAAP/CAP accommodation provided?

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

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

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

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

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

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

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

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

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

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

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

22. Support to client

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

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN

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

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

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

please tick one box only

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

24.

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

25. Country of birth of the child(ren)

Australia 1
other (please specify)
..... 2

Australia 1
other (please specify)
..... 2

Australia 1
other (please specify)
..... 2

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

homes

homes

homes

27. Age of child(ren)

0-4 years 1
5-12 years 2
13-15 years 3
16-17 years 4

0-4 years 1
5-12 years 2
13-15 years 3
16-17 years 4

0-4 years 1
5-12 years 2
13-15 years 3
16-17 years 4

28. Gender of child(ren)

female 1
male 2

female 1
male 2

female 1
male 2

29. Support to child(ren)

no assistance

OR tick as many circles as apply

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

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

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

Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1
other (please specify) <input type="text"/>	other (please specify) <input type="text"/>	other (please specify) <input type="text"/>	other (please specify) <input type="text"/>
homes <input type="text"/>	homes <input type="text"/>	homes <input type="text"/>	homes <input type="text"/>
0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1
5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2
13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3
16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4
female <input type="checkbox"/> 1	female <input type="checkbox"/> 1	female <input type="checkbox"/> 1	female <input type="checkbox"/> 1
male <input type="checkbox"/> 2	male <input type="checkbox"/> 2	male <input type="checkbox"/> 2	male <input type="checkbox"/> 2
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>	Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>	Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>	Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 21	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 21	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 21	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 21
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 1	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 1	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 1	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 1
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 2	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 2	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 2	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 2
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 3	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 3	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 3	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 3
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 4	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 4	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 4	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 4
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 5	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 5	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 5	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 5
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 10	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 10	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 10	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 10
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 11	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 11	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 11	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 11
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 12	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 12	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 12	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 12
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 13	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 13	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 13	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 13
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 14	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 14	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 14	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 14
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 15	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 15	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 15	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 15
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 16	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 16	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 16	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 16
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 17	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 17	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 17	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 17
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 18	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 18	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 18	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 18
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 19	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 19	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 19	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 19
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 20	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 20	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 20	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 20
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 999	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 999	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 999	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 999
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 998	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 998	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 998	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> 998

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

RETURNING FORMS TO THE NDCA

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

30 JUNE 2004 AND 31 DECEMBER 2004

- Twice a year (in the first week of July 2004 and in the first week of January 2005), you should notify the NDCA of clients who are still being supported as at 30 June 2004 and 31 December 2004.
- For clients who are ongoing at 30 June 2004, transfer the information from the old 2003–2004 form to the new 2004–2005 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2004. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

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



DEMAND FOR ACCOMMODATION

1 December – 7 December

AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DATE ACCOMMODATION SOUGHT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	D	D	M	M	Y Y Y Y
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
CONTACT MADE	<i>Please tick one box only</i>				
by person/group, visiting agency	<input type="checkbox"/>	2			
by person/group, by phone	<input type="checkbox"/>	3			
via a third party, visiting agency	<input type="checkbox"/>	1			
via a third party, by phone	<input type="checkbox"/>	4			

PLEASE FILL OUT A FORM EVERY TIME A PERSON OR GROUP SEEKS ACCOMMODATION FORMS TO BE FILLED OUT BETWEEN 1 DECEMBER AND 7 DECEMBER

1. Person(s) requesting accommodation:

WITH child(ren)

person with child(ren) 5

persons with child(ren) 6

couple with child(ren) 4

WITHOUT child(ren)

person without child(ren) 7

persons without child(ren) 8

couple without child(ren) 2

2. Please specify the number of adults seeking accommodation in each age group:
This includes young people/children under 18 who seek accommodation without a parent/guardian. Do not use ticks or crosses.

	Male	Female
under 12 years	—	—
12—14 years	—	—
15—17 years	—	—
18—19 years	—	—
20—24 years	—	—
25—44 years	—	—
45—64 years	—	—
65 years and over	—	—
don't know age	—	—

3. Please specify how many accompanying children require accommodation with their parent(s)/guardian:
Do not use ticks or crosses.

	Male	Female
under 12 years	—	—
12—14 years	—	—
15—17 years	—	—
don't know age	—	—

4. How soon is the accommodation needed:

tonight (within 24 hours) 1

tomorrow night (between 24 and 48 hours) 2

in 3—4 days 6

in 5—6 days 7

in 7—14 days 4

in more than 14 days 5

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

yes 1 **go to Q. 6**

don't know 3

no 2 **go to Q. 5b**

5b. If the person/group has tried earlier today to get accommodation, why were they unsuccessful:
(please tick one box only)

insufficient accommodation available 1

agency inappropriate - wrong target group 2

agency in wrong area 4

group did not want to split up 5

person/group inappropriate for agency 6

type of accommodation requested not provided 7

accommodation refused for other reason 8

other (please specify) _____ 999

no information/don't know 0

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

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

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

7b. If your offer of accommodation was not taken up, was it because:
 the person/group did not show 1
 the group did not want to split up 2
 the agency was in the wrong area 3
 the person/group wanted longer term housing 4
 the person/group wanted different housing option 5
 or, other (please specify) _____ 999
 ▶ If accommodation not taken up, please skip to question 10

8. How many of the person/group will your agency accommodate?
 Please specify the number of adults you will accommodate: _____
 (this includes young people/children under 18 who seek accommodation without a parent/guardian)

Please specify the number of accompanying children under 18 you will accommodate: _____
 ▶ If accommodation provided, please skip to question 11

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

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

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

11. How many in the group (including children) do or don't identify as Aboriginal and/or Torres Strait Islander:
 Please specify the number of people in each category. Do not use ticks or crosses.

