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S E R I E S 4

SAAP
NATIONAL DATA COLLECTION

ANNUAL REPORT
1998-99

NEW SOUTH WALES

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Preface

This is the third annual report of the SAAP National Data Collection. The first report, containing 1996–97 data, was published in December 1997. The annual reports provide information on people who are homeless or at risk of being homeless. The data have come from the regular ongoing data collection and the annual collections on unmet demand and casual clients.

The data collection has been assisted by the productive and cooperative partnership between the SAAP National Data Collection Agency (NDCA), managed by the Australian Institute of Health and Welfare, SAAP agencies and the SAAP Data and Research Advisory Committee, comprising government, community and expert representatives. Valuable support and encouragement to the data collection has been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

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

The fact that 96% of agencies in New South Wales have provided data in 1998–99 is testimony to their collective commitment to and confidence in the collection. This is a small improvement on the 95% achieved in 1997–98. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has dropped slightly, from 77% in 1997–98 to 74% in 1998–99.

This large and complex project has both a high level of support and 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 those who are homeless or at risk of being so.

Under the direction of the Coordination and Development Committee, a SAAP National Research Program has been established to undertake and fund studies on homeless people and people at risk of homelessness, using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this third annual report and the release of 1998–99 data are one step towards this goal.

Australian Institute of Health
and Welfare

SAAP Coordination and
Development
Committee

Acknowledgments

This report was written and prepared by staff of the SAAP National Data Collection Agency (NDCA) at the Australian Institute of Health and Welfare: Justin Griffin, Rose Karmel, Gloria Jackson, Colin Farlow, Anne Giovanetti, Melinda Hecker, Meg Carroll, Athena Pawlowski, Stirling Lewis, Qasim Shah and Tony Mackinnon. It substantially follows the format of the third series of SAAP NDCA reports.

The contribution of Geri Bryant-Badham, who joined the team for a number of weeks during the drafting and production of these reports is also acknowledged and appreciated. Toni Stepniak and Fiona Holland provided essential data entry services to the project team and are thanked for their work. Furthermore without the efforts of Neil Angel, Paul Halliday, Kay Grzadka and Natalie Sugden, who ensured that the data was processed, this report would not have been possible.

Staff of the NDCA also acknowledge the support of a number of other people, including members of the SAAP Data and Research Advisory Committee and the Commonwealth Department of Family and Community Services who provided helpful comments on the reports. Amanda Nobbs helped with the publication of the report.

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

Glossary

Accompanying child	A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP agency and whose parent or guardian is a client of the same SAAP agency.
Agency	An organisation or establishment which receives a specified amount of SAAP funds to provide services.
Alpha code	A predetermined combination of letters from a client's name, together with a letter designating the client's gender. A <i>valid alpha code</i> is a legitimate alpha code 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 <i>support period</i> without requiring the actual name of the client to be recorded.
Case	A <i>support period</i> provided to a SAAP <i>client</i> . The terms 'case' and 'support period' are used interchangeably in this report.
Casual client	<p>A person who:</p> <ul style="list-style-type: none">• receives assistance from a SAAP agency for less than one 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 agency on one or more occasions.</p>
Client	<p>A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who:</p> <ul style="list-style-type: none">• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally one 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.

DRAC	Data and Research Advisory Committee. DRAC is an advisory committee to the National SAAP Coordination and Development Committee.
DV	Domestic violence.
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 the person has access:</p> <ul style="list-style-type: none"> • damages, or is likely to damage, the person's health; or • threatens the person's safety; or • marginalises the person through failing to provide access to: <ul style="list-style-type: none"> – adequate personal amenities; or – the economic and social supports that a home normally affords; or • places the person in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or • has no security of tenure; that is, the person has no legal right to continued occupation of their home. <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP agency or some other form of emergency accommodation.</p>
NDCA	National Data Collection Agency. The Australian Institute of Health and Welfare performs the role of this agency under contract with the Commonwealth Department of Health and Family Services.
NILF	Not in the labour force.
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> .

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.</p> <p>Future contact can be assumed if:</p> <ul style="list-style-type: none"> • a definite appointment has been made with the person to work through particular problems or issues; or • an agreement has been reached with the person to work through particular problems or issues even if a specific appointment has not been made. <p>An invitation to return to the agency if the need arises does not constitute an ongoing support relationship. Rather, it should simply be seen as an offer to enter into a new <i>support period</i> or to provide assistance at some future time.</p> <p>This definition is used to establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
Record	<p>A unit of analysis. In any particular situation, it may refer to a <i>client</i>, an <i>occasion of support</i>, an instance of <i>unmet demand</i>, a request for <i>one-off assistance</i>, etc.</p>
Referral	<p>For the purposes of the National Data Collection, a formal referral process—not simply the provision of information. A (formal) referral occurs when a SAAP <i>agency</i> contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral has not been provided if the person is not accepted for an appointment or interview.</p>
SAAP	<p>Supported Accommodation Assistance Program.</p>
Support	<p>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 one hour on a given day. Support may be provided to the client individually or in group sessions. A person whose request for support or supported accommodation is not met may receive <i>one-off assistance</i> but, by definition, cannot receive support.</p>

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

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

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

Symbols

.. When used in table, means not applicable.

— When used in table, means nil or rounded to zero (including null cells).

Unmet demand Unmet demand occurs when a person requests—but does not receive—*support* or *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 support or supported accommodation.

Reasons for not meeting such requests for assistance may include:

- insufficient capacity at the agency;
- the person not being within the agency's target group;
- the agency not having appropriate facilities to cater for special needs; and
- the agency being unable to offer the specific services requested by the person.

A person whose request for support or supported accommodation cannot be fulfilled may be given *one-off assistance*, such as information or a *referral*. Such a person would be a *casual client*, but not a *client*, of the agency.

Young client (or young person) A client aged under 25 years at the commencement of support.

Executive summary

This report presents the findings from the analysis of four components of the 1998–99 SAAP National Data Collection:

- the Client Collection, between 1 July 1998 and 30 June 1999, which consists of information about all clients receiving support through the Supported Accommodation Assistance Program (SAAP);
- the Administrative Data Collection, which consists of general information about SAAP agencies;
- the Unmet Demand Collection, which measures unmet demand for SAAP services (conducted 12–25 November 1998); and
- the Casual Client Collection, a special issue survey that elicits information about one-off assistance provided to homeless people (conducted 20 May–2 June 1999).

The SAAP National Data Collection Agency at the Australian Institute of Health and Welfare prepared the report.

The Australian Institute of Health and Welfare has developed an adjustment scheme which allows for incomplete coverage in the Client Collection. It adjusts estimates to allow for agency non-participation, for client refusal to provide complete information for support periods, for clients who give valid consent for some support periods but not for others, and for clients who do not give consent in any of their periods of support. For the first time, the data provided in this report have been weighted to take account of these factors. The client support period data in this report are therefore not comparable to those published in previous annual reports. Chapter 7 provides comparable client and support period data for the three full years of the National Data Collection. Data from the other Collections have not been adjusted for incomplete coverage.

PART A: Current period analysis

SAAP agencies

Funding for the 384 SAAP agencies operating across the State as of 30 June 1999 was provided jointly by the Commonwealth and New South Wales governments. In the 1998–99 financial year, the total recurrent allocation under SAAP in New South Wales was \$81,528,143.

Agencies in New South Wales were well distributed between the State's 16 regions. However, the distribution of agencies according to their service delivery model was quite different across regions (Table 2.1).

The main models of service delivery were crisis or short-term accommodation (38%), medium- to long-term accommodation (29%) and multiple service delivery models (20%) (Table 2.1).

SAAP clients

Estimates based on data received from SAAP agencies indicate that approximately 27,300 clients were provided with support or supported accommodation through SAAP in New South Wales in 1998-99 (Table 3.1). This figure excludes accompanying children and relates only to those clients who received assistance of generally more than one hour's duration.

SAAP agencies provided support to more male clients (56%) than female clients (44%) (Table 3.1). Clients aged 15-19 years were the single largest age grouping, accounting for 17% of all clients. One-third (33%) of clients were aged under 25 years. The average age of clients was 30 years for female clients and 34 years for male clients.

The *1996 Census of Population and Housing* (ABS 1998) indicates that Indigenous Australians make up less than 2% of the New South Wales population, and people living in the State who were born in non-English-speaking countries constitute 16% of the total population. However, these proportions were somewhat different among SAAP clients in New South Wales: Indigenous Australians constituted 13%, and people from non-English-speaking backgrounds 11% of SAAP clients (Table 3.2). People from other English-speaking backgrounds made up the remaining 76% of SAAP clients.

Of the 27,300 clients supported by SAAP agencies during 1998-99, 21,900 (80%) received supported accommodation (Table 3.3). The majority of accommodated clients (91%) received crisis or short-term accommodation and 12% received medium- to long-term accommodation.

SAAP support periods

Participating agencies reported 52,900 occasions of support in New South Wales in 1998-99 (Table 4.1). Single men's agencies provided more support periods (43%) than agencies targeting any other group. Agencies targeting young people and women escaping domestic violence also reported a significant proportion of cases (19% and 18% respectively). This pattern of service provision varied at the regional level.

The amount of assistance provided varies from day to day. For example, it is estimated on 15 September 1998 there were 4,000 support periods for clients, while on 15 June 1999 SAAP agencies were involved with 3,600 support periods (Table 4.2). These figures exclude accompanying children. The majority of SAAP clients (88%) did not have accompanying children when they received support or were accommodated by agencies (Table 4.4).

The proportion of support periods that were for Indigenous Australian or for people of non-English-speaking backgrounds varied across regions (Table 4.6). For example, the percentage of support periods that were for Indigenous Australians was as high as 75% in the Orana-Far West region and as low as 2% in the North Sydney area.

Clients accessed services through self-referral or were told about agencies by friends or family in 48% of all support periods (Table 4.10). In 19% of cases, clients were referred to services by another SAAP agency or other non-government agencies.

Women gave domestic violence and family or relationship breakdown as the main reason for seeking assistance in 34% and 13% of cases respectively (Table 4.11). Men most frequently reported financial difficulty (19%), substance abuse (17%) and family or relationship breakdown (12%) as their main reasons for seeking help.

Over one-third of clients (36%) reported that the duration of their current period of homelessness was two weeks or less and clients received support while they were at imminent risk of homelessness in a further 23% of support periods (Table 4.13). A

significant proportion of support periods (15%) was provided to clients who had been homeless for more than one year.

In the majority of cases (85%), clients were receiving government payments before receiving support from SAAP agencies (Table 4.14). Clients in 9% of cases reported having no income immediately before receiving support. This figure was much higher for young people—89% of cases where clients were aged under 15 years and 27% of cases involving clients aged 15–19 years.

Clients in 5% of cases reported being in full-time or part-time employment before receiving support and in an additional 3% of cases, clients reported that they were employed on a casual basis (Table 4.15). In 55% of cases, clients were not in the labour force and in 37% of cases they were unemployed and looking for work.

Before receiving support, 10% of clients were studying at a primary or secondary school and 4% were studying at a tertiary level or engaged in employment training (Table 4.16).

Prior to receiving support at SAAP agencies, the main forms of accommodation for clients were in private rental (26% of support periods), SAAP or Crisis Accommodation Program (CAP) funded accommodation (28%) and public housing (7%) (Table 4.19). Clients reported that they had no shelter at all and had been living in a car, tent, park, squat or on the streets before seeking assistance in 22% of cases.

The most frequently reported needs of SAAP clients were for SAAP/CAP accommodation (reported in 83% of support periods), laundry or shower facilities (75%) and meals (71%) (Table 4.22). Clients also often required assistance with information (47%), transport (30%) and the retrieval, storage or removal of personal belongings (30%). This pattern varied considerably across target groups and age groups (Tables 4.22 and 4.23).

SAAP services and unmet demand

SAAP/CAP accommodation was provided in more support periods (83%) than any other category of support (Table 5.1). Laundry or shower facilities (75%) and meals (70%) were also provided in the majority of cases. The provision of information (47%) and retrieval or storage of personal belongings (29%) was also common.

Two-thirds (67%) of support periods in New South Wales were for a duration of seven days or less, with the largest proportion (40%) lasting between one and three days. There were relatively few support periods lasting longer than 13 weeks (6%) (Table 5.11).

Among support periods in which accommodation was provided by crisis or short-term accommodation agencies, 68% had accommodation periods of one week or less (Table 5.22). Conversely, the majority (81%) of support periods in which accommodation was provided by medium- to long-term accommodation agencies involved accommodation periods of over four weeks.

When support services cannot be provided directly by a SAAP agency, clients may be referred to other (often more specialised) agencies. Across the State, at least 26,100 referrals were made on behalf of SAAP clients during the year (Table 5.24). More referrals were made for health or medical services (8%) and assistance to obtain independent housing (6%) than for other purposes. Agencies' referral patterns differed according to their service delivery model, target group and region (Tables 5.23-5.25). Referrals for each type of support may have been made on more than one occasion. However, in each support period, only one referral for each support type is enumerated in the National Data Collection; therefore, the total number of referrals may be higher.

The large majority (89%) of needs identified by existing SAAP clients were met either through direct provision or referral (Table 5.29). Some 79% of the 306,650 needs identified during the year were met by agencies directly providing services to clients. An additional 5% were met through referrals and 6% were met through a combination of direct services and referrals. Eleven per cent of needs identified by clients were not met. Needs for specialist services accounted for one-third (32%) of unmet needs. Drug or alcohol support or rehabilitation constituted 17% of unmet requests, the highest of any particular support type (Table 5.30).

Among accompanying children, 93% of identified needs were met—72% of needs of children were met by agencies directly providing services; 9% were met through referrals; and 12% were met through a combination of direct services and referrals (Table 5.33).

The number of *valid* unmet requests for assistance recorded during the Unmet Demand Collection was 1,360. (See *unmet requests for support or accommodation* in Appendix 1 for a definition of valid requests.) If this were replicated throughout the year, an estimated 35,280 unmet requests for support or supported accommodation would have occurred during 1998–99. It must be emphasised that this figure does not represent actual people, as a person can make requests on more than one occasion and to more than one SAAP agency. Research into estimates of unmet demand has shown that it is not valid to present *annual* estimates of the number of *people* who wanted to become SAAP clients but who could not. However, it is estimated that 1,270 people made valid, but unmet, requests for support or accommodation across New South Wales in the period 12–25 November 1998 (AIHW 2000:163) This was much the same as the comparable figure in 1997 (1,260).

The majority of potential clients sought crisis or short-term accommodation (67%) (Table 5.37). A further 29% sought medium- to long-term accommodation and 1% requested support without accommodation. There were more women (57%) among the potential client population than men (43%) (Table 5.39).

Analysis of the reasons why potential clients could not be supported is limited here to the first ‘appropriate’ request (that is, requests that were made at agencies with the relevant target group and service model, excluding those in which individuals refused an offer of assistance) made by each individual. Overall, the reason most frequently recorded by agencies for not meeting requests for assistance was that insufficient accommodation was available (76% of all unmet requests) (Table 5.42). Insufficient staff was recorded as the main reason for non-assistance in 3% of cases.

It is important to note that people who do not receive the requested support or accommodation often receive some level of one-off assistance. It is estimated that over 90,100 instances of one-off assistance were provided to people making unsuccessful requests for ongoing support or accommodation in 1998–99 (Table 5.52). This one-off assistance was primarily in the form of information (67%) and referrals for accommodation (42%). In 18% of cases recorded during the Unmet Demand Collection period, the people seeking support or accommodation received no assistance at all.

In addition to the level of one-off assistance provided to people seeking ongoing support or accommodation, it is estimated that over 249,000 instances of one-off assistance were provided in 1998–99 to over 126,200 families or individuals who did not seek to become SAAP clients (Table 5.57). Information was the most common form of one-off assistance provided—in 69% of cases. Emotional support (33%) and formal referrals to other organisations on behalf of casual clients (34%) were other frequently provided forms of one-off assistance. Patterns in the provision of one-off assistance differed across regions and variations were also evident according to agencies’ target group and service delivery model (Tables 5.57–5.59).

Circumstances of SAAP clients after support

SAAP clients in New South Wales who did not have an income previously had obtained one by the end of their support period in 4% of cases and clients in 9% of cases had no income both before and after receiving support (Table 6.1). An improvement in income status over the support period was more likely to occur when the support period was longer (Table 6.7).

At the conclusion of 71% of support periods, clients were living in housing that could be characterised as 'independent' (Table 6.9). (See Appendix 1 for details of how independent and dependent housing have been defined.) In comparison, clients had been living in independent housing before support in 45% of all support periods (see Chapter 4—Table 4.19). After receiving support, 41% of clients were living in private rental accommodation and 13% lived in public housing. In 29% of cases clients were not living in independent housing, including 17% of support periods in which clients were housed in SAAP crisis and short term, or medium- to long term accommodation.

Following 4% of support periods, previously unemployed clients had obtained either full-time or part-time work and, in an additional 2% of cases, they were working on a casual basis (Table 6.18). The proportion of cases in which clients found work varied among regions and also according to agencies' service delivery model and primary target group (Tables 6.17–19).

Only a small minority of support periods involved clients who were students or trainees before receiving assistance (see Chapter 4). Of clients who were students before receiving support, 76% were still studying immediately after receiving support (Table 6.27).

Clients who were not students before receiving support, undertook studies or employment training after receiving assistance in 2% of cases (Table 6.32). For clients aged less than 15 years the comparable figure was higher (14%) (Table 6.35). Clients who were not students before support undertook studies or employment training in a higher proportion of cases where support was provided for longer periods (Table 6.37).

PART B: Longitudinal analysis

Client re-entry into SAAP

The majority of clients (59%) accessed the program only once; 19% were supported on two separate occasions; 9% received three support periods; and just 6% of clients returned to SAAP at least six times during the year (Table 7.5).

Comparison of reporting periods

Three financial years are compared—1996–97, 1997–98 and 1998–99. To facilitate making comparisons, data for each of these periods have been adjusted to account for agency non-participation and client non-consent. There was a slight increase recorded in agency participation rates across the three reporting periods (Table 7.7). New South Wales agency participation increased from 94% in 1996–97 to 95% in 1997–98 and 96% in 1998–99. The proportion of forms returned with consent and a valid alpha code rose from 72% in 1996–97 to 75% in 1997–98 but dropped back to 71% in 1998–99.

During the 1998–99 financial year 55,400 support periods were provided, slightly more than the 54,950 estimated for the previous financial year but less than the 57,950 support periods for 1996–97 (Table 7.8). The number of clients provided with assistance in the three years showed a different pattern, rising from 26,650 in 1996–97 to 29,100 in 1997–98, and falling to 27,300 in 1998–99. The number of accompanying children visits rose from 12,700 in 1996–97 to 15,000 in 1997–98, decreasing in 1998–99 to 13,350 (Table 7.12).

There was only slight variation in the demographic characteristics of the client population and service usage patterns between 1996–97 and 1998–99. One of the more significant changes was a drop in the proportion of support periods in which accommodation lasted for 1 day or less—from 50% of support periods with accommodation in 1996–97 to 41% in 1997–98 and 39% in 1998–99 (Table 7.15).

However, across the three periods, there was a noticeable increase in the proportion of support periods in which a support plan was in place—up from 49% of support periods in 1996–97 to 57% in 1998–99 (Table 7.16).

Across New South Wales, the estimated numbers of people who made unsuccessful requests for SAAP support or accommodation during the two-week Unmet Demand Collection were almost identical for the 1997 and 1998 surveys—1,260 in the period 13–26 November 1997 compared with 1,270 in the period 12–25 November 1998 (AIHW, 2000:163).

1 Introduction

1.1 The Supported Accommodation Assistance Program

The Supported Accommodation Assistance Program (SAAP) was established in 1985 to consolidate a number of Commonwealth, State and Territory government programs assisting people who are homeless, including women and children escaping domestic violence.

The current program, governed by the *Supported Accommodation Assistance Act 1994*, specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

Some 1,206 non-government, community or local government organisations were funded nationally under the program in 1998-99, 385 of them in New South Wales (Table 2.5).¹ Organisations providing SAAP services range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

1.2 Background to the SAAP National Data Collection

A range of data collection practices had existed at the Commonwealth and State and Territory levels before the National Data Collection was developed. The 1993 national evaluation of SAAP highlighted the need for more effective data collection, analysis and reporting to assist in achieving the aims of the program. The evaluation report *Moving Forward* (Lindsay 1993) strongly recommended a new approach to data collection.

Following the evaluation, a senior officials group representing the Commonwealth, State and Territory departments with administrative responsibility for the program was established to develop strategic directions for the period of the new SAAP Agreement. This group, known as the SAAP National Coordination and Development Committee, also emphasised the need for better data to inform policy, planning and service delivery.

A Data and Research Advisory Committee (DRAC) was established as a sub-committee of the Coordination and Development Committee and was asked to develop a comprehensive information strategy for SAAP. The DRAC met for the first time in mid-1994 and comprised members from Commonwealth, State and Territory departments, representatives of community sector organisations and two advisers with expertise in data collection and research. The committee developed a core set of data

¹ This figure represents agencies funded for some part of the reporting period and may not be the same as the number of agencies funded at the end of the financial year (see Chapter 2).

items for SAAP. In November–December 1994, an initial feasibility study or pilot of the National Data Collection was conducted, involving some 15% of SAAP agencies across Australia.

Following the pilot, further development work was undertaken. In July 1995, expressions of interest were sought from organisations willing to undertake the role of the SAAP National Data Collection Agency (NDCA) for three years. The Australian Institute of Health and Welfare's tender was accepted and the Institute commenced work on the project in September 1995. This is the third full year in which the National Data Collection has been conducted.

1.3 SAAP National Data Collection

The National Data Collection consists of distinct components, each of which can be thought of as separate collections. Currently, five components exist: the Client Collection; the Administrative Data Collection; the Unmet Demand Collection; the Casual Client Collection; and Special Issue Collections.

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

The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Information about the 385 SAAP agencies located in New South Wales is provided to the NDCA by the State's Department of Community Services.

The Unmet Demand Collection operates over a two-week period, once a year. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation at SAAP agencies that are not provided, for whatever reason.

The two-week Casual Client Collection is conducted annually in May–June to elicit information about short-term or one-off assistance provided to homeless people.

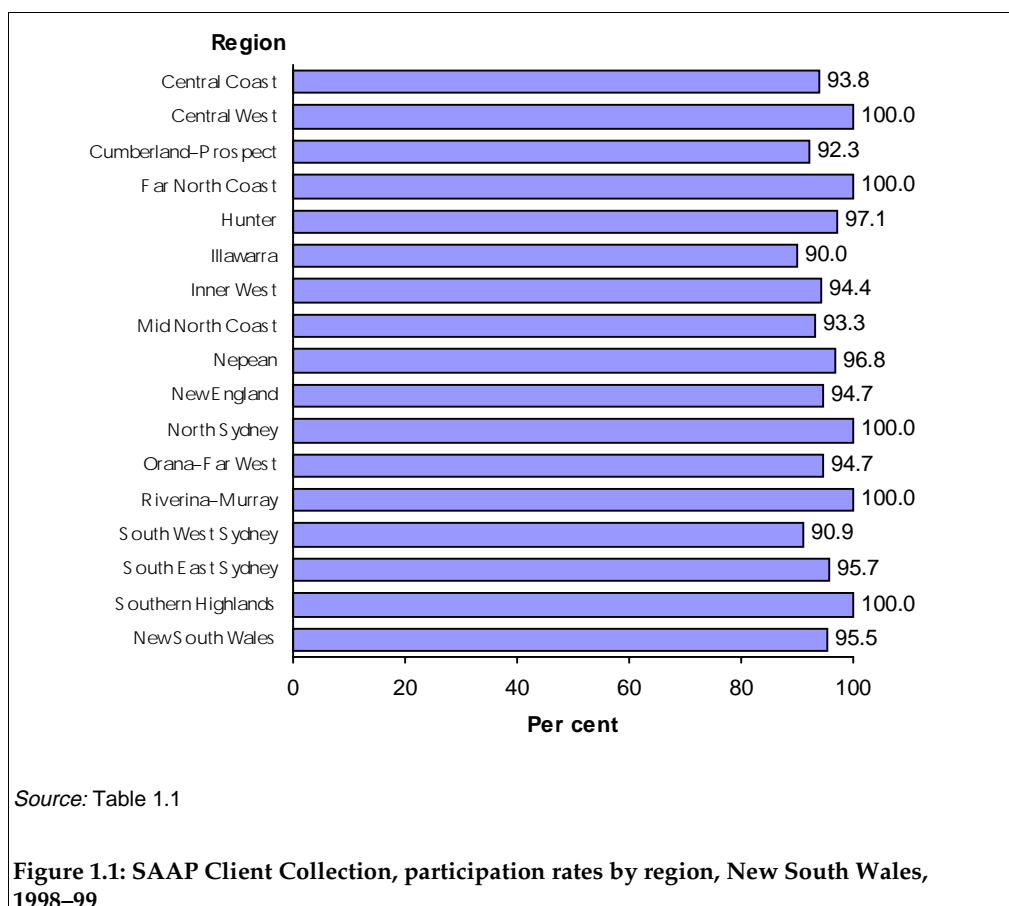
There is also provision in the National Data Collection for a limited number of special issues surveys. These are conducted to obtain information on a particular matter for a limited period of time and are an adjunct to the Client Collection. The Casual Client Collection was the first of these surveys. The second, the Accompanying Children in SAAP Collection, was conducted in May–June 1998 and is the subject of a separate report to be released mid-2000. A third collection on SAAP clients with no, or very little income, has recently been developed. It is being conducted in May and June 2000.

1.4 Participation in the National Data Collection

To ensure that data collected accurately reflect the work conducted under the auspices of the program, it is important that a high level of participation of funded agencies in the National Data Collection is obtained.

Client Collection

Overall, the participation rate for the Client Collection has been very satisfactory. Not all agencies are 'in scope' of the Client Collection—some provide one-off or casual assistance only and so do not complete client forms. Others are funded to support and assist the functions of other SAAP agencies. They do not provide services directly to homeless people. There were four 'out of scope' agencies in New South Wales during 1998–99. Of the remaining agencies, 96% returned client forms during the 1998–99 reporting period (Table 7.7). The comparable figure for 1997–98 was 95%. Response rates varied across regions, ranging from full participation in the Central West, Far North Coast, North Sydney, Riverina-Murray and Southern Highlands regions to a low of 90% in the Illawarra region (Figure 1.1) (see Appendix 1 for an explanation of regions used in this report).



All agencies targeting families in New South Wales participated in the National Client Collection and, although still quite high, participation was lowest for single women's agencies (91%) (Table 1.1). There was also some fluctuation in participation rates across service delivery models. Telephone information and referral agencies recorded 100% participation, while 'other' agencies recorded 87%.² Crisis or short-term accommodation and medium- to long-term accommodation agencies recorded participation rates of 97% and 95% respectively.

In assessing the quality of data in any collection, it is important to consider not only overall participation rates but also the degree to which data collection forms returned are complete. All data collections and surveys invariably have some missing data—this does not necessarily undermine the validity or reliability of information obtained;

2

It is possible that agencies providing telephone information and referral services and outreach support, even though considered to be 'in scope' for the Client Collection, provided assistance to casual clients only.

however, high levels of non-response to particular questions mean that some caution should be taken when interpreting data, because results may not fully reflect the entire population.

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 Data and Research Resource Folder*, July 1996). If clients' consent is not obtained, only a limited number of questions may be completed on data collection forms, and an 'alpha code' is not recorded. Alpha codes are used to create a linkage key, which allows data collected on separate occasions from the same client to be combined without identifying the clients. Thus alpha codes allow enumeration of actual *clients* in addition to occasions of support.

Across the State, consent was obtained from clients in 74% of support periods (Table 1.1). Consent rates varied across regions, ranging from 50% in the Nepean region to 87% in the Illawarra region. Consent rates also varied according to agencies' target group. While consent was obtained in 82% of cases involving support at cross target, multiple target and general target agencies, the consent rate was substantially lower at single women's agencies (57%).

Nearly all support periods with consent also had valid alpha codes; that is, they had valid consent. While consent was obtained in 74% of support periods, valid consent was provided in 71% of cases.

Adjusting for non-participation and non-consent in the Client Collection

The simplest way of adjusting for non-participation and non-consent is to scale up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same irrespective of whether or not consent was obtained in a support period. This was the adjustment technique adopted for estimating the total number of clients in previous series of this report. There may, however, be some differences between the profiles of support periods with and without consent. Consequently, distributions based only on support periods with consent may be different to those that would have been obtained if consent had been provided in 100% of cases (see Appendix 2). The varying consent rates by primary target group and service delivery model (see Table 1.1) suggest that there are differences between support periods with and without consent. The Australian Institute of Health and Welfare has therefore developed an adjustment scheme, which allows for differences between support periods with consent and those without. It 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. The scheme is outlined below.

There is no strictly objective method that can be applied to the data from the Client Collection to adjust estimates for incomplete response. Karmel (1999:22, 25) describes the statistical assumptions underlying the adjustment scheme developed by the Australian Institute of Health and Welfare. It has the following features.

- The collection is divided into specified groups, or strata. Within these strata it is assumed that support periods with valid consent (that is, with consent and a valid alpha code), represent support periods without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether or not valid consent was obtained. These strata are defined in terms of characteristics available for all support periods in participating agencies.
- Within each State and Territory, it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.

- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments are made for clients with mixed consent within sub-groups.³ They are derived using simulation techniques and by-product data from the Client Collection.
- For support periods two weights for adjusting estimates are derived:
 - a *non-participation weight*. A range of information is available for all support periods in participating agencies. Estimates using these data are adjusted only for agency non-participation.
 - a *full non-participation non-consent weight*. For estimates using data that require consent, weights that adjust for both agency non-participation and client non-consent are used.

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

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

Table 7.8 in this report provides estimates of clients and support periods derived from this new adjustment methodology for the three full years the collection has been conducted. To allow comparisons with previously published data, the estimates given in the 1996–97 and 1997–98 reports are also given.

Elsewhere in this report, all state-wide estimates obtained using data from the Client Collection have been adjusted using the scheme outlined above. However, the weights are not applicable to regional data. Consequently all regional estimates are still unweighted, that is they have not been adjusted for either agency non-participation or client non-consent. Notes to the tables indicate which weights have been used; that is whether a non-participation weight, a full non-participation non-consent weight, or no weight has been used. Methods for adjusting the other collections in the National Data Collection for non-response have not yet been developed, so unadjusted figures are presented.

High volume agencies

It should also be noted that at 30 June 1999 21 participating SAAP agencies were classified as solely ‘high-volume’ agencies. These agencies, characterised by having a high client turnover, completed a data collection form designed specifically for their

3

The method used to adjust for mixed client consent was refined for 1998–99. For 1998–99, as described in Karmel 1999, the number of support periods without consent that were for clients who consented at some stage is derived within fine sub-groups. However, the number of clients with mixed consent to whom these support periods related, is derived by gender only. Estimates for 1996–97 and 1997–98 in Chapter 7 are based on the procedures presented in Karmel 1999.

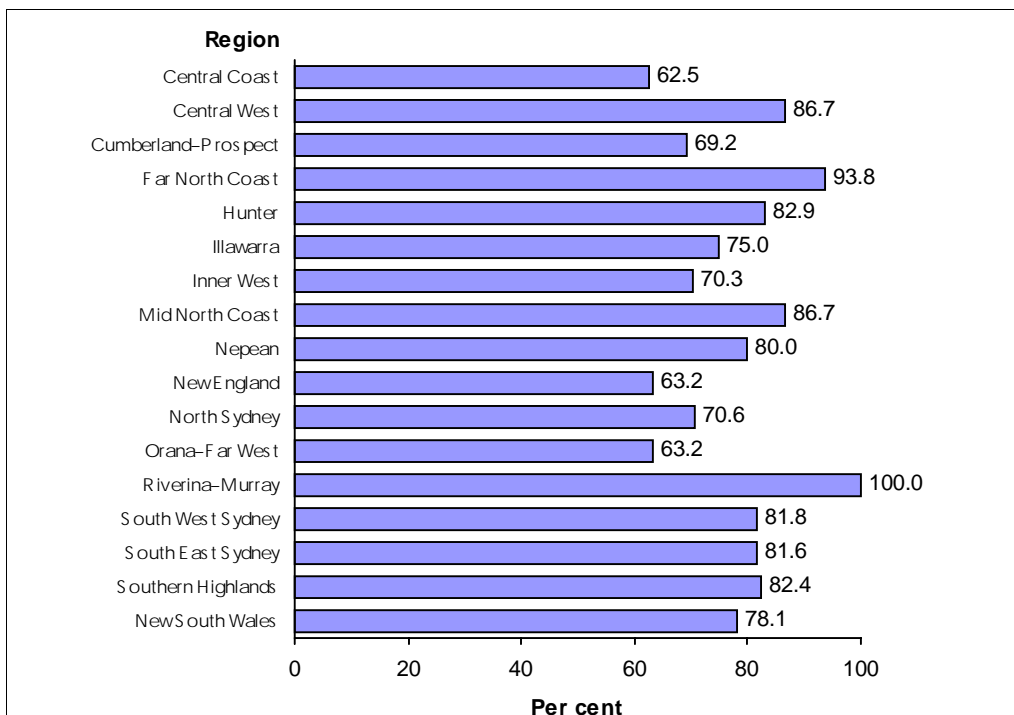
use. It contained only a subset of Client Collection data items. There were 22,971 high-volume forms returned during the reporting period. These records are excluded from tables which present data items not included on the high-volume form.

Many of the high-volume agencies in New South Wales are proclaimed places. These agencies provide very short-term accommodation (often only eight hours in duration) to intoxicated persons. The participation of these agencies in the collection and their unique purpose and pattern of service delivery should also be borne in mind when reading the report.

Unmet Demand Collection

The participation rate for the Unmet Demand Collection was lower than that for the Client Collection—across New South Wales, 78% of agencies returned forms following the two-week collection period, 12–25 November 1998 (Figure 1.2). The equivalent figure for 1997–98 was 68%. The participation rate ranged from 100% in the Riverina-Murray region to 63% in the Central Coast, New England and Orana-Far West regions (Figure 1.2).

The participation rate also varied across target groups. Family agencies had the highest participation rate (91%) and agencies providing support to young people recorded the lowest (72%). The small number of telephone information and referral and outreach support agencies contributed to a fluctuation in participation rates across service delivery models. These agencies recorded participation rates of 50% and 46% respectively, while 86% of crisis or short-term accommodation agencies and 84% of agencies with a multiple service delivery model participated.



Source: Table 1.2

Figure 1.2: SAAP Unmet Demand Collection, participation rates by region, New South Wales, 12–25 November 1998

It is not known whether agencies that did not participate received requests they could not meet. Consequently, it is possible that findings from this collection may understate the true extent of unmet demand.

Casual Client Collection

For the Casual Client Collection, across the State 74% of agencies returned forms following the two-week collection period, 20 May to 2 June 1999 (Table 1.3). This represents a fall in participation compared to 1998 in which 81% of agencies participated (AIHW 1999:10). There was some variation at the regional level—89% of agencies in the Cumberland-Prospect region participated, compared with 61% of agencies in the Nepean region.

Variations also occurred across target groups and service delivery models. Participation was highest at agencies targeting women escaping domestic violence (86%), while cross target, multiple target and general target agencies recorded a 66% participation rate.

Outreach support agencies recorded the highest participation rate (82%) and the participation rate for crisis or short-term accommodation agencies and medium- to long-term accommodation agencies was 76% and 70% respectively. Participation rates were below 70% for both telephone information and referral agencies and for agencies using 'other' service delivery models.

1.5 Interpretation of analyses

As well as noting the above discussion about participation rates, accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection.

To assist the reader, a glossary of terms has been included at the beginning of this report. In addition, readers are encouraged to consult the NDCA data interpretation manual and the NDCA collectors' manual—both contain important information that can aid in the use and interpretation of the data presented here. A data dictionary for the National Data Collection is included as part of the *SAAP Data and Research Resource Folder* which can be obtained from the Commonwealth Department of Family and Community Services.

Additionally, important information about the measurement of concepts and the counting rules used in the analysis in this report is presented in Appendix 1.

1.6 Variation from Series 3 reports

Analyses presented in this report may not be comparable with those presented in the Series 3 reports (1997–98). The following changes have been incorporated into this report:

- The number and profile of agencies has changed due to the amalgamation or splitting of agencies, the opening of new agencies or the reclassification of service delivery model or target group. These changes are determined by State and Territory departments.
- Unless indicated otherwise, estimates derived from the Client Collection have been adjusted for agency non-participation and, where necessary, client non-consent (see explanation above). In previous annual reports unadjusted data have been presented, except for estimates of the number of SAAP clients where a simple weighting system (for non-consent only) was used.
- In general, numbers from the Client and Casual Client Collections have been rounded to the nearest 50. Numbers of potential clients from the Unmet Demand Collection have been rounded to the nearest 10, while estimates of casual client contacts by potential clients have been rounded to the nearest 50.

- Estimates of clients within regions by ethnicity and by average number of accompanying children per support period (Tables 3.2 and 3.4 in Series 3) are no longer published in Chapter 3. Rather, corresponding estimates of support periods within regions are given in Chapter 4.
- Chapter 7 now reports on three years' data. Consequently, the presentation of the tables has changed.
- The Unmet Demand Collection included two new questions (Questions 6 and 8—see Appendix 5), which have been included in the analysis of unmet demand in Chapter 5.
- The calculation of unmet demand has been refined to ensure consistent calculation across years. The method of calculating “Potential clients unable to be supported” is described in Appendix 1. The revised calculations for November 1997 and November 1998 are included in Appendix 4.
- Following consultation with government and community stakeholders, the discussion associated with individual tables has been reduced in Chapters 2 to 6 and Appendix 3.
- Appendix 4 presents revised versions of tables included in the previous year's report.
- For the first time, copies of forms used in the 1998–99 collection are included in the report (see Appendix 5).

1.7 Structure and content of the report

Data in this report relate to the financial year ending 30 June 1999. Although most tables include information about both completed and ongoing support periods, analysis of duration of support and accommodation, and data items relating to client circumstances after support are necessarily limited to completed support periods only.

Following this introductory chapter, analyses for the reporting period are provided in Part A and some longitudinal analyses are provided in Part B. Part C comprises information used to calculate performance indicators established by the DRAC. Frequency distributions for all variables and regional tables are available in electronic format on request.

Part A has been divided into five chapters. Details of the number and distribution of SAAP agencies, and resources allocated under SAAP, are provided in Chapter 2. The characteristics of individual SAAP clients are examined in Chapter 3 and analyses of support periods (occasions of support) are presented in Chapter 4. The services provided to clients by agencies and unmet demand for services are examined in Chapter 5 and the circumstances of SAAP clients after support are reported in the final chapter of Part A (Chapter 6). Chapters in Parts A and B contain a descriptive account of major findings, as well as the graphical presentation of data. Detailed tables follow the discussion in each chapter.

There are five appendices in this report. Appendix 1 details the counting rules used in analyses contained in the report. Appendix 2 provides more details on consent rates and data on how the new weighting system affects major descriptive variables such as gender, ethnicity and age. Information about the circumstances after support of certain subgroups of SAAP clients is presented in Appendix 3, and Appendix 4 contains revisions to data contained in the previous series' reports. Copies of the forms used in the collection are shown in Appendix 5.

Occasionally it is necessary for data to be grouped to protect confidentiality. In this report, at least two in-scope agencies are required in each region, target group or service delivery model category. For example, if only one single men's agency exists in the State its information would be grouped with another target group. The groupings used are indicated in affected tables. This practice has been adopted to prevent the identification of the agency concerned and, potentially, of their clients.