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

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

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

13. Did your agency offer any of the following one-off assistance?
 yes 1
 no 2

if yes, please tick as many circles as apply

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

Thankyou



Casual Client Form

2-15 March 2005

Please complete only one line for each family unit and each unrelated person



AIHW

Agency number:

Today's Date:

Day Month Year

eg 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	PERSON(S) RECEIVING ASSISTANCE <small>(please tick only one box)</small>			NUMBER OF PERSONS AGED: 18 and over	PRIMARY CONTACT Gender (M/F)	Age	ASSISTANCE PROVIDED <small>(please tick as many circles as apply)</small>										
	Person alone	Couple, no children	Person with children				Couple with children	Other family unit	Information	Referral arranged	Emotional support	Meals	Financial/material aid	Transport	Laundry shower	Other	
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	F	32	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IF YOU HAVE ANY PROBLEMS COMPLETING THIS FORM PLEASE TELEPHONE THE SAAP NDCA HOTLINE ON 1-800-627-191

References

- ABS (Australian Bureau of Statistics) 2005. Australian demographic statistics. ABS cat. no. 3101.0. Canberra: ABS.
- AIHW (Australian Institute of Health and Welfare) 1997. SAAP National Data Collection annual report 1996–97 Australia. SAAP NDCA report Series 2. AIHW cat. no. HOU 10. Canberra: AIHW.
- AIHW 1999. SAAP National Data Collection annual report 1997–98 Australia. SAAP NDCA report Series 3. AIHW cat. no. HOU 24. Canberra: AIHW.
- AIHW 2000a. SAAP National Data Collection annual report 1998–99 Australia. SAAP NDCA report Series 4. AIHW cat. no. HOU 38. Canberra: AIHW.
- AIHW 2000b. SAAP National Data Collection annual report 1999–2000 Australia. SAAP NDCA report Series 5. AIHW cat. no. HOU 50. Canberra: AIHW.
- AIHW 2001a. Demand for SAAP assistance 1999–00: a report from the SAAP National Data Collection. SAAP NDCA report Series 5. AIHW cat. no. HOU 60. Canberra: AIHW.
- AIHW 2001b. SAAP National Data Collection annual report 2000–01 Australia. SAAP NDCA report Series 6. AIHW cat. no. HOU 61. Canberra: AIHW.
- AIHW 2001c. SAAP National Data Collection Agency collectors manual July 2001. Canberra: AIHW.
- AIHW 2002a. SAAP National Data Collection annual report 2000–01 Australia. Corrigenda tables <www.aihw.gov.au>.
- AIHW 2002b. Demand for SAAP assistance by homeless people 2000–01: a report from the SAAP National Data Collection. SAAP NDCA report Series 6. AIHW cat. no. HOU 71. Canberra: AIHW.
- AIHW 2002c. Homeless people in SAAP: SAAP National Data Collection annual report 2001–02 Australia. SAAP NDCA report Series 7. AIHW cat. no. HOU 72. Canberra: AIHW.
- AIHW 2003a. Demand for SAAP assistance by homeless people 2001–02: a report from the SAAP National Data Collection. SAAP NDCA report Series 7. AIHW cat. no. HOU 90. Canberra: AIHW.
- AIHW 2003b. Homeless people in SAAP: SAAP National Data Collection annual report 2002–03 Australia. SAAP NDCA report Series 8. AIHW cat. no. HOU 91. Canberra: AIHW.
- AIHW 2005a. Homeless people in SAAP: SAAP National Data Collection annual report 2003–04 Australia. SAAP NDCA report Series 9. AIHW cat. no. HOU 126. Canberra: AIHW.
- AIHW 2005b. Australia's welfare 2005. Canberra: AIHW.
- AIHW: Murdoch F & Giovanetti A 2006a. Demand for SAAP accommodation by homeless people 2003–04: a report from the SAAP National Data Collection. SAAP NDCA report Series 9. AIHW cat. no. HOU 142. Canberra: AIHW.
- AIHW 2006b. Demand for SAAP assistance by homeless people 2003–04: a report from the SAAP National Data Collection. SAAP NDCA report Series 9. AIHW cat. no. HOU 43. Canberra: AIHW.
- AIHW 2006c. Homeless people in SAAP: SAAP National Data Collection annual report 2004–05 Australia. SAAP NDCA report Series 10. AIHW cat. no. HOU 132. Canberra: AIHW.

AIHW 2006d. Demand for SAAP accommodation by homeless people 2004–05: a report from the SAAP National Data Collection. SAAP NDCA report Series 10. AIHW cat. no. AUS 88. Canberra: AIHW.

Chamberlain C & MacKenzie D 2003. Australian census analytical program: counting the homeless 2001. ABS cat. no. 2050.0. Canberra: ABS.

DHSH & DPIE (Department of Human Services and Health & Department of Primary Industries and Energy) 1994. Rural, Remote and Metropolitan Areas Classification 1991 census edition. Canberra: Australian Government Publishing Service.

SAAP (Supported Accommodation Assistance Program) 1996. SAAP data and research resource folder. Canberra: Australian Government Publishing Service.