1.8 Detailed tables

Table 1.1: SAAP Client Collection, participation rates and forms returned with informed consent and valid alpha codes by region, primary target group and service delivery model, New South Wales, 1998–99

	Agencies	Participation rate (%)	Forms returned		
			Total	Consent (%)	Valid alpha code (%)
Region					
Central Coast	16	93.8	805	73.7	71.1
Central West	15	100.0	1,301	81.1	77.9
Cumberland-Prospect	26	92.3	4,285	82.1	74.7
Far North Coast	16	100.0	1,336	75.8	72.5
Hunter	35	97.1	3,438	80.4	77.3
Illawarra	20	90.0	1,765	86.8	83.9
Inner West	36	94.4	4,482	81.3	77.5
Mid North Coast	15	93.3	1,633	82.4	78.1
Nepean	31	96.8	1,447	50.0	48.5
New England	19	94.7	2,330	75.1	71.2
North Sydney	18	100.0	1,601	82.8	80.0
Orana-Far West	19	94.7	2,113	77.5	74.3
Riverina-Murray	19	100.0	2,719	73.4	71.1
South West Sydney	33	90.9	2,538	52.6	50.0
South East Sydney	46	95.7	19,430	68.6	66.3
Southern Highlands	17	100.0	1,679	82.2	79.6
Primary target group					
Young people	171	93.6	10,017	65.8	63.3
Single men only	45	97.8	22,649	76.0	72.6
Single women only	21	90.5	837	56.8	52.4
Families	23	100.0	1,689	64.7	60.7
Women escaping domestic violence	79	97.5	9,449	72.4	68.9
Cross target/multiple/general	42	97.6	8,261	81.5	78.7
Service delivery model					
Crisis/short-term accommodation	146	96.6	18,236	72.7	69.6
Medium/long-term accommodation	110	94.5	5,613	84.2	80.6
Outreach support	11	90.9	362	68.2	67.4
Telephone information/referral	3	100.0	435	15.4	14.3
Multiple	73	100.0	15,601	80.1	76.6
Other	38	86.8	12,655	64.4	61.5
New South Wales	381	95.5	52,902	73.6	70.5

Notes

1. Based on forms returned from agencies 'in scope' for the Client Collection during 1998–99.
2. Agencies refers to the number of agencies that should have been participating in the reference period.
3. Valid alpha code here refers to all forms with a valid alpha code that were completed with consent (see glossary).
4. Inconsistencies in the Administrative Data Collection mean that these numbers may not be strictly comparable with those presented in Chapter 2.

Source: SAAP NDCA Administrative Data and Client Collections

Table 1.2: SAAP Unmet Demand Collection, participation rates and forms returned by region, primary target group and service delivery model, New South Wales, 12–25 November 1998

	Agencies	Participation rate (%)	Forms returned
Region			
Central Coast	16	62.5	87
Central West	15	86.7	44
Cumberland-Prospect	26	69.2	169
Far North Coast	16	93.8	71
Hunter	35	82.9	224
Illawarra	20	75.0	149
Inner West	37	70.3	226
Mid North Coast	15	86.7	69
Nepean	30	80.0	196
New England	19	63.2	39
North Sydney	17	70.6	57
Orana-Far West	19	63.2	33
Riverina-Murray	19	100.0	69
South West Sydney	33	81.8	219
South East Sydney	49	81.6	564
Southern Highlands	17	82.4	57
Primary target group			
Young people	171	71.9	765
Single men only	45	84.4	288
Single women only	20	75.0	51
Families	23	91.3	205
Women escaping domestic violence	80	87.5	561
Cross target/multiple/general	44	72.7	403
Service delivery model			
Crisis/short-term accommodation	146	85.6	1,021
Medium/long-term accommodation	109	71.6	386
Outreach support	11	45.5	6
Telephone information/referral	6	50.0	19
Multiple	73	83.6	690
Other	38	71.1	151
New South Wales	383	78.1	2,273

Notes

1. Agencies refers to the number of agencies that should have been participating in the reference period.
2. Inconsistencies in the Administrative Data Collection mean that these numbers may not be strictly comparable with those presented in Chapter 2.

Source: SAAP NDCA Administrative Data and Unmet Demand Collections

Table 1.3: SAAP Casual Client Collection, participation rates and forms returned by region, primary target group and service delivery model, New South Wales, 20 May–2 June 1999

	Agencies	Participation rate (%)	Records returned
Region			
Central Coast	16	68.8	143
Central West	15	66.7	35
Cumberland-Prospect	26	88.5	229
Far North Coast	16	87.5	319
Hunter	35	77.1	539
Illawarra	20	80.0	175
Inner West	37	67.6	355
Mid North Coast	15	73.3	115
Nepean	31	61.3	373
New England	19	73.7	262
North Sydney	18	88.9	136
Orana-Far West	19	73.7	73
Riverina-Murray	19	84.2	194
South West Sydney	33	81.8	446
South East Sydney	49	63.3	1,349
Southern Highlands	17	70.6	111
Primary target group			
Young people	172	70.9	1,286
Single men only	45	73.3	656
Single women only	21	71.4	217
Families	23	78.3	334
Women escaping domestic violence	80	86.3	934
Cross target/multiple/general	44	65.9	1,427
Service delivery model			
Crisis/short-term accommodation	146	76.0	1,436
Medium/long-term accommodation	110	70.0	1,000
Outreach support	11	81.8	56
Telephone information/referral	6	66.7	682
Multiple	74	79.7	1,504
Other	38	68.4	176
New South Wales	385	74.3	4,854

Notes

1. Agencies refers to the number of agencies that should have been participating in the reference period.
2. Inconsistencies in the Administrative Data Collection mean that these numbers may not be strictly comparable with those presented in Chapter 2.

Source: SAAP NDCA Administrative Data and Casual Client Collections

PART A

Current Period Analysis

2 SAAP agencies

Funding for the 384 SAAP agencies operating in New South Wales as at 30 June 1999 is provided jointly by the Commonwealth and New South Wales governments. Details about these agencies are forwarded to the NDCA by the Department of Community Services, which administers the program in New South Wales.

The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity or mode of delivering services, together with details of funding and staffing capacity where these are available. This chapter analyses information from the Administrative Data Collection to present an overview of the types of agencies funded under SAAP and the resources allocated to assisting those who are homeless and/or in crisis.

2.1 Agency Characteristics

Descriptive information about active SAAP agencies at 30 June 1999 is presented in Tables 2.1 – 2.4. It should be noted that agencies' service delivery models and target groups are subject to change from year to year. It is difficult, therefore, to compare the distribution of agency characteristics with that presented in previous reports. Numbers, therefore, may not be consistent with information presented in Chapter 1 (which necessarily included all agencies active during the reporting period in the assessment of participation rates).

There are six categories used when classifying agencies according to their service delivery model: crisis or short-term accommodation; medium- to long-term accommodation; outreach support; telephone information and referral; multiple service delivery model; and 'other'. The outreach support model is used to describe those agencies that provide support away from the physical setting of the agency. Further information about agency classifications is contained in Appendix 1.

The main models of service delivery were crisis or short-term accommodation (38%), medium- to long-term accommodation (29%) and multiple service delivery models (20%) (Table 2.1).

Agencies in New South Wales were well distributed between the State's 16 regions (Table 2.1). However the distribution of agencies according to their service delivery model across regions was quite different (Table 2.1).

An agency's primary client target group may be one of the following: young people; single men only; single women only; families; women escaping domestic violence; or cross target, multiple target or general clients. An agency may also have a secondary client target group: Indigenous Australians; people from non-English-speaking backgrounds; or some 'other' group.

2.2 Funding

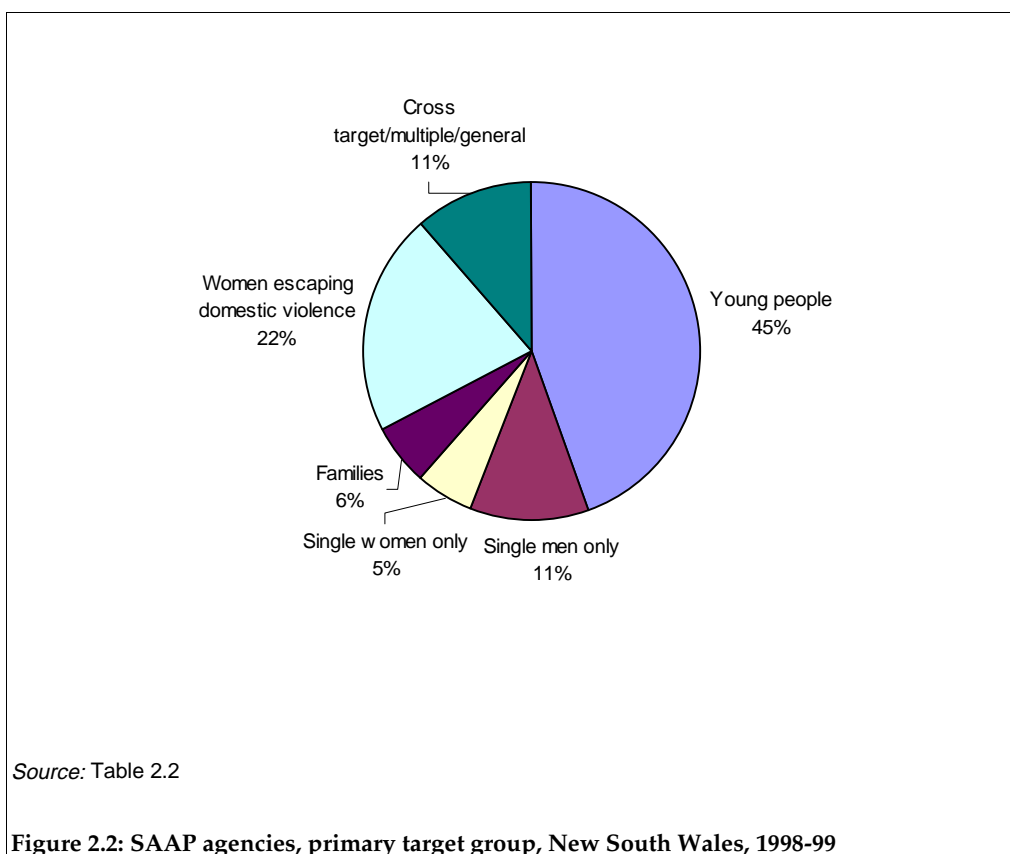
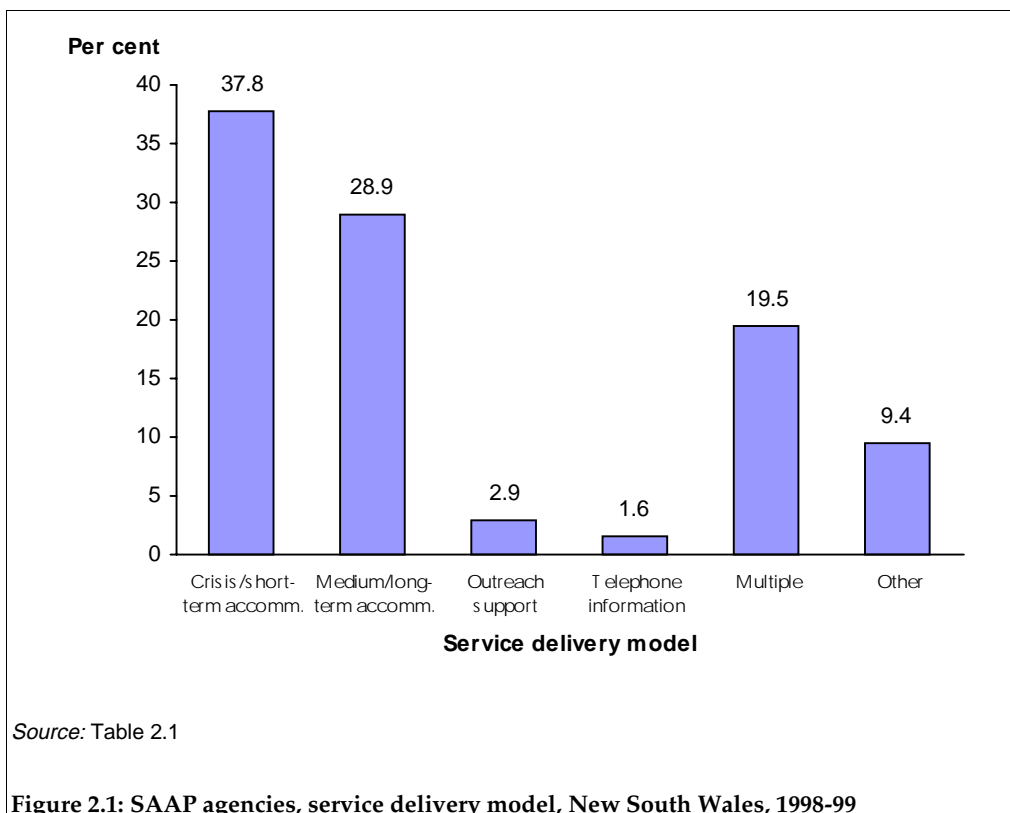
Data provided by the Department of Community Services indicate that the total recurrent 1998–99 allocation under SAAP in New South Wales was \$81,528,143. Additional funds may have been allocated on a non-recurrent basis. Non-recurrent funding is not collected under the National Data Collection and so is not included in

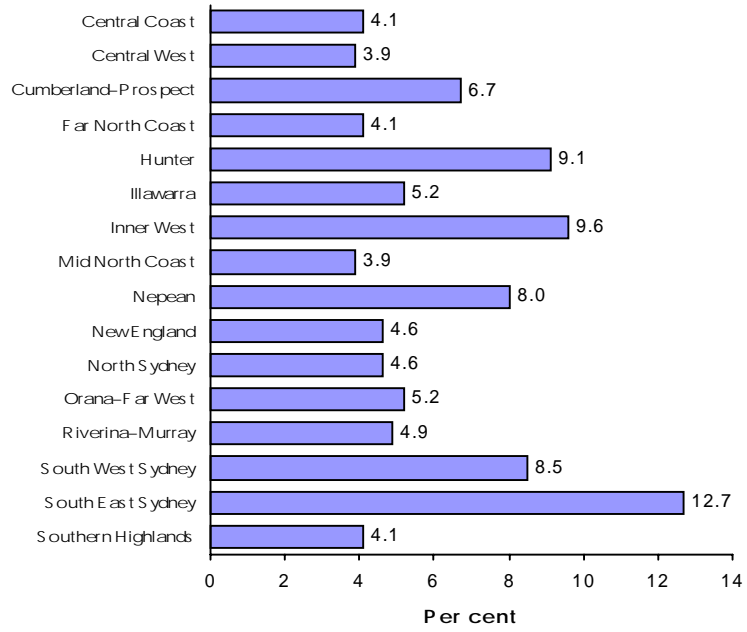
this report. Of this amount, \$78,319,900 represented recurrent allocations to SAAP agencies and the remaining \$3,208,243 was allocated for other purposes such as administration, training, standards accreditation and services.

Data representing the recurrent amount of money allocated to an agency were provided to the NDCA once, at the end of the financial year. This amount was adjusted for agencies that were expected to be active for the full financial year but were not. Information pertaining to recurrent funding of SAAP agencies, as presented in Tables 2.5-2.8, includes all agencies that received funds and operated for some part of the 1998–99 financial year. Thus, numbers of agencies may not be consistent with those in Tables 2.1 – 2.4. The total SAAP recurrent allocations to an agency refers to SAAP funds relating to salary and operating costs. A zero amount would be recorded for this data item for agencies solely in receipt of a non-recurrent grant. Table 2.5 reports recurrent allocations to SAAP agencies by service delivery model.

Allocations vary by the service delivery model and primary target group of agencies (Tables 2.5 and 2.6). This, along with the number of agencies, affects the regional allocations (Tables 2.7 and 2.8).

2.3 Key charts





Source: Derived from Table 2.1

Figure 2.3: SAAP agencies, region, New South Wales, 1998-99

2.4 Detailed tables

2.4.1 Agency characteristics

Table 2.1: SAAP agencies, service delivery model by region, New South Wales, 30 June 1999 (%)

Service delivery model	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Crisis/short-term accommodation	50.0	60.0	38.5	31.3	45.7	35.0	27.0	40.0	37.8
Medium/long-term accommodation	37.5	26.7	42.3	37.5	31.4	30.0	43.2	6.7	28.9
Outreach support	6.3	6.7	7.7	—	2.9	15.0	5.4	—	2.9
Telephone information/referral	—	—	—	—	5.7	—	—	—	1.6
Multiple	—	6.7	11.5	25.0	8.6	20.0	24.3	20.0	19.5
Other	6.3	—	—	6.3	5.7	—	—	33.3	9.4
<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>
Total number	16	15	26	16	35	20	37	15	384

Table 2.1 (continued): SAAP agencies, service delivery model by region, New South Wales, 30 June 1999 (%)

Service delivery model	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Crisis/short-term accommodation	38.7	55.6	44.4	25.0	26.3	24.2	28.6	75.0	37.8
Medium/long-term accommodation	35.5	11.1	33.3	10.0	21.1	39.4	16.3	25.0	28.9
Outreach support	—	5.6	—	—	—	—	—	—	2.9
Telephone information/referral	—	—	—	—	—	3.0	6.1	—	1.6
Multiple	22.6	22.2	5.6	25.0	52.6	15.2	32.7	—	19.5
Other	3.2	5.6	16.7	40.0	—	18.2	16.3	—	9.4
<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>
Total number	31	18	18	20	19	33	49	16	384

Note: See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Administrative Data Collection

Table 2.2: SAAP agencies, primary target group by region, New South Wales, 30 June 1999 (%)

Primary target group	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Young people	43.8	40.0	50.0	43.8	42.9	55.0	40.5	46.7	44.5
Single men only	6.3	6.7	15.4	—	11.4	10.0	16.2	6.7	11.5
Single women only	6.3	—	—	6.3	11.4	15.0	8.1	—	5.5
Families	6.3	6.7	19.2	—	2.9	5.0	10.8	—	6.0
Women escaping domestic violence	25.0	33.3	11.5	31.3	22.9	15.0	18.9	26.7	21.4
Cross target/multiple/general	12.5	13.3	3.8	18.8	8.6	—	5.4	20.0	11.2
<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>
Total number	16	15	26	16	35	20	37	15	384

Table 2.2 (continued): SAAP agencies, primary target group by region, New South Wales, 30 June 1999 (%)

Primary target group	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Young people	54.8	27.8	72.2	50.0	26.3	51.5	36.7	31.3	44.5
Single men only	3.2	11.1	5.6	5.0	26.3	12.1	16.3	18.8	11.5
Single women only	6.5	—	—	—	5.3	6.1	8.2	—	5.5
Families	9.7	—	5.6	5.0	5.3	—	2.0	18.8	6.0
Women escaping domestic violence	12.9	38.9	16.7	30.0	21.1	12.1	20.4	31.3	21.4
Cross target/multiple/general	12.9	22.2	—	10.0	15.8	18.2	16.3	—	11.2
<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>
Total number	31	18	18	20	19	33	49	16	384

Note: See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Administrative Data Collection

Table 2.3: SAAP agencies, secondary target group by region, New South Wales, 30 June 1999 (%)

Secondary target group	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Indigenous Australians	6.3	20.0	--	6.3	2.9	25.0	10.8	26.7	11.5
People from non-English-speaking backgrounds	--	6.7	11.5	--	--	5.0	5.4	--	3.9
Other	--	--	11.5	--	8.6	--	35.1	--	10.4
No secondary target group	93.8	73.3	76.9	93.8	88.6	70.0	48.6	73.3	74.2
<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>
Total number	16	15	26	16	35	20	37	15	384

Table 2.3 (continued): SAAP agencies, secondary target group by region, New South Wales, 30 June 1999 (%)

Secondary target group	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Indigenous Australians	9.7	--	--	45.0	5.3	--	--	75.0	11.5
People from non-English-speaking backgrounds	--	--	--	5.0	5.3	15.2	2.0	--	3.9
Other	--	16.7	5.6	10.0	10.5	15.2	16.3	--	10.4
No secondary target group	90.3	83.3	94.4	40.0	78.9	69.7	81.6	25.0	74.2
<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>
Total number	31	18	18	20	19	33	49	16	384

Note: See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Administrative Data Collection

Table 2.4: SAAP agencies, service delivery model by primary target group, New South Wales, 30 June 1999 (%)

Service delivery model	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	29.8	36.4	4.8	60.9	65.9	20.9	37.8
Medium/long-term accommodation	37.4	22.7	47.6	13.0	19.5	18.6	28.9
Outreach support	5.8	--	--	--	--	2.3	2.9
Telephone information/referral	2.3	--	--	--	--	4.7	1.6
Multiple	12.9	29.5	33.3	21.7	14.6	37.2	19.5
Other	11.7	11.4	14.3	4.3	--	16.3	9.4
<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>
Total number	171	44	21	23	82	43	384

Source: SAAP NDCA Administrative Data Collection

2.4.2 Funding and capacity

Table 2.5: SAAP agencies and recurrent allocations, service delivery model by funding and average cost per agency, New South Wales, 1998–99

Service delivery model	Number of agencies	Funding (\$)	Average cost per agency (\$)
Crisis/short-term accommodation	144	35,529,513	246,733
Medium/long-term accommodation	111	17,333,802	156,160
Outreach support	10	417,355	41,736
Telephone information/referral	6	925,588	154,265
Multiple	76	18,464,381	242,952
Other	38	5,649,221	148,664
Total	385	78,319,860	203,428

Source: SAAP NDCA Administrative Data Collection

Table 2.6: SAAP agencies and recurrent allocations, primary target group by funding and average cost per agency, New South Wales, 1998–99

Primary target group	Number of agencies	Funding (\$)	Average cost per agency (\$)
Young people	171	29,131,195	170,358
Single men only	45	11,469,224	254,872
Single women only	21	3,567,942	169,902
Families	23	4,107,967	178,607
Women escaping domestic violence	82	22,121,128	269,770
Cross target/multiple/general	43	7,922,404	184,242
Total	385	78,319,860	203,428

Source: SAAP NDCA Administrative Data Collection

Table 2.7: SAAP recurrent allocations, service delivery model by region, New South Wales, 1998–99 (%)

Service delivery model	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Crisis/short-term accommodation	60.2	69.2	44.4	43.1	56.3	53.2	45.9	50.7	45.4
Medium/long-term accommodation	36.0	19.0	37.1	19.0	28.2	24.5	32.8	5.0	22.1
Outreach support	—	2.2	2.3	—	0.5	4.4	1.0	—	0.5
Telephone information/referral	—	—	—	—	2.1	—	—	—	1.2
Multiple	—	9.7	16.2	36.4	5.7	17.9	20.2	36.5	23.6
Other	3.8	—	—	1.5	7.2	—	—	7.8	7.2
<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>
Total recurrent allocation (\$'000)	3,129.5	2,166.2	3,967.4	2,989.0	5,835.7	3,656.9	8,289.0	2,572.0	78,319.9

Table 2.7 (continued): SAAP recurrent allocations, service delivery model by region, New South Wales, 1998–99 (%)

Service delivery model	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Crisis/short-term accommodation	49.7	57.9	59.4	27.1	33.5	36.6	30.8	72.7	45.4
Medium/long-term accommodation	29.1	10.6	23.8	7.4	15.2	31.4	10.7	19.7	22.1
Outreach support	—	0.2	—	—	—	—	—	—	0.5
Telephone information/referral	—	—	—	—	—	1.7	4.1	—	1.2
Multiple	20.3	30.0	6.6	25.3	51.3	20.8	40.3	—	23.6
Other	0.9	1.3	10.2	40.2	—	9.5	14.1	7.5	7.2
<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>
Total recurrent allocation (\$'000)	5,883.9	3,267.1	3,400.5	2,874.9	3,129.8	7,869.6	16,269.9	3,018.4	78,319.9

Note: See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Administrative Data Collection

Table 2.8: SAAP recurrent allocations, primary target group by region, New South Wales, 1998–99 (%)

Primary target group	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Young people	44.4	37.4	37.5	39.0	40.4	42.1	35.9	45.2	37.2
Single men only	14.5	0.4	24.4	—	9.1	11.4	8.6	1.2	14.6
Single women only	6.6	—	—	4.1	8.9	14.3	6.5	—	4.6
Families	1.4	6.3	20.0	—	6.2	5.5	10.6	—	5.2
Women escaping domestic violence	29.3	43.7	15.6	49.0	32.1	26.6	32.8	34.5	28.2
Cross target/multiple/general	3.8	12.2	2.5	7.9	3.3	—	5.6	19.1	10.1
<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>
Total recurrent allocation (\$'000)	3,129.5	2,166.2	3,967.4	2,989.0	5,835.7	3,656.9	8,289.0	2,572.0	78,319.9

Table 2.8 (continued): SAAP recurrent allocations, primary target group by region, New South Wales, 1998–99 (%)

Primary target group	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Young people	50.6	27.0	57.6	48.0	31.6	46.3	21.2	32.0	37.2
Single men only	1.0	5.2	6.6	6.3	18.5	7.3	37.6	14.8	14.6
Single women only	7.2	—	—	—	3.4	6.0	4.0	—	4.6
Families	9.6	—	5.4	7.8	4.1	—	1.1	13.4	5.2
Women escaping domestic violence	24.9	50.3	30.4	25.0	31.0	19.9	19.2	39.8	28.2
Cross target/multiple/general	6.6	17.4	—	12.9	11.4	20.5	17.0	—	10.1
<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>
Total recurrent allocation (\$'000)	5,883.9	3,267.1	3,400.5	2,874.9	3,129.8	7,869.6	16,269.9	3,018.4	78,319.9

Note: See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Administrative Data Collection

3 SAAP clients

To minimise the administrative workload on the part of SAAP service providers, the SAAP National Data Collection distinguishes between *clients* and *casual clients* (see Glossary at the beginning of this report). The Client Collection provides considerable information about the characteristics of clients who receive support for one hour or more or supported accommodation under SAAP and this chapter focuses on information from that collection. Assistance provided to casual clients is outlined in Chapter 5.

During the 1998–99 financial year, it is estimated that SAAP agencies in New South Wales provided 52,900 occasions of support (Table 5.1). However, this number exceeds the number of actual clients supported under the program because an individual person may receive support or supported accommodation on more than one occasion from one or more SAAP agencies.

The use of an alpha code in the National Data Collection enables a distinction to be made between individuals (the focus of this chapter) and the occasions of support they receive (Chapter 4). Unfortunately, only 71% of forms returned contained valid alpha codes. Furthermore, 4% of agencies ‘in scope’ of the SAAP National Data Collection did not participate in the collection. Thus, the exact number of clients assisted under the program is not known. It is, however, possible to estimate the number of SAAP clients using adjustment techniques. The method for adjusting the SAAP data to account for missing alpha codes and the non-participating agencies is described in Chapter 1.

The tables in this chapter show the characteristics of individual clients. Data regarding the repeat use of SAAP services by clients are included in Part B of this report.

3.1 Overview

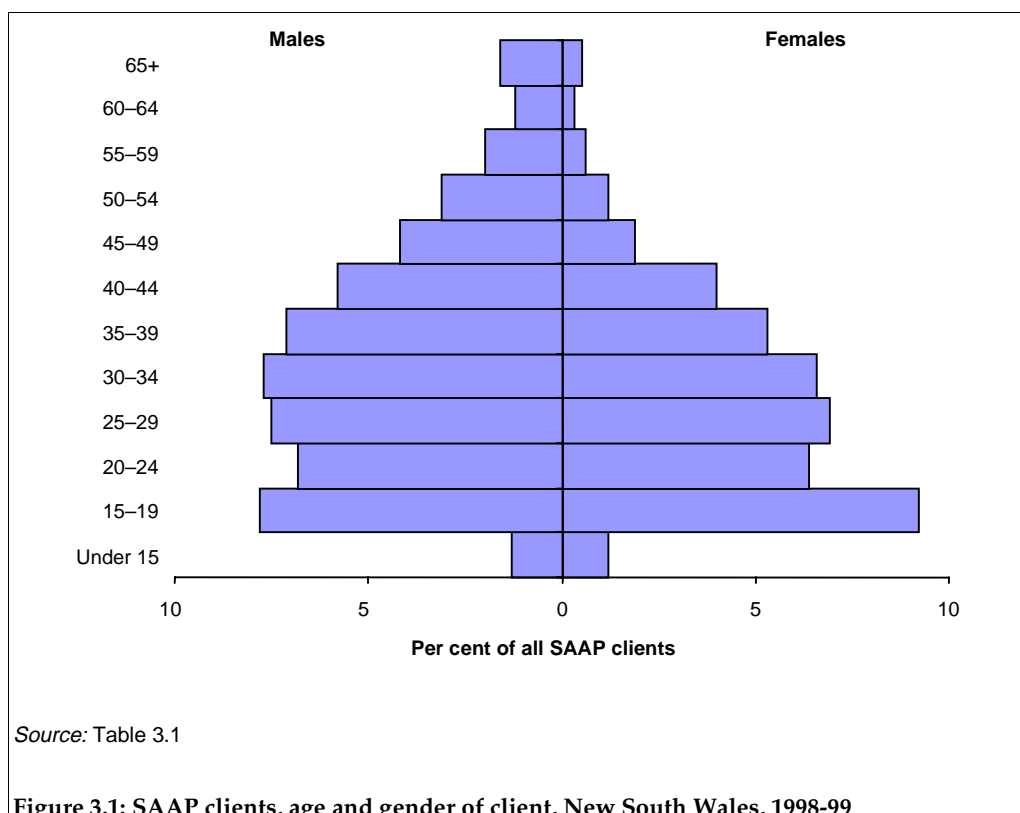
The estimate of the number of clients provided with support or supported accommodation under SAAP, using the data adjustment methodology described in Chapter 1, is 27,300 (Table 3.1). It should be noted that this figure excludes children accompanying SAAP clients and relates only to those clients who received assistance of generally more than one hour’s duration (see Glossary for the definition of *client* in the National Data Collection).

SAAP agencies provided support to more male clients (56%) than female clients (44%) (Table 3.1). Clients aged 15–19 years were the single largest age grouping, accounting for 17% of all clients. One-third (33%) of clients were aged under 25 years. The average age of female clients was 30 years, and 32 years for male clients.

The *1996 Census of Population and Housing* (ABS 1998) indicates that Indigenous Australians make up less than 2% of the New South Wales population, and people living in the State who were born in non-English-speaking countries constitute 16% of the total population. However, these proportions were somewhat different among SAAP clients in New South Wales: Indigenous Australians constituted 13%, and people from non-English-speaking backgrounds 11% of SAAP clients (Table 3.2). People from other English-speaking backgrounds constituted the remaining 76% of SAAP clients.

Of the 27,300 clients supported by SAAP agencies during 1998–99, 21,900 (81%) received supported accommodation (Table 3.3). The majority of accommodated clients (91%) received crisis or short-term accommodation and 12% received medium- to long-term accommodation.

3.2 Key charts



3.3 Detailed tables

Table 3.1: SAAP clients, age of client by gender, New South Wales, 1998-99 (%)

Age	Percentage of total population		Percentage of gender group		Total
	Female	Male	Female	Male	
Under 15 years	1.2	1.3	2.6	2.3	2.4
15-19 years	9.2	7.8	21.0	13.9	17.0
20-24 years	6.4	6.8	14.4	12.1	13.1
25-29 years	6.9	7.5	15.7	13.4	14.4
30-34 years	6.6	7.7	15.1	13.8	14.3
35-39 years	5.3	7.1	12.0	12.7	12.4
40-44 years	4.0	5.8	9.0	10.4	9.8
45-49 years	1.9	4.2	4.3	7.5	6.1
50-54 years	1.2	3.1	2.7	5.5	4.3
55-59 years	0.6	2.0	1.4	3.6	2.6
60-64 years	0.3	1.2	0.7	2.1	1.5
65 years and over	0.5	1.6	1.0	2.8	2.0
<i>Total</i>	<i>44.1</i>	<i>56.1</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,900	15,100	11,900	15,100	27,050

Notes

1. Number excluded due to errors (weighted): 10

2. Number excluded due to omissions (weighted): 229
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. This table includes all those clients that ever visited New South Wales. In the 1998-99 National Annual Report estimates of the number of clients by State and Territory are based on the State or Territory first visited by clients (estimated at 26,000 clients).

Source: SAAP NDCA Client Collection

Table 3.2: SAAP clients, ethnicity of client by gender, New South Wales, 1998–99 (%)

Ethnicity	Female	Male	Total
Indigenous Australian	18.2	9.5	13.3
Non-English-speaking background	12.7	8.9	10.6
Other	69.1	81.6	76.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,500	14,600	26,100

Notes

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 1,167
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. This table includes all those clients that ever visited New South Wales. In the 1998-99 National Annual Report estimates of the number of clients by State and Territory are based on the State or Territory first visited by clients (estimated at 26,000 clients).

Source: SAAP NDCA Client Collection

Table 3.3: Accommodated clients, accommodation provided by gender of client, New South Wales, 1998–99 (%)

Accommodation type	Female	Male	Total
Crisis/short-term accommodation	87.4	92.5	90.5
Medium/long-term accommodation	14.9	9.9	11.9
SAAP arranged/paid for accommodation	1.7	0.7	1.1
Total number	8,700	13,200	21,900

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 939
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Clients were able to be provided with more than one type of accommodation so percentages do not total 100.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

4 SAAP support periods

As indicated in Chapter 3, *clients* of SAAP agencies may receive support on more than one occasion—either from the same SAAP agency or from different SAAP agencies. Each occasion of support is defined as a *support period*, which may be as short as one hour or may extend over several years (see Glossary at the beginning of this report). The previous chapter focused on individual clients; in this chapter, data refer to the number of occasions of support provided to clients by participating SAAP agencies.

It should be noted that short-term (generally taking less than one hour) or one-off assistance provided to individuals does not constitute a support period. Thus, an individual who is provided with a food voucher and who does not establish an *ongoing support relationship* with the agency is considered to be a *casual client* and will not be included here (see Glossary). The provision of such assistance is detailed in Chapter 5.

The current chapter provides an overview of the total number of support periods provided within the twelve months from July 1998 to June 1999—this number is, of course, larger than the number of discrete clients (see Chapter 3). The characteristics of clients for all occasions of support are presented here, along with their needs and circumstances before their support periods.

4.1 Overview

Participating agencies reported 52,900 occasions of support in New South Wales in 1998–99 (Table 4.1). Single men’s agencies provided more support periods (43%) than agencies targeting any other group. Agencies targeting young people and women escaping domestic violence also reported a significant proportion of cases (19% and 18% respectively). This pattern of service provision varied at the regional level.

The amount of assistance provided varies from day to day. For example, it is estimated on 15 September 1998 there were 4,000 support periods for clients, while on 15 June 1999 SAAP agencies were involved with 3,600 support periods (Table 4.2).

These figures exclude accompanying children. The current methodology of the National Data Collection does not allow the total number of accompanying children to be calculated. This would require an alpha code for each child to be recorded. As a result, Tables in Chapter 4 are limited to analysing the proportion of SAAP clients who seek assistance for themselves and their children. The majority of SAAP clients (88%) did not have accompanying children when they received support or were accommodated by agencies (Table 4.4).

The DRAC and the NDCA are investigating alternative options to estimate the number of children supported under SAAP. Accompanying children were the subject of a special collection conducted in May–June 1998. The results of this survey are to be released in mid-2000.

The proportion of supported periods that were for clients who were of Indigenous Australian or non-English-speaking backgrounds varied across regions (Table 4.6). For example, the percentage of support periods that were for clients of Indigenous Australian background was as high as 75% in the Orana-Far West region and as low as 2% in the North Sydney area.

Clients accessed services through self-referral or were told about agencies by friends or family in 48% of all support periods (Table 4.10). In 19% of cases, clients were referred to services by another SAAP agency or other non-government agencies.

Women gave domestic violence and family or relationship breakdown as the main reason for seeking assistance in 34% and 13% of cases respectively (Table 4.11). Men most frequently reported financial difficulty (19%), substance abuse (17%) and family or relationship breakdown (12%) as their main reasons for seeking help.

Over one-third of clients (36%) reported that the duration of their current period of homelessness was two weeks or less and clients received support while they were at imminent risk of homelessness in a further 23% of support periods (Table 4.13). A significant proportion of support periods (15%) were provided to clients who had been homeless for more than one year.

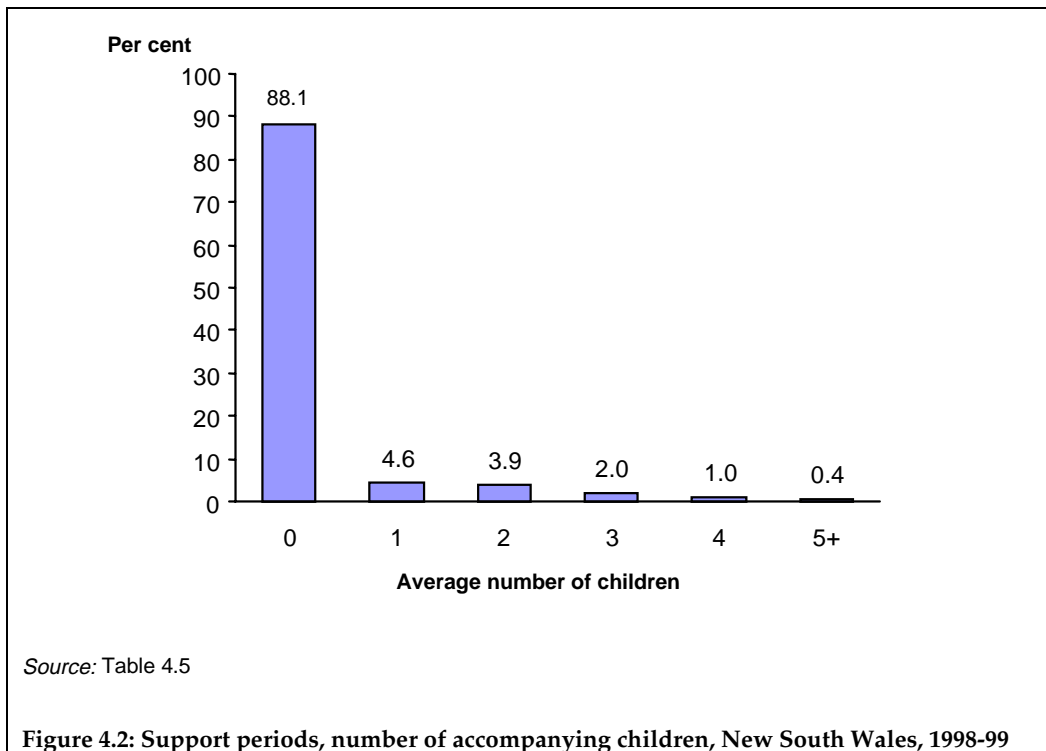
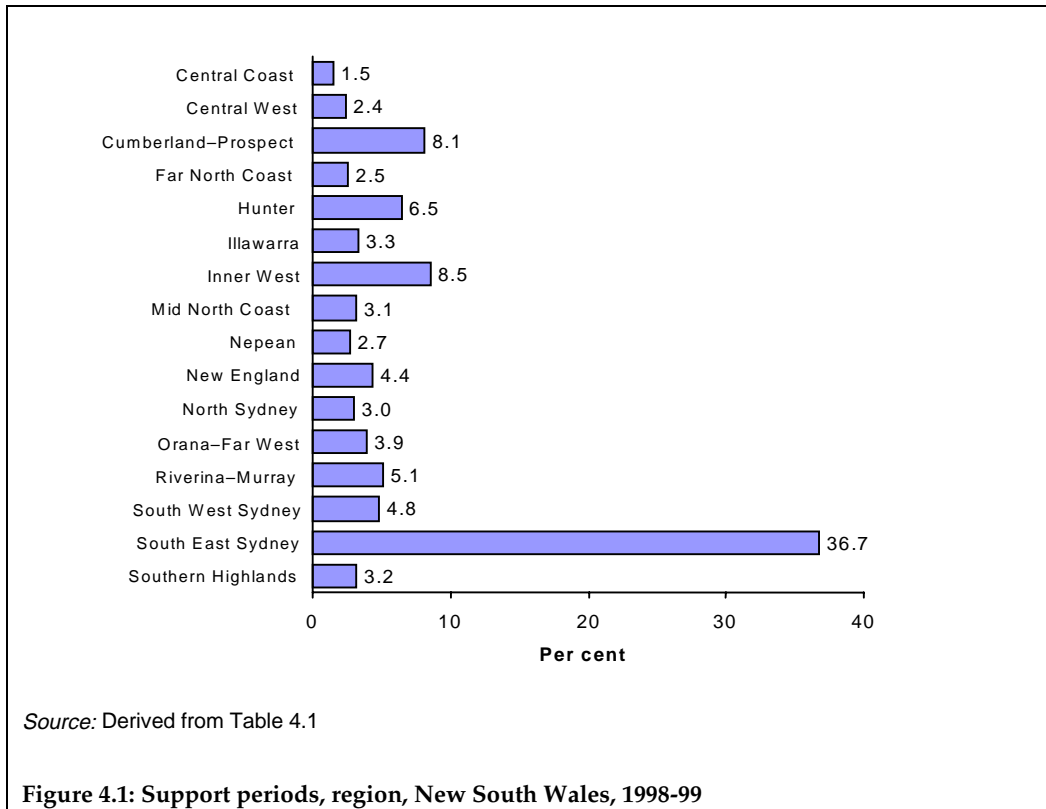
In the majority of cases (85%), clients were receiving government payments before receiving support from SAAP agencies (Table 4.14). Clients in 9% of cases reported having no income immediately before receiving support. This figure was much higher for young people—89% of cases where clients were aged under 15 years and 27% of cases involving clients aged 15–19 years.

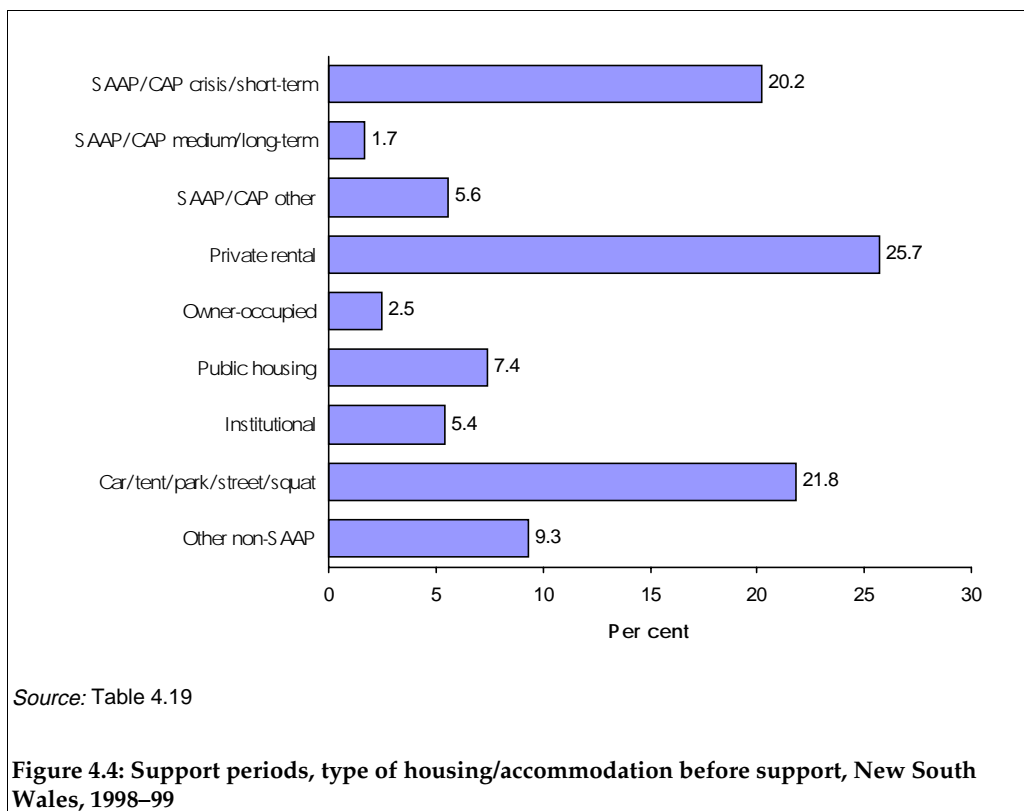
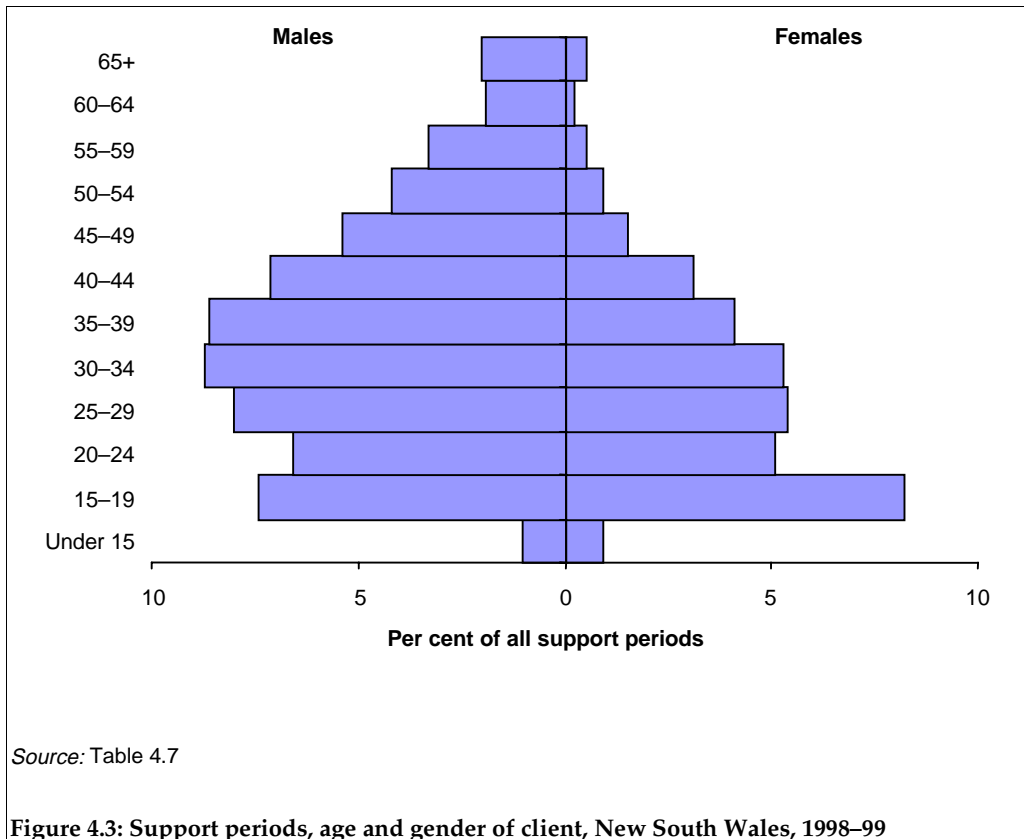
Clients in 5% of cases reported being in full-time or part-time employment before receiving support and in an additional 3% of cases, clients reported that they were employed on a casual basis (Table 4.15). In 55% of cases, clients were not in the labour force and in 37% of cases they were unemployed and looking for work. Before receiving support, 10% of clients were studying at a primary or secondary school and 4% were studying at a tertiary level or engaged in employment training (Table 4.16).

Prior to receiving support, the main forms of accommodation for clients were private rental (26% of support periods), SAAP or Crisis Accommodation Program (CAP) funded accommodation (28%) and public housing (7%) (Table 4.19). Clients reported that they had no shelter at all and had been living in a car, tent, park, squat or on the streets before seeking assistance in 22% of cases.

The most frequently reported needs of SAAP clients were for SAAP/CAP accommodation (reported in 83% of support periods), laundry or shower facilities (75%) and meals (71%) (Table 4.22). Clients also often required assistance with information (47%), transport (30%) and the retrieval, storage or removal of personal belongings (30%). This pattern varied considerably across target groups and age groups (Tables 4.22 and 4.23).

4.2 Key Charts





4.3 Detailed tables

Table 4.1: Support periods, primary target group by region, New South Wales, 1998–99 (%)

Primary target group	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Young people	41.7	17.2	9.8	30.0	48.2	28.9	18.5	34.4	18.9
Single men only	27.5	1.4	75.5	—	16.5	47.3	64.9	19.1	42.8
Single women only	2.9	—	—	1.0	2.6	3.3	1.6	—	1.6
Families	2.5	5.4	3.9		2.7	8.3	7.8	—	3.2
Women escaping domestic violence	25.0	27.4	9.8	31.3	23.7	12.2	5.8	33.2	17.9
Cross target/multiple/general	0.5	48.7	1.1	37.7	6.3	—	1.3	13.3	15.6
<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>
Total number	800	1,300	4,300	1,350	3,450	1,750	4,500	1,650	52,900

Table 4.1 (continued): Support periods, primary target group by region, New South Wales, 1998–99 (%)

Primary target group	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Young people	54.3	15.6	24.2	26.2	11.0	43.6	6.4	20.2	18.9
Single men only	1.2	8.0	22.9	35.1	57.9	18.7	53.6	46.2	42.8
Single women only	5.2	—	—	—	5.0	1.5	1.7	—	1.6
Families	17.5	—	2.3	6.2	2.1	—	0.6	14.8	3.2
Women escaping domestic violence	21.5	32.0	50.6	19.2	18.6	17.1	13.9	18.8	17.9
Cross target/multiple/general	0.3	44.4	—	13.3	5.6	19.2	23.8	—	15.6
<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>
Total number	1,450	2,350	1,600	2,100	2,700	2,550	19,450	1,700	52,900

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Estimates are unweighted and have not been adjusted for non-participation.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.2: Support periods, on the 15th of the month, by month, New South Wales, 1998–99 (%)

Date	Support Periods
July 15, 1998	3,800
August 15, 1998	3,900
September 15, 1998	4,000
October 15, 1998	3,900
November 15, 1998	3,800
December 15, 1998	3,800
January 15, 1999	3,700
February 15, 1999	3,800
March 15, 1999	3,800
April 15, 1999	3,800
May 15, 1999	3,700
June 15, 1999	3,600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 104
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

4.3.1 Client characteristics

Table 4.3: Support periods, presenting unit by region, New South Wales, 1998–99 (%)

Presenting unit	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Person alone	64.9	67.9	88.5	63.7	74.2	76.5	88.3	61.3	84.7
Couple without children	0.6	4.8	0.7	2.6	1.6	2.1	0.3	2.4	1.1
Person with children	31.9	23.5	9.4	31.7	22.3	17.5	11.1	32.6	12.7
Couple with children	0.3	2.9	0.5	1.5	1.5	3.5	0.1	2.2	1.0
Other	2.3	0.9	0.9	0.5	0.5	0.5	0.2	1.6	0.6
<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>
Total number	800	1,300	4,050	1,300	3,350	1,750	4,450	1,600	51,650

Table 4.3 (continued): Support periods, presenting unit by region, New South Wales, 1998–99 (%)

Presenting unit	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Person alone	62.8	76.5	83.2	76.6	79.3	72.6	97.9	73.5	84.7
Couple without children	0.7	1.7	0.4	3.3	0.9	1.7	0.4	1.4	1.1
Person with children	30.6	19.9	14.7	18.7	17.8	22.9	1.3	21.8	12.7
Couple with children	5.3	0.7	1.1	0.7	1.4	2.1	0.1	2.5	1.0
Other	0.6	1.1	0.6	0.7	0.6	0.7	0.3	0.8	0.6
<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>
Total number	1,350	2,300	1,600	2,050	2,650	2,500	18,950	1,650	51,650

Notes

1. Number excluded due to errors (unweighted): 39
2. Number excluded due to omissions (unweighted): 1282
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Estimates are unweighted and have not been adjusted for non-participation.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.4: Support periods, number of accompanying children per support period by region, New South Wales, 1998–99 (%)

Average number of children	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
No children	69.5	77.4	91.9	74.7	78	81.6	89.6	68.7	88.1
1 child	11.5	8.9	4.3	10	7.3	6.3	5.1	11.1	4.6
2 children	10.5	7.1	2.2	7.7	8.5	6.3	3.2	10.3	3.9
3 children	4.2	4.4	1	3.9	4	4	1.4	5.9	2
4 children	2.9	1.6	0.4	2.6	1.6	1.3	0.6	2.7	1
5 or more children	1.4	0.6	0.2	1.1	0.5	0.5	0.2	1.3	0.4
<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>
Total number	800	1250	4250	1200	3400	1750	4450	1550	52150

Table 4.4 (continued): Support periods, number of accompanying children per support period by region, New South Wales, 1998–99 (%)

Average number of children	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
No children	69.9	82.4	85.8	83.4	82.1	77.8	98.9	78.7	88.1
1 child	9.2	5.5	6.9	6.1	6.1	10.8	0.5	7.6	4.6
2 children	10.5	5.4	4.9	5	5.5	7.5	0.4	6.9	3.9
3 children	6.1	3.5	1.8	3.1	4	2	0.1	3.7	2
4 children	3.2	2	0.4	1.2	1.7	1.4	0.1	2.1	1
5 or more children	1.1	1.2	0.2	1.2	0.6	0.5	0	1	0.4
<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>
Total number	1400	2250	1600	2050	2700	2450	19400	1650	52150

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Estimates are unweighted and have not been adjusted for agency non-participation.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.5: Accompanying children in support periods, age of accompanying child by region, New South Wales, 1998–99 (%)

Age group	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
0–4 years	41.5	47.0	55.0	51.2	47.3	50.1	52.2	46.7	48.7
5–12 years	48.8	43.8	34.0	40.2	42.5	38.9	41.7	44.8	41.7
13–15 years	7.5	6.6	7.1	6.6	8.5	8.2	4.6	7.0	7.5
16–17 years	2.2	2.6	3.9	2.0	1.7	2.8	1.4	1.5	2.1
<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>
Number of child visits	500	600	600	650	1,550	650	850	1,050	12,750

Table 4.5 (continued): Accompanying children in support periods, age of accompanying child by region, New South Wales, 1998–99 (%)

Age group	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
0–4 years	47.0	44.7	47.9	50.5	46.3	53.8	55.7	46.5	48.7
5–12 years	43.3	46.3	39.7	41.9	42.0	37.3	33.5	41.8	41.7
13–15 years	5.8	7.5	10.0	6.0	10.3	6.4	8.3	9.9	7.5
16–17 years	3.9	1.5	2.3	1.6	1.4	2.4	2.5	1.8	2.1
<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>
Number of child visits	950	950	400	750	1,050	1,000	450	750	12,750

Notes

1. Number excluded due to errors (unweighted): 599
2. Number excluded due to omissions (unweighted): 325
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. An accompanying child may be counted in more than one support period and so the total number does not equal the actual number of accompanying children assisted.
6. Estimates are unweighted and have not been adjusted for non-participation.
7. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.6: Support periods, ethnicity of client by region, New South Wales, 1998–99 (%)

Ethnicity	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Indigenous Australian	8.5	27.3	4.4	16.4	11.8	8.8	7.4	22.5	14.2
Non-English-speaking background	3.5	3.8	13.6	4.0	2.0	7.3	8.0	1.8	9.0
Other	88.0	68.9	82.0	79.7	86.1	83.9	84.6	75.7	76.8
<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>

Table 4.6 (continued): Support periods, ethnicity of client by region, New South Wales, 1998–99 (%)

Ethnicity	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Indigenous Australian	17.3	38.0	2.3	74.9	11.8	5.1	9.6	11.8	14.2
Non-English-speaking background	9.5	1.6	12.1	0.5	5.4	31.2	11.9	6.1	9.0
Other	73.2	60.4	85.6	24.6	82.8	63.7	78.5	82.1	76.8
<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>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 1,574
3. Number of records excluded because consent was not obtained: 13,953
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Table based on only those records with consent. Estimates have not been adjusted for agency non-participation and client non-consent. 37,400 records contributed to this table.
7. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.7: Support periods, age of client by gender, New South Wales, 1998–99 (%)

Age	Percentage of total population		Percentage of gender group		Total
	Female	Male	Female	Male	
Under 15 years	0.9	1.0	2.4	1.6	1.9
15–19 years	8.2	7.4	23.0	11.5	15.6
20–24 years	5.1	6.6	14.3	10.3	11.7
25–29 years	5.4	8.0	15.1	12.4	13.4
30–34 years	5.3	8.7	14.9	13.5	14.0
35–39 years	4.1	8.6	11.5	13.4	12.7
40–44 years	3.1	7.1	8.8	11.1	10.3
45–49 years	1.5	5.4	4.1	8.4	6.9
50–54 years	0.9	4.2	2.7	6.6	5.2
55–59 years	0.5	3.3	1.4	5.1	3.8
60–64 years	0.2	1.9	0.7	2.9	2.1
65 years and over	0.5	2.0	1.3	3.1	2.5
<i>Total</i>	35.7	64.3	100.0	100.0	100.0
Total number	19,550	35,250	19,550	35,250	54,800

Notes

1. Number excluded due to errors (weighted): 16
2. Number excluded due to omissions (weighted): 430
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.8: Support periods, ethnicity of client by gender, New South Wales, 1998–99 (%)

Ethnicity	Female	Male	Total
Indigenous Australian	20.5	11.0	14.4
Non-English-speaking background	10.7	7.5	8.7
Other	68.8	81.4	76.9
<i>Total</i>	100.0	100.0	100.0
Total number	18,900	33,900	52,800

Notes

1. Number excluded due to errors (weighted): 16
2. Number excluded due to omissions (weighted): 2,444
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.9: Support periods, ethnicity of client by primary target group, New South Wales, 1998–99 (%)

Ethnicity	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Indigenous Australian	14.1	10.7	11.7	17.4	19.6	18.7	14.4
Non-English-speaking background	4.2	8.2	10.5	13.5	14.6	7.7	8.7
Other	81.8	81.1	77.8	69.1	65.9	73.6	76.9
<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>
Total number	10,100	22,700	850	1,700	9,500	8,350	53,150

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,102
3. Percentages are based on valid values only.
4. Components may not add to total due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

4.3.2 Client circumstances

Table 4.10: Support periods, source of referral/information by primary target group, New South Wales, 1998–99 (%)

Source of referral/information	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Self	38.8	54.4	34.0	21.3	32.5	36.7	40.1
Family	3.8	0.7	2.6	4.1	3.4	3.1	2.8
Friends	5.8	3.4	10.2	4.3	3.5	7.2	4.7
School/other educational institution	2.6	0.1	1.8	0.2	0.3	0.2	0.9
Community services department	15.0	2.1	7.4	6.7	4.2	3.5	6.9
Police/legal unit	5.2	4.4	5.3	4.9	11.1	4.6	6.5
Prison/correction institution	0.9	1.6	0.3	1.7	0.2	2.3	1.0
Hospital/health/medical services	1.9	6.0	9.2	6.3	4.5	7.5	4.6
Psychiatric unit	0.2	0.8	0.3	1.1	0.5	0.4	0.5
Telephone/crisis referral agency	2.5	5.9	5.9	16.7	14.6	6.2	7.9
Other SAAP agency	12.6	7.4	12.1	11.2	13.2	7.3	10.8
Other government department	4.4	4.0	4.8	9.5	4.7	7.1	4.9
Other non-government organisation	6.3	9.3	6.3	11.9	7.3	13.9	8.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	8,750	8,300	850	1,750	8,250	2,600	30,500

Notes

1. Number excluded due to errors (weighted): 133
2. Number excluded due to omissions (weighted): 729
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.11: Support periods, main reason for seeking assistance by gender of client, New South Wales, 1998–99 (%)

Main reason for seeking assistance	Female	Male	Total
Usual accommodation unavailable	4.3	5.5	4.8
Time out from family/other situation	4.6	4.9	4.8
Relationship/family breakdown	13.1	12.2	12.7
Interpersonal conflicts	2.5	2.8	2.6
Physical/emotional abuse	4.8	0.9	2.9
Domestic violence	34.2	0.9	18.5
Sexual abuse	1.4	0.2	0.8
Financial difficulty	8.3	18.5	13.1
Eviction/previous accommodation ended	7.9	10.0	8.9
Drug/alcohol/substance abuse	3.5	17.0	9.9
Emergency accommodation ended	1.4	2.0	1.7
Recently left institution	0.8	3.2	1.9
Psychiatric illness	1.3	2.6	1.9
Recent arrival to area with no means of support	3.8	8.4	6.0
Itinerant	2.5	5.3	3.8
Other	5.7	5.4	5.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	14,650	13,100	27,750

Notes

1. Number excluded due to errors (weighted): 273
2. Number excluded due to omissions (weighted): 3,214
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.12: Support periods, main reason for seeking assistance by primary target group, New South Wales, 1998–99 (%)

Main reason for seeking assistance	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Usual accommodation unavailable	7.3	4.1	9.1	3.7	2.8	4.8	4.8
Time out from family/other situation	9.3	2.5	3.4	3.4	3.0	3.0	4.8
Relationship/family breakdown	23.5	8.1	12.9	12.6	6.6	8.4	12.7
Interpersonal conflicts	4.2	2.0	0.6	2.6	2.0	1.8	2.6
Physical/emotional abuse	2.9	0.4	2.8	3.3	5.6	2.4	3.0
Domestic violence	3.9	1.1	19.5	24.4	53.3	10.0	18.5
Sexual abuse	0.9	0.1	3.7	0.7	1.4	0.4	0.8
Financial difficulty	9.6	24.1	10.3	10.4	4.3	21.0	13.1
Eviction/previous accommodation ended	13.1	8.0	7.7	12.7	5.3	6.4	8.9
Drug/alcohol/substance abuse	4.7	20.2	12.2	5.1	2.2	22.5	9.9
Emergency accommodation ended	2.5	1.8	2.5	1.7	0.8	1.3	1.7
Recently left institution	2.0	2.8	1.1	1.9	0.6	3.0	1.9
Psychiatric illness	0.4	3.9	1.4	1.6	1.7	1.9	1.9
Recent arrival to area with no means of support	4.7	11.1	3.1	6.6	2.7	5.0	6.0
Itinerant	4.1	5.2	4.0	2.1	2.6	3.5	3.8
Other	6.9	4.5	5.7	7.2	5.2	4.5	5.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	8,300	7,500	650	1,500	7,600	2,400	27,900

Notes

1. Number excluded due to errors (weighted): 261
2. Number excluded due to omissions (weighted): 3,064
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.13: Support periods, duration of current homelessness by age of client, New South Wales, 1998–99 (%)

Duration of current homelessness	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
0–2 weeks	31.2	32.3	36.9	36.3	41.4	46.8	36.0
>2–4 weeks	3.5	6.4	8.5	6.2	5.1	4.0	6.4
>4–26 weeks	11.0	16.7	13.9	14.7	12.3	7.1	14.6
>26–52 weeks	4.5	5.8	5.6	5.3	3.2	2.8	5.2
>52–104 weeks	4.4	6.3	4.6	4.9	4.4	5.6	5.1
>104 weeks	5.5	8.0	7.6	10.4	13.1	12.9	9.6
At imminent risk	40.0	24.6	22.7	22.2	20.5	20.8	23.2
<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>
Total number	750	5,650	3,650	10,800	2,600	300	23,750

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 31,523
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.14: Support periods, primary source of income before support by age of client, New South Wales, 1998–99 (%)

Primary income source before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
No income	88.9	26.9	5.3	4.6	2.6	1.8	9.2
Government payments	8.8	68.0	88.5	88.1	91.9	97.2	84.5
Other income	2.3	5.1	6.2	7.3	5.5	1.0	6.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	950	8,100	6,150	26,450	9,550	1,300	52,500

Notes

1. Number excluded due to errors (weighted): 723
2. Number excluded due to omissions (weighted): 2,011
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.15: Support periods, labour force status before support by age of client, New South Wales, 1998–99 (%)

Labour force status before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Employed full time	0.5	2.1	2.7	3.1	3.4	0.4	2.7
Employed part time	0.3	1.8	1.6	2.8	2.0	0.9	2.2
Employed on casual basis	0.4	3.3	2.8	2.2	1.9	0.7	2.5
Unemployed	5.9	44.5	49.9	35.7	22.8	3.3	37.3
Not in labour force	92.9	48.3	43.1	56.2	69.9	94.7	55.4
<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>
Total number	900	7,350	4,400	13,250	3,200	400	29,550

Notes

1. Number excluded due to errors (weighted): 12
2. Number excluded due to omissions (weighted): 1,674
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.16: Support periods, student status before support by age of client, New South Wales, 1998–99 (%)

Student status before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Not a student	25.9	65.9	93.5	96.6	98.3	99.2	86.1
Primary/secondary school student	73.0	26.9	1.0	0.4	0.1	0.4	9.7
Post-secondary student/ employment training	1.1	7.2	5.5	3.0	1.5	0.5	4.2
<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>
Total number	950	7,300	4,250	12,500	2,900	350	28,250

Notes

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 2,951
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.17: Support periods, living situation before support by gender of client, New South Wales, 1998–99 (%)

Living situation before support	Female	Male	Total
With one or both parents	13.3	15.2	14.2
With relative/friend long term	3.2	3.7	3.4
With relative/friend short term	16.2	15.2	15.8
With partner, with/without children	30.3	7.7	19.7
Alone or with children	21.0	25.1	22.9
Other	16.0	33.0	24.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	15,450	13,800	29,250

Notes

1. Number excluded due to errors (weighted): 161
2. Number excluded due to omissions (weighted): 1,803
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.18: Support periods, living situation before support by age of client, New South Wales, 1998–99 (%)

Living situation before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
With one or both parents	52.2	30.3	13.1	6.1	2.2	1.2	14.2
With relative/friend long term	3.6	4.3	4.5	2.6	3.5	5.4	3.4
With relative/friend short term	10.2	19.8	19.7	14.0	10.9	8.3	15.8
With partner, with/without children	2.5	6.0	21.0	29.0	17.0	10.1	19.7
Alone or with children	2.6	8.7	21.0	28.2	39.8	47.9	22.9
Other	28.9	30.9	20.8	20.2	26.6	27.1	24.0
<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>
Total number	900	7,350	4,400	13,150	3,150	400	29,400

Notes

1. Number excluded due to errors (weighted): 153
2. Number excluded due to omissions (weighted): 1,684
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.19: Support periods, type of housing/accommodation before support by region, New South Wales, 1998–99 (%)

Type of housing/accommodation before support	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
SAAP/CAP funded accommodation									
Crisis/short-term accommodation	22.4	7.1	24.8	12.2	11.5	15.2	64.7	9.0	20.2
Medium/long-term accommodation	3.4	1.4	1.3	2.9	1.0	5.9	1.1	0.7	1.7
Other	3.1	2.5	7.7	2.8	3.6	3.5	0.6	2.8	5.6
Non-SAAP housing/ accommodation									
Non-SAAP emergency accommodation	0.2	0.9	0.6	0.6	0.4	0.6	0.2	0.7	0.5
Private rental	32.9	45.8	26.1	48.1	31.8	41.5	8.0	45.9	25.7
Owner-occupied	3.1	6.3	0.9	2.5	4.5	1.9	0.4	4.4	2.5
Public housing	5.8	16.3	5.1	6.5	10.2	6.6	2.5	7.6	7.4
Institutional	3.1	4.0	6.6	2.1	4.6	7.3	4.5	3.1	5.4
Living in a car/tent/park/street/squat	6.7	3.5	18.4	10.4	23.1	6.0	12.7	7.7	21.8
Other non-SAAP accommodation	19.3	12.3	8.5	11.8	9.4	11.5	5.2	18.0	9.3
<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>

Table 4.19 (continued): Support periods, type of housing/accommodation before support by region, New South Wales, 1998–99 (%)

Type of housing/accommodation before support	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
SAAP/CAP funded accommodation									
Crisis/short-term accommodation	22.8	9.3	7.0	3.0	11.0	15.0	17.9	18.0	20.2
Medium/long-term accommodation	5.1	1.3	2.4	0.4	1.2	3.7	1.5	1.6	1.7
Other	3.6	2.5	1.6	0.9	6.7	5.7	9.3	3.8	5.6
Non-SAAP housing/ accommodation									
Non-SAAP emergency accommodation	2.0	0.4	0.2	0.1	0.6	0.5	0.4	0.9	0.5
Private rental	30.4	29.9	30.6	33.7	40.0	41.6	15.0	32.5	25.7
Owner-occupied	2.7	2.3	16.1	4.7	3.8	4.3	0.6	3.2	2.5
Public housing	9.1	8.1	8.5	45.4	10.4	8.2	2.9	9.4	7.4
Institutional	4.0	9.6	7.8	4.1	3.9	6.0	5.8	4.8	5.4
Living in a car/tent/park/street/squat	5.8	14.2	17.7	1.7	9.5	4.8	40.9	9.8	21.8
Other non-SAAP accommodation	14.4	22.3	8.0	5.9	12.9	10.3	5.8	15.9	9.3
<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>

Notes

1. Number excluded due to errors (unweighted): 339
2. Number excluded due to omissions (unweighted): 2,850
3. Number of records excluded because consent was not obtained: 13,953
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 35,750 records contributed to this table.
7. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.20: Support periods, type of housing/accommodation before support by gender of client, New South Wales, 1998–99 (%)

Type of housing/accommodation before support	Female	Male	Total
<i>SAAP/CAP funded accommodation</i>			
Crisis/short-term accommodation	16.5	24.4	21.6
Medium/long-term accommodation	2.4	1.4	1.8
Other	2.8	6.7	5.3
<i>Non-SAAP housing/accommodation</i>			
Non-SAAP emergency accommodation	0.5	0.4	0.5
Private rental	37.6	19.2	25.7
Owner-occupied	5.4	0.8	2.4
Public housing	12.6	4.6	7.5
Institutional	2.6	6.8	5.3
Living in a car/tent/park/street/squat	6.6	27.7	20.2
Other non-SAAP accommodation	13.0	8.0	9.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	17,850	32,500	50,350

Notes

1. Number excluded due to errors (weighted): 496
2. Number excluded due to omissions (weighted): 4,385
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.21: Support periods, type of housing/accommodation before support by age of client, New South Wales, 1998–99 (%)

Type of housing/accommodation before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
SAAP/CAP funded accommodation							
Crisis/short-term accommodation	22.2	25.1	20.6	20.7	21.9	19.1	21.6
Medium/long-term accommodation	2.8	4.8	2.2	0.9	1.0	2.7	1.8
Other	2.3	2.8	4.3	5.2	7.9	13.3	5.3
Non-SAAP housing/accommodation							
Non-SAAP emergency accommodation	1.2	0.6	0.5	0.4	0.5	0.2	0.5
Private rental	7.3	25.5	34.6	27.4	18.4	18.9	25.7
Owner-occupied	0.2	0.5	1.0	2.8	3.7	6.9	2.4
Public housing	4.5	3.6	7.2	9.2	6.5	6.2	7.5
Institutional	4.4	4.0	5.4	5.6	5.5	4.8	5.3
Living in a car/tent/park/street/squat	3.9	6.3	13.7	22.6	31.3	23.1	20.2
Other non-SAAP accommodation	51.2	26.9	10.5	5.4	3.2	4.7	9.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	950	7,900	5,900	25,600	9,050	1,250	50,650

Notes

1. Number excluded due to errors (weighted): 492
2. Number excluded due to omissions (weighted): 4,104
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

4.3.3 Client needs

Table 4.22: Support periods, support services needed by primary target group, New South Wales, 1998–99 (%)

Support services needed	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Housing/accommodation							
SAAP/CAP accommodation	65.9	94.6	54.0	80.5	70.6	90.1	83.2
Assistance to obtain short-term	19.4	10.9	14.9	20.3	16.4	17.6	14.9
Assistance to obtain independent	22.5	9.7	31.0	47.5	22.9	10.7	16.2
<i>Subtotal</i>	<i>74.0</i>	<i>95.0</i>	<i>66.3</i>	<i>88.2</i>	<i>73.8</i>	<i>92.8</i>	<i>86.2</i>
Financial/employment							
Assistance to obtain government	13.0	2.3	11.6	17.1	10.1	3.6	6.5
Employment/training assistance	13.7	3.0	13.3	10.2	3.8	2.4	5.4
Financial assistance/material aid	21.5	27.0	29.7	44.7	20.4	16.1	23.7
Financial counselling	6.7	6.5	10.5	23.9	7.1	4.4	6.9
<i>Subtotal</i>	<i>34.4</i>	<i>32.7</i>	<i>42.4</i>	<i>57.7</i>	<i>29.0</i>	<i>20.4</i>	<i>31.4</i>
Counselling							
Incest/sexual abuse counselling	3.6	0.3	9.1	5.3	4.5	0.8	2.0
Domestic violence counselling	3.6	0.6	19.2	22.9	34.5	3.1	8.6
Family/relationship counselling and	19.7	4.2	26.0	31.3	22.2	5.5	11.7
Emotional support/other counselling	30.3	14.9	49.2	54.9	47.0	13.4	25.1
<i>Subtotal</i>	<i>35.1</i>	<i>15.9</i>	<i>57.9</i>	<i>63.6</i>	<i>57.8</i>	<i>15.1</i>	<i>29.0</i>
General support/advocacy							
Living skills/personal development	30.4	7.6	23.1	23.1	8.8	6.0	12.6
Assistance with legal issues/court	10.3	2.5	20.2	20.2	26.2	2.9	9.1
Advice/information	55.2	37.7	60.3	69.1	68.4	33.0	47.1
Retrieval/storage/removal of	31.7	31.1	12.7	18.2	15.6	43.8	29.7
Advocacy/liaison on behalf of client	36.0	7.1	43.2	46.5	37.0	10.8	20.3
<i>Subtotal</i>	<i>74.4</i>	<i>49.0</i>	<i>73.7</i>	<i>78.5</i>	<i>76.2</i>	<i>71.9</i>	<i>63.6</i>
Specialist services							
Psychological services	2.7	1.1	4.5	6.4	4.0	1.2	2.2
Psychiatric services	1.9	3.0	5.7	8.0	5.2	2.4	3.3
Pregnancy support	1.8	—	4.7	4.8	2.9	0.5	1.2
Family planning support	2.0	0.1	2.7	5.3	1.3	0.7	1.0
Drug/alcohol support/rehabilitation	19.1	25.5	16.2	14.5	7.0	8.7	17.8
Physical disability services	0.7	0.4	1.3	1.0	0.8	0.2	0.5
Intellectual disability services	0.6	0.3	0.8	0.8	0.7	0.2	0.4
Culturally appropriate support	3.2	0.4	3.9	8.1	13.3	2.1	3.8
Interpreter services	0.5	0.4	1.9	3.4	4.5	1.0	1.4
Health/medical services	20.3	20.4	22.5	42.2	21.8	6.7	19.2
<i>Subtotal</i>	<i>38.0</i>	<i>33.7</i>	<i>37.4</i>	<i>54.9</i>	<i>37.7</i>	<i>16.5</i>	<i>33.3</i>
Other support							
Meals	67.2	80.7	48.3	52.6	62.8	61.4	70.5
Laundry/shower facilities	64.6	90.7	26.3	60.4	62.7	64.7	74.7
Recreation	37.9	26.8	22.8	43.9	22.9	15.3	26.8
Transport	46.8	18.8	34.2	55.4	46.5	18.9	30.4
Brokerage services	14.0	2.2	12.0	3.3	3.2	4.3	5.1
Other	8.4	11.5	3.0	3.2	4.8	41.5	14.0
<i>Subtotal</i>	<i>80.7</i>	<i>95.1</i>	<i>65.7</i>	<i>78.4</i>	<i>73.0</i>	<i>91.7</i>	<i>86.9</i>
Total number	10,150	23,350	850	1,750	9,750	8,600	54,450

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 937
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.23: Support periods, support services needed by age of client, New South Wales, 1998–99 (%)

Support services needed	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Housing/accommodation							
SAAP/CAP accommodation	78.5	72.3	79.0	85.4	90.6	92.8	83.6
Assistance to obtain short-term accommodation	17.8	23.4	20.9	15.1	8.8	9.0	15.8
Assistance to obtain independent housing	4.6	27.9	22.7	16.7	9.7	8.6	17.5
<i>Subtotal</i>	<i>80.2</i>	<i>81.3</i>	<i>84.9</i>	<i>88.2</i>	<i>91.6</i>	<i>93.6</i>	<i>87.3</i>
Financial/employment							
Assistance to obtain government	7.2	16.6	7.2	5.6	3.1	1.9	7.0
Employment/training assistance	3.0	17.3	7.7	3.9	2.5	0.4	6.1
Financial assistance/material aid	20.4	24.0	24.7	27.4	25.3	29.4	26.1
Financial counselling	2.9	9.3	10.9	7.9	5.0	3.6	7.8
<i>Subtotal</i>	<i>25.1</i>	<i>42.4</i>	<i>34.2</i>	<i>34.8</i>	<i>30.2</i>	<i>32.7</i>	<i>34.9</i>
Counselling							
Incest/sexual abuse counselling	4.4	4.1	3.1	2.0	0.7	0.2	2.2
Domestic violence counselling	5.7	6.0	11.6	12.0	4.3	2.5	9.3
Family/relationship counselling and support	35.5	24.4	14.0	11.7	5.1	2.6	13.0
Emotional support/other counselling	39.4	36.2	32.4	28.8	17.2	18.2	28.2
<i>Subtotal</i>	<i>49.6</i>	<i>43.2</i>	<i>37.2</i>	<i>32.8</i>	<i>19.1</i>	<i>20.0</i>	<i>32.5</i>
General support/advocacy							
Living skills/personal development	39.2	35.7	13.7	8.5	6.3	4.7	13.4
Assistance with legal issues/court support	13.0	12.0	10.8	10.6	4.6	3.3	9.6
Advice/information	50.9	63.2	55.6	51.8	39.3	40.4	51.5
Retrieval/storage/removal of personal belongings	19.9	26.9	25.6	32.6	43.3	42.0	32.8
Advocacy/liaison on behalf of client	47.8	42.5	25.3	19.5	10.0	11.7	22.4
<i>Subtotal</i>	<i>69.7</i>	<i>75.5</i>	<i>67.9</i>	<i>68.9</i>	<i>66.0</i>	<i>66.3</i>	<i>69.2</i>
Specialist services							
Psychological services	4.7	2.7	2.8	2.3	1.3	0.8	2.3
Psychiatric services	2.4	2.1	3.5	3.5	3.5	2.8	3.2
Pregnancy support	1.3	3.0	2.4	1.0	—	0.1	1.3
Family planning support	1.7	2.8	1.8	0.8	0.1	0.4	1.1
Drug/alcohol support/rehabilitation	5.5	11.3	15.2	13.0	10.0	8.2	12.2
Physical disability services	0.9	0.6	0.7	0.4	0.6	1.6	0.6
Intellectual disability services	0.1	0.7	0.5	0.4	0.2	0.3	0.4
Culturally appropriate support	4.9	3.4	5.4	4.7	2.0	1.3	4.0
Interpreter services	1.1	0.4	0.9	1.9	1.1	0.9	1.3
Health/medical services	24.1	23.4	17.1	15.7	12.5	14.6	16.6
<i>Subtotal</i>	<i>31.4</i>	<i>34.2</i>	<i>32.5</i>	<i>29.1</i>	<i>22.0</i>	<i>22.7</i>	<i>28.9</i>
Other support							
Meals	79.7	66.0	73.5	79.1	81.2	85.4	77.0
Laundry/shower facilities	76.4	63.4	71.6	78.2	80.8	84.6	75.7
Recreation	63.6	45.5	28.4	26.1	20.0	23.7	28.9
Transport	66.9	54.8	32.0	24.9	18.1	19.2	29.8
Brokerage services	3.3	13.6	7.7	3.4	2.0	1.6	5.2
Other	6.2	4.0	6.6	17.0	30.6	29.5	16.3
<i>Subtotal</i>	<i>84.0</i>	<i>82.6</i>	<i>85.5</i>	<i>89.0</i>	<i>93.1</i>	<i>94.5</i>	<i>88.4</i>
Total number	1,000	8,500	6,400	27,600	9,850	1,350	54,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 567
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.24: Support periods, support services needed by ethnicity of client, New South Wales, 1998–99 (%)

Support services needed	Indigenous Australian	Non-English-speaking background	Other	Total
Housing/accommodation				
SAAP/CAP accommodation	86.9	81.5	83.5	83.8
Assistance to obtain short-term accommodation	13.4	16.0	16.3	15.8
Assistance to obtain independent housing	15.0	21.5	17.6	17.5
<i>Subtotal</i>	<i>90.9</i>	<i>84.4</i>	<i>87.4</i>	<i>87.6</i>
Financial/employment				
Assistance to obtain government	4.8	13.2	6.8	7.1
Employment/training assistance	4.1	8.2	6.2	6.1
Financial assistance/material aid	19.0	34.1	26.5	26.1
Financial counselling	5.6	7.5	8.2	7.7
<i>Subtotal</i>	<i>25.4</i>	<i>44.6</i>	<i>35.6</i>	<i>34.9</i>
Counselling				
Incest/sexual abuse counselling	2.0	1.8	2.3	2.2
Domestic violence counselling	11.4	16.4	8.1	9.3
Family/relationship counselling and support	12.4	14.3	13.0	13.1
Emotional support/other counselling	22.6	37.7	28.1	28.1
<i>Subtotal</i>	<i>27.2</i>	<i>41.8</i>	<i>32.4</i>	<i>32.5</i>
General support/advocacy				
Living skills/personal development	9.7	12.5	14.4	13.6
Assistance with legal issues/court support	7.4	18.3	9.0	9.5
Advice/information	39.2	61.9	52.5	51.4
Retrieval/storage/removal of personal belongings	27.5	37.7	33.7	33.1
Advocacy/liaison on behalf of client	21.6	31.0	21.6	22.4
<i>Subtotal</i>	<i>58.4</i>	<i>78.4</i>	<i>70.5</i>	<i>69.4</i>
Specialist services				
Psychological services	1.6	2.8	2.3	2.2
Psychiatric services	1.4	4.1	3.5	3.2
Pregnancy support	1.6	1.5	1.2	1.3
Family planning support	1.6	1.2	1.0	1.1
Drug/alcohol support/rehabilitation	12.1	4.3	13.2	12.3
Physical disability services	0.3	0.9	0.6	0.6
Intellectual disability services	0.3	0.2	0.5	0.4
Culturally appropriate support	12.7	19.3	0.6	4.0
Interpreter services	0.2	13.4	0.2	1.3
Health/medical services	13.6	20.6	16.9	16.7
<i>Subtotal</i>	<i>30.8</i>	<i>38.8</i>	<i>27.7</i>	<i>29.1</i>
Other support				
Meals	78.0	70.9	77.4	76.9
Laundry/shower facilities	71.7	71.2	77.0	75.7
Recreation	20.8	31.1	29.8	28.6
Transport	41.3	29.8	27.8	29.9
Brokerage services	4.6	5.3	5.3	5.2
Other	16.9	18.2	16.3	16.6
<i>Subtotal</i>	<i>90.7</i>	<i>84.3</i>	<i>88.5</i>	<i>88.5</i>
Total number	7,650	4,550	40,550	52,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,528
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

5 SAAP services and unmet demand

Reflecting the diverse nature of client needs, the range of services provided by funded agencies to people who are homeless or at imminent risk of becoming homeless is considerable. Support may include the provision of supported accommodation (in which clients are offered support services while accommodated in SAAP owned, managed or funded housing), or a range of support services generally provided on an ongoing basis to clients who are not in SAAP housing. Such support may be provided in the context of an agreed case management or support plan, or may be intensive and short-lived for clients in extreme crisis. Conversely, services provided to people who are homeless or at imminent risk of homelessness may be casual in nature—an instance of assistance that is not part of an ongoing support period, such as the provision of a meal.

This chapter provides information on the prevalence and nature of support provided to SAAP clients and their accompanying children; the duration of support and accommodation for clients; and the extent of case management in SAAP. If an agency is unable to support a client, it may refer the client elsewhere for assistance; such referrals are outlined in Tables 5.26–5.28. Information is contained in Tables 5.37–5.51 about people who requested support or accommodation but who were not provided with the required services. Finally, the extent of one-off assistance provided to casual clients, including those who unsuccessfully requested more intensive support or accommodation, is examined.

5.1 Support provided - Overview

The Client Collection form specifies 31 distinct types of support and allows agencies to record other types of support not listed on the client form. Tables relating to support services list each of the 31 distinct types separately; however, subtotals are provided for six higher order groupings of support services to aid data interpretation.

Supported accommodation was provided either directly at SAAP agencies or through other arrangements organised or paid for by agencies (for example, at hotels or hostels) in 83% of support periods in New South Wales (Table 5.1).

SAAP/CAP accommodation was provided in more support periods (83%) than any other category of support (Table 5.1). Laundry or shower facilities (75%) and meals (70%) were also provided in the majority of cases. The provision of information (47%) and retrieval or storage of personal belongings (29%) was also common.

Support services provided to children accompanying clients have been categorised into four groups: counselling; child care and liaison with schools or kindergartens; support regarding access arrangements; and 'other' support services. Child care or related services were provided in 8% of all support periods (including those to clients not accompanied by children), and counselling in 6% of cases (Table 5.5). Twelve per cent of clients had children with them when they received support or accommodation.

The provision of support services to accompanying children in SAAP appears artificially low in these figures for two reasons. Firstly, the percentages reported here are based on all support periods, including those in which children were not present. Secondly, the Client Collection form records only whether a particular service was provided in each support period and so does not enumerate the provision of support to each child. It is anticipated that these problems will be overcome for future reports. There are also a significant number of children receiving support or accommodation from SAAP agencies who are not accompanied by an adult—analysis on these children is included in the general analysis of support periods and clients and is not included here. Services to children in SAAP were a specific focus of a special collection conducted in May–June 1998 and are the subject of a separate report, due for release mid-2000.

Given the increased national emphasis on case management in SAAP, it is interesting to note that clients agreed to the adoption of a support plan in 57% of support periods (Table 5.9). They did not agree to a plan in 15% of cases and it was not considered appropriate in 28% of cases.

Two-thirds (67%) of support periods in New South Wales were for a duration of seven days or less, with the largest proportion (40%) lasting between one and three days. There were relatively few support periods lasting longer than 13 weeks (6%) (Table 5.11).

Among support periods in which accommodation was provided by crisis or short-term accommodation agencies, 68% had accommodation periods of one week or less (Table 5.22). Conversely, the majority (81%) of support periods in which accommodation was provided by medium- to long-term accommodation agencies involved accommodation periods of over four weeks.

When support services cannot be provided directly by a SAAP agency, clients may be referred to other (often more specialised) agencies. Across the State, at least 26,100 referrals were made on behalf of SAAP clients during the year (Table 5.23). More referrals were made for health or medical services (8%) and assistance to obtain independent housing (6%) than for other purposes. Agencies' referral patterns differed according to their service delivery model, target group and region (Tables 5.23-5.25). Referrals for each type of support may have been made on more than one occasion. However, in each support period, only one referral for each support type is enumerated in the National Data Collection; therefore, the total number of referrals may be higher.

Referrals made on behalf of accompanying children were relatively infrequent when considered as a proportion of all support periods. However, as many as 1,450 referrals for support for children were made across the State during the year (Table 5.26). Referrals for each type of support may have been made on more than one occasion and for more than one child. Again, because multiple referrals cannot be recorded in the collection, the number of referrals for support for children may be higher.

Among accompanying children, 93% of identified needs were met—72% of needs of children were met by agencies directly providing services; 9% were met through referrals; and 12% were met through a combination of direct services and referrals (Table 5.33). Overall, unmet needs constituted 7% of the 7,100 needs reported, but the proportion was a little lower in the case of child care and related services (5%) (Figure 5.6).

5.2 Met and unmet demand

Unmet demand arises when the particular needs of existing clients and their accompanying children cannot be met either by the direct provision of services by

SAAP agencies or through referrals to other agencies. (It should be noted that data about the final outcome of referrals are not collected. It is assumed that clients' needs are met through the referral process, but this may not always be the case.)

Unmet demand also stems from an inability to provide supported accommodation or support alone to all homeless people who request such assistance—not all those who wish to become clients of SAAP can be accepted as clients. Analyses of both types of unmet demand are presented here separately.

5.2.1 Unmet demand—SAAP clients

The large majority (89%) of needs identified by existing SAAP clients were met either through direct provision or referral (Table 5.29). Some 79% of the 306,650 needs identified during the year were met by agencies directly providing services to clients. An additional 5% were met through referrals and 6% were met through a combination of direct services and referrals. Needs for specialist services (32%) and counselling services (11%) accounted for nearly one-half of all unmet needs. Drug or alcohol support or rehabilitation constituted 17% of unmet requests, the highest of any specific support type (Table 5.31).

5.2.2 Unmet demand—potential clients

As noted previously, unmet demand also occurs when a homeless person is not accepted as a client of a SAAP agency. The two-week Unmet Demand Collection is conducted annually to gather information on this group—in 1998–99, the collection was held during 12–25 November 1998. All SAAP agencies are asked to record each unsuccessful request for SAAP support or accommodation during the specified fortnight—a form is completed for each person aged 18 years or older and children aged under 18 years who are not accompanied by a parent or guardian.

Over the collection period, agencies across New South Wales reported 2,270 requests that were not met (Table 1.2). However, as estimates of unmet demand should measure the capacity of SAAP to meet expressed need, calculations of unmet demand should exclude instances in which an individual refuses an offer of support or was inappropriately referred to an agency (for example, where the individual concerned does not fall within the agency's target group). The number of *valid* unmet requests recorded during the Unmet Demand Collection was 1,360. (See *unmet requests for support or accommodation* in Appendix 1 for a definition of valid requests.) If this were replicated throughout the year, an estimated 35,280 unmet requests for support or supported accommodation would have occurred during 1998–99. This figure does not represent actual people as a person can make requests on more than one occasion and to more than one SAAP agency.

There are several methodological difficulties in estimating the number of people who request support or accommodation from SAAP agencies but who, for various reasons, are not provided with that assistance. These difficulties primarily exist for the reasons that a linkage key (the alpha code) is not universally collected in the Unmet Demand Collection and because data are only collected for a two-week period. Significantly, although the alpha code was initially defined as a required item in the Unmet Demand Collection, SAAP agencies reported considerable difficulty in its collection during the collection's pilot test. In 1998, the alpha code was included as an optional data item; however, nationally only 31% of forms returned by agencies contained a valid alpha code. A detailed discussion is beyond the scope of this report; technical information about these difficulties is available from the NDCA on request. However, several key issues are noteworthy.

Firstly, an unknown proportion of people who make an unsuccessful request for support or accommodation may subsequently receive ongoing support or accommodation from a SAAP agency, quite possibly soon after the initial request. Alternatively they may have their needs met by other means and no longer require

SAAP assistance (see Figure 5.1). This gives rise to two problems—estimates obtained from the collection may overstate the actual level of unmet demand, and the potential for an individual to be included in both the Client and Unmet Demand collections (and an inability to identify the magnitude of this overlap) prevents the calculation of a reliable and accurate unmet demand rate.

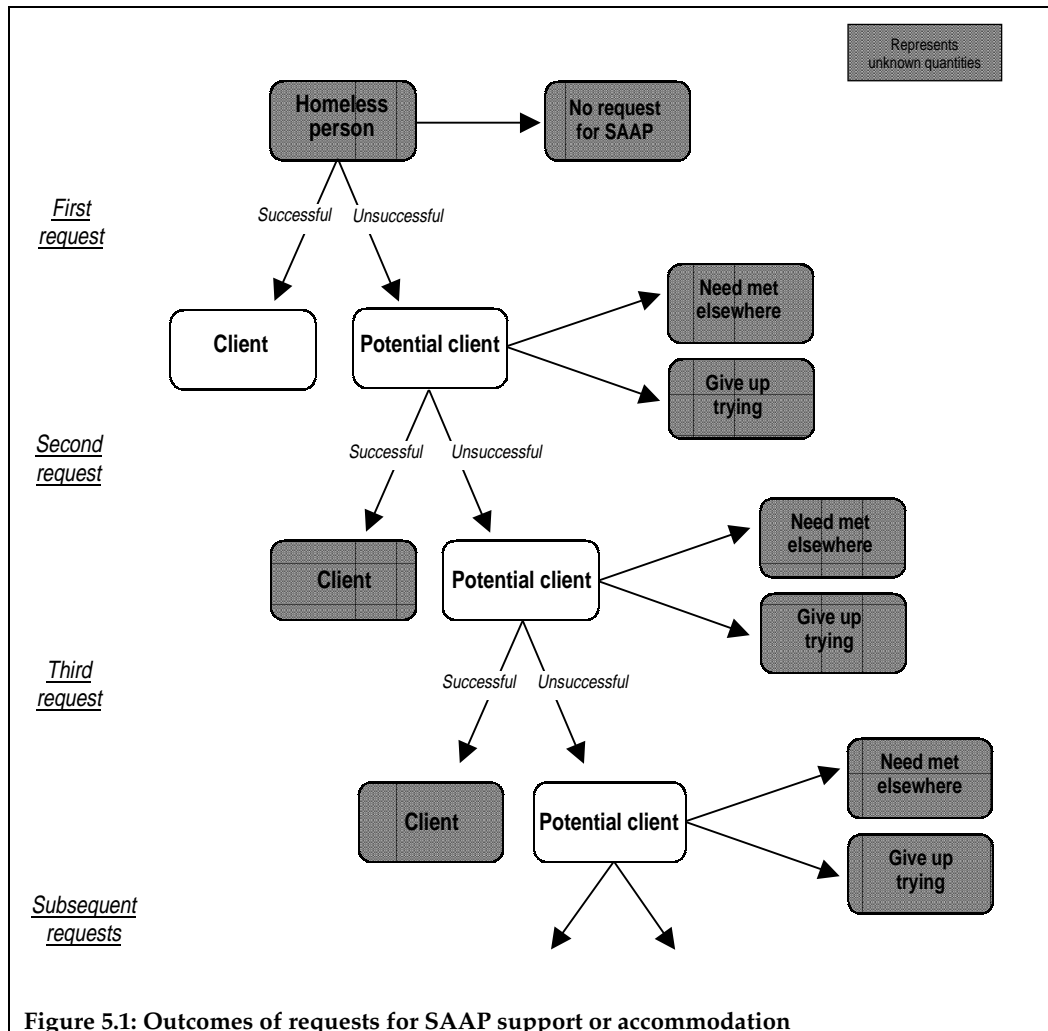


Figure 5.1: Outcomes of requests for SAAP support or accommodation

Secondly, attempts to count *people* (rather than *requests*) without the use of a linkage key are problematic. From the Unmet Demand Collection, it is possible to identify requests from people who have not previously made a request for the same service at a SAAP agency during the two-week collection period. By counting only the first request made by each person during the period, an estimate of the number of people requesting support or accommodation over the fortnight can be obtained. However, as noted above, only valid requests should be considered. The need to exclude both subsequent requests and requests which were not valid instances of unmet demand poses further problems. An adjustment method has been developed to overcome these problems and estimates can be made of the number of individuals, at a State/Territory or national level, whose valid requests were not met during the two-week period. However, it should be noted that the resulting figures will overestimate the number of people involved to the extent that people make requests for different services on different approaches to SAAP agencies within the collection period. No reliable adjustment method has been identified as yet to enable disaggregation by individual or agency characteristics.

Finally, pro-rating the number of potential clients from the two-week collection period to a full year is invalid. A potential client who makes an unsuccessful request for support may also request support or accommodation outside of this two-week period—either for the same need or a different need. A simple extrapolation to obtain the number of clients in a year would result in an inflated estimate to the extent that multiple requests are made—for example, an individual making a request each fortnight would be counted as 26 individuals if the two-week estimate were multiplied by 26 to give an annual estimate. The extent of this inflation depends on the length of the collection period—the shorter the collection period, the stronger the upward bias in the estimates of potential clients. Therefore, it is not possible to estimate the number of potential clients in a given year based on data from the two-week Unmet Demand Collection.

As a result, it is currently only possible to estimate the number of people in New South Wales who could not be supported or accommodated by SAAP agencies in the two-week collection period—during 12–25 November 1998, an estimated 1,270 potential clients (those who make an ‘appropriate’ request for support or accommodation but are not provided with the requested assistance) were unable to be supported by SAAP agencies at the time they made their request for assistance.⁴

The methodological issues discussed above will need to be addressed for the development of a suitable methodology to estimate reliably the number of potential clients unable to be assisted under the program. Solutions to some of these methodological issues may require changes to the collection instrument. In the mean time, only limited information can be obtained from the collection about potential clients and this is reported below.

The Unmet Demand Collection contains information about the characteristics of people who made an unmet request for support and accommodation. This information is analysed for those whose first request during the collection period was made at an appropriate agency and who did not refuse an offer of SAAP support or accommodation.

The majority of potential clients sought crisis or short-term accommodation (68%) (Table 5.38). A further 29% sought medium- to long-term accommodation and 1% requested support without accommodation. There were more women (57%) among the potential client population than men (43%) (Table 5.39).

Analysis of the reasons why potential clients could not be supported is limited here to the first ‘appropriate’ request (that is, requests that were made at agencies with the relevant target group and service model, excluding those in which individuals refused an offer of assistance) made by each individual.

Overall, the reason most frequently recorded by agencies for not meeting requests for assistance was that insufficient accommodation was available (76% of all unmet requests) (Table 5.42). Insufficient staff was recorded as the main reason for non-assistance in 3% of cases.

5.3 One-off assistance

In addition to ongoing support, SAAP agencies also provide one-off assistance to homeless people, including those who do not become clients at the time they request support or accommodation. One-off assistance includes the provision of a meal, a shower, transport, clothing, information and the like. A distinction is made in the

⁴ Refer to Appendix 1 for the methodology used to derive this figure. This method of estimating potential clients is a departure from Series 3 reports and readers should note that figures reported here are not comparable with those reported in previous reports. The comparable number of potential clients recorded during the 1997 Unmet Demand Collection was 1,260.

National Data Collection between such one-off assistance, which takes less than one hour of a worker's time, and support, which requires a greater time commitment and which is normally provided as part of an ongoing support relationship. Recipients of one-off assistance are referred to as *casual clients* (see Glossary) under the National Data Collection.

5.3.1 Unmet Demand Collection

During the two-week Unmet Demand Collection held 12–25 November 1998, SAAP workers recorded details of one-off assistance given to people who requested support or accommodation but who were not provided with these services. It is important to note that people who do not receive the requested support or accommodation often receive some level of one-off assistance.

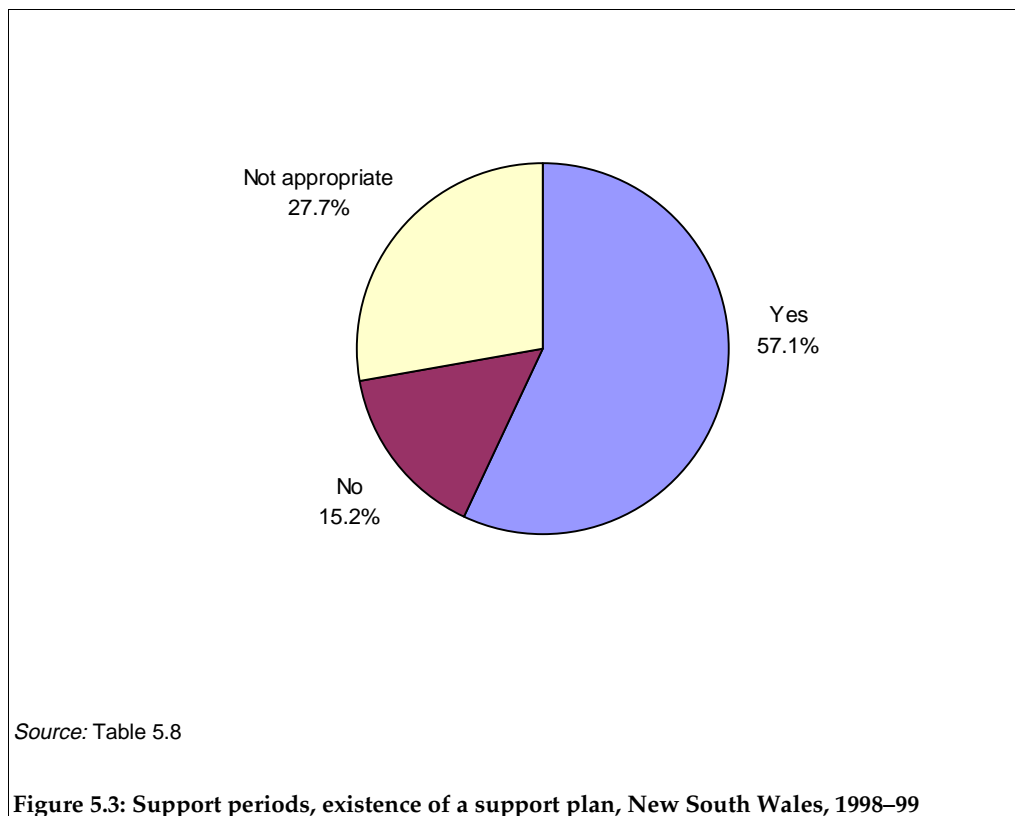
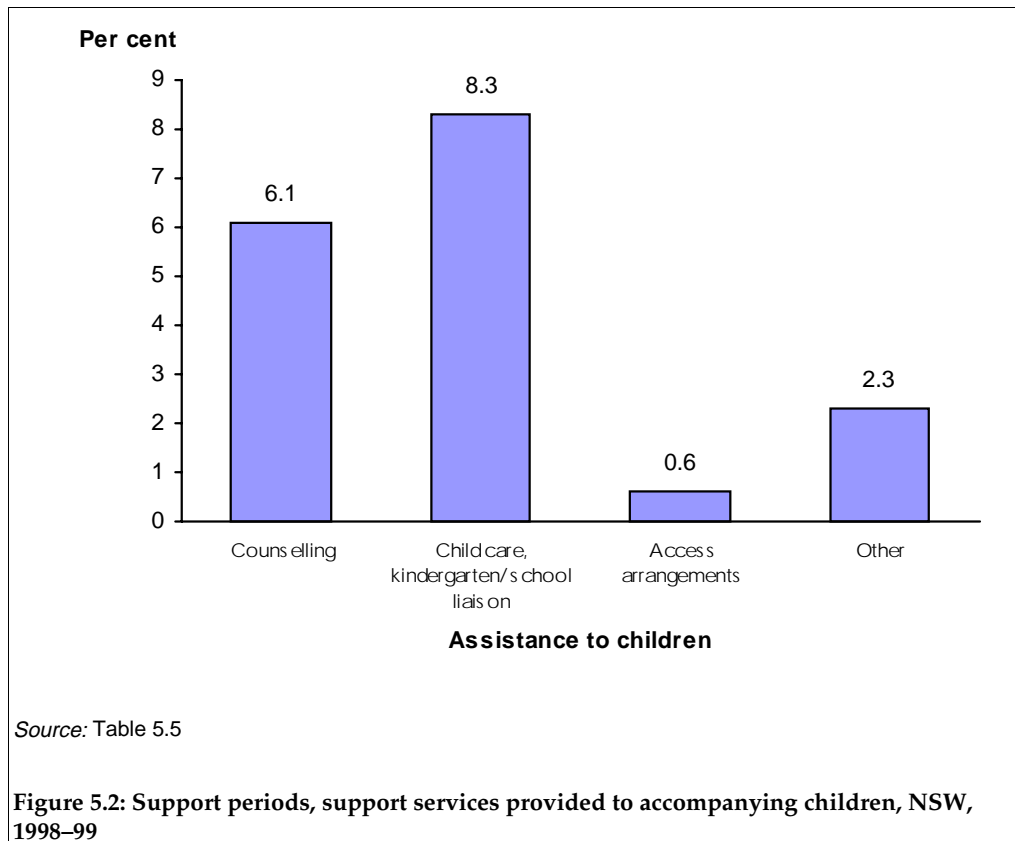
It is important to note that people who do not receive the requested support or accommodation often receive some level of one-off assistance. It is estimated that over 90,100 instances of one-off assistance were provided to people making unsuccessful requests for ongoing support or accommodation in 1998–99 (Table 5.52). This one-off assistance was primarily in the form of information (67%) and referrals for accommodation (42%). In 18% of cases recorded during the Unmet Demand Collection period, the people seeking support or accommodation received no assistance at all.

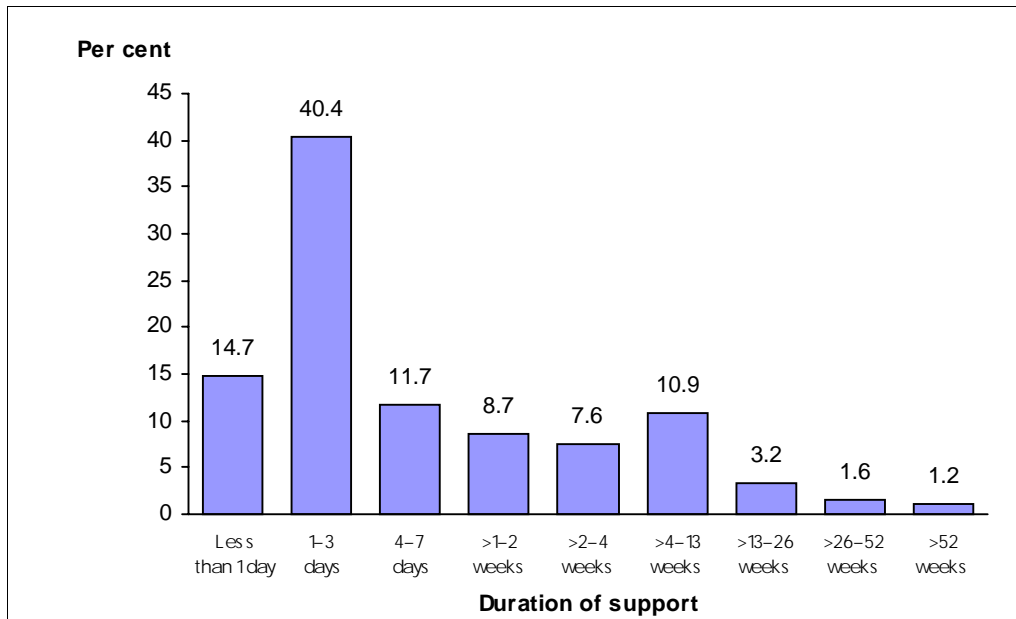
5.3.2 Casual Client Collection

The Casual Client Collection was held between 20 May and 2 June 1999 to obtain information about the provision of one-off assistance to people. It should be noted that the methodology for the Casual Client Collection differed from that of the Unmet Demand Collection—the former obtained information about services provided to each family group whereas the latter collected information about services provided to each adult. As a result, estimates derived from the Casual Client Collection may understate the actual level of service provision.

During that fortnight, agencies reported providing one-off assistance to 4,850 casual client contacts, which, if weighted to estimate a yearly figure, would equate to 126,200 contacts. It is estimated from this that over 249,000 instances of one-off assistance were provided during 1998–99 to casual clients (Table 5.57). Information was the most common form of one-off assistance provided—in 69% of cases. Emotional support (33%) and formal referrals to other organisations on behalf of casual clients (34%) were other frequently provided forms of one-off assistance. Patterns in the provision of one-off assistance differed across regions and variations were also evident according to agencies' target group and service delivery model (Tables 5.57–5.59).

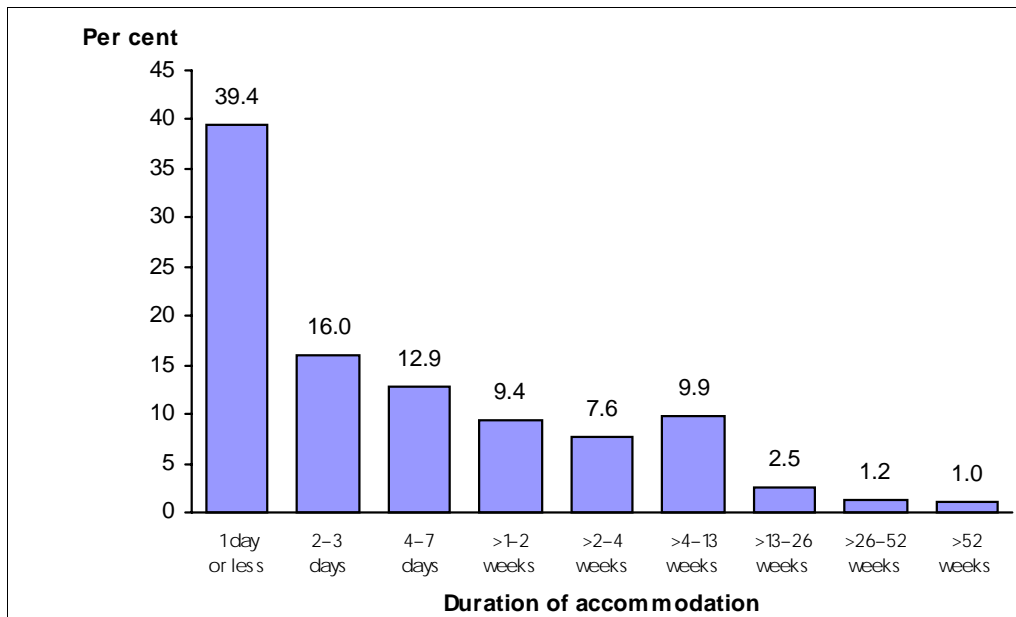
5.4 Key charts





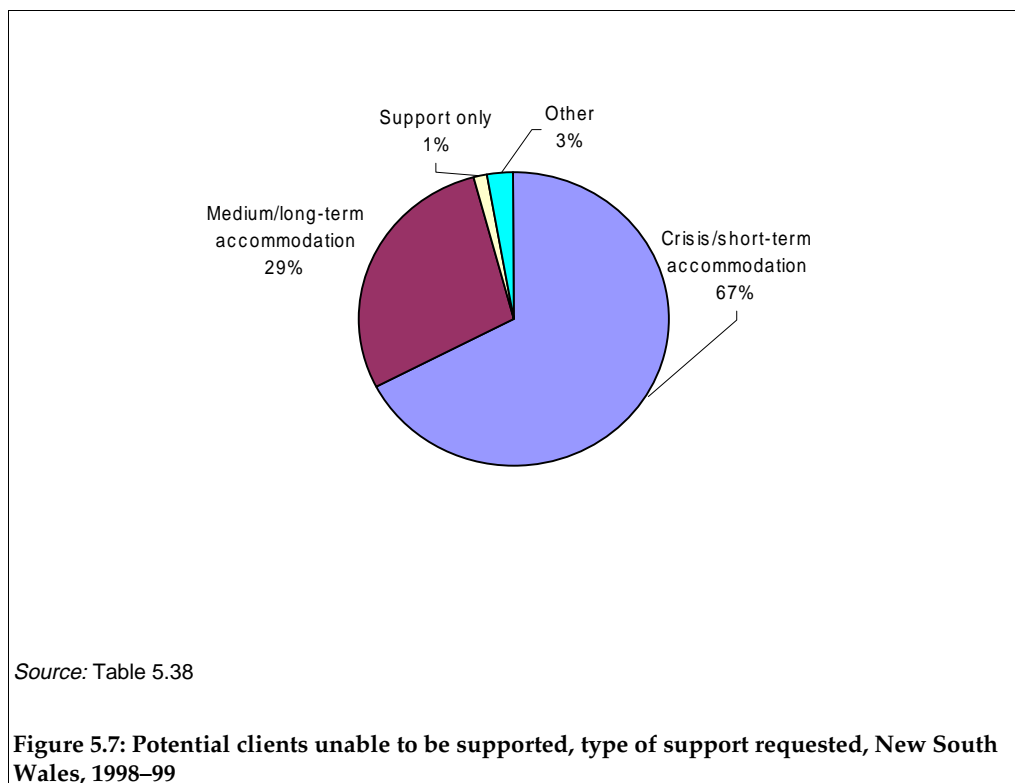
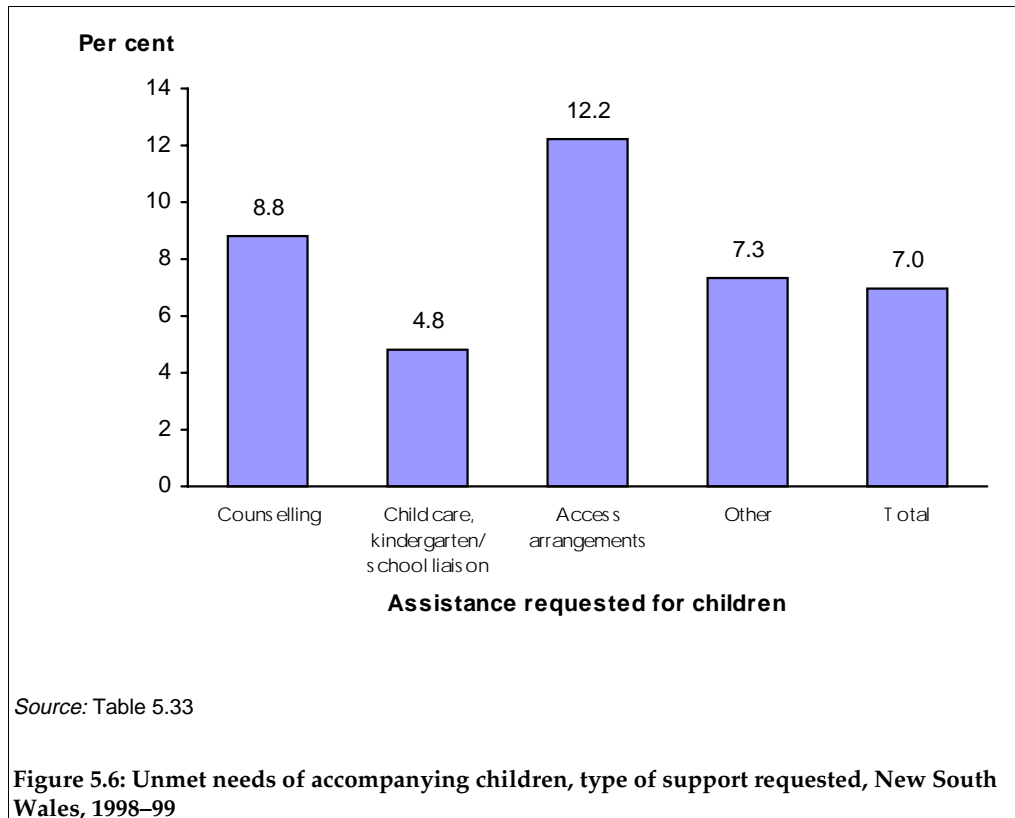
Source: Table 5.11

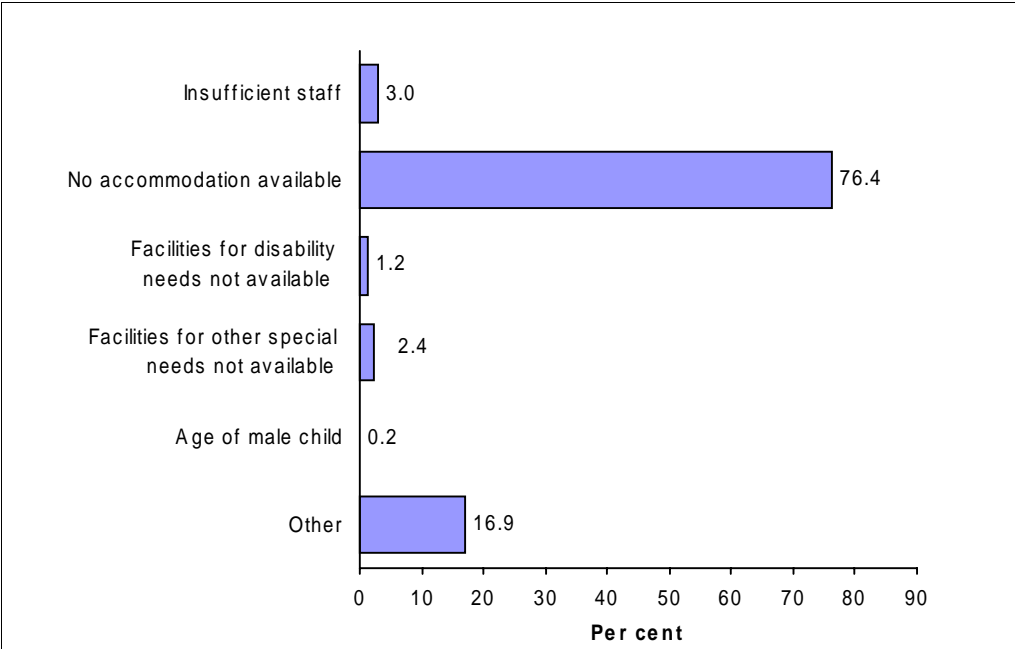
Figure 5.4: Closed support periods, duration of support, New South Wales, 1998-99



Source: Table 5.21

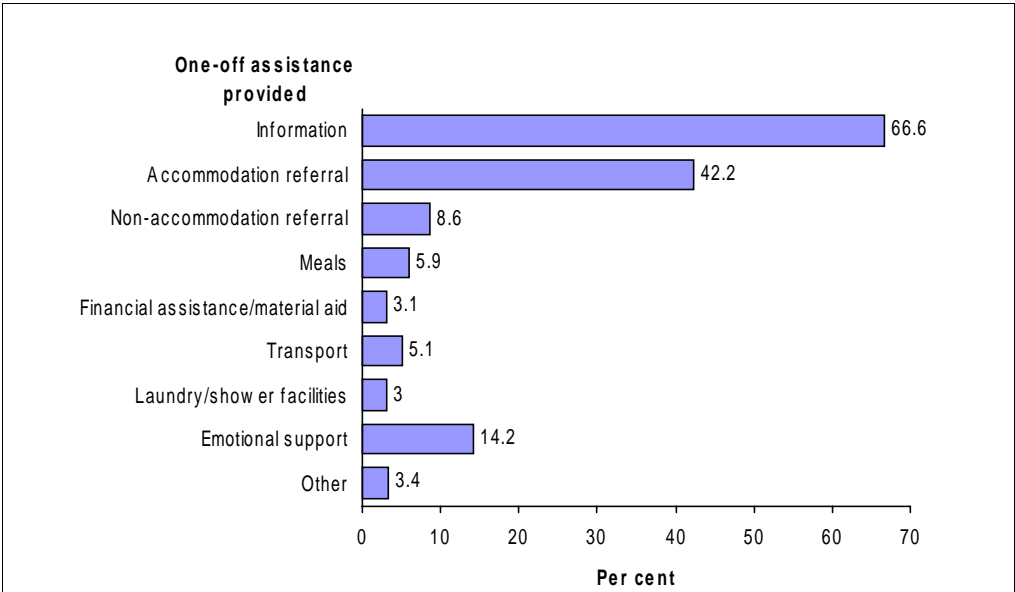
Figure 5.5: Closed support periods, duration of accommodation, New South Wales, 1998-99





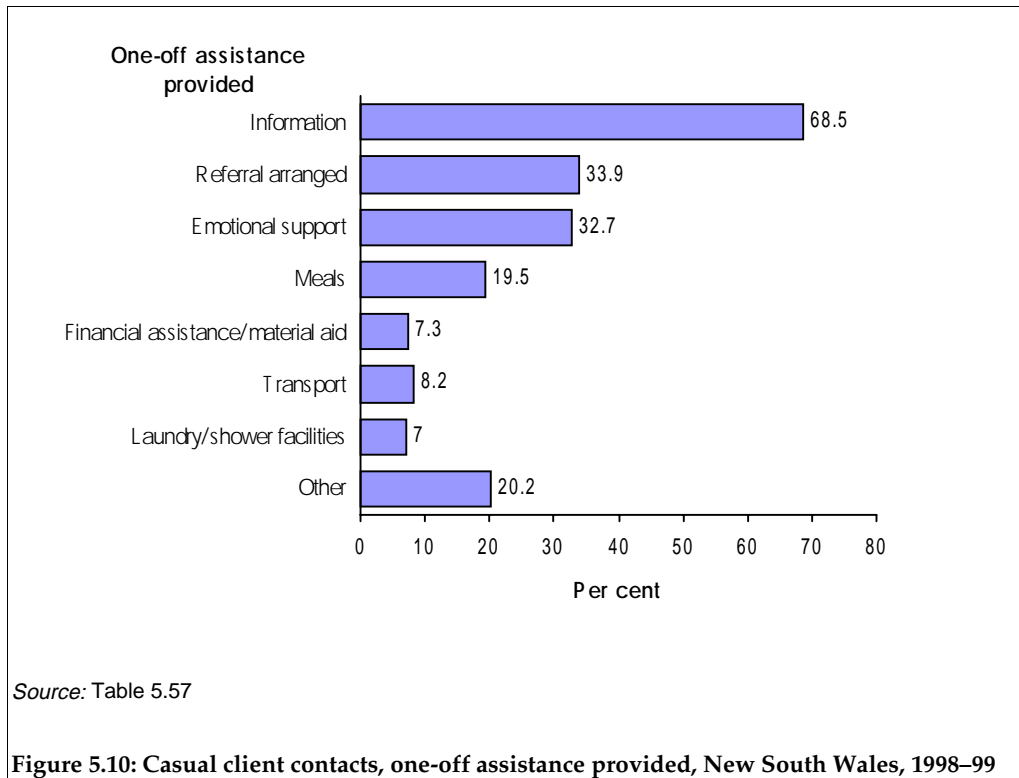
Source: Table 5.42

Figure 5.8: Potential clients unable to be supported, main reason support not provided, New South Wales, 1998–99



Source: Table 5.52

Figure 5.9: Casual clients seeking support or accommodation, one-off assistance provided, New South Wales, 1998–99



5.5 Detailed tables

5.5.1 Support provided to clients

Table 5.1: Support periods, support services provided to client by region, New South Wales, 1998-99 (%)

Support services provided	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Housing/accommodation									
SAAP/CAP accommodation	87.3	81.7	88.4	79.0	62.8	88.9	95.4	71.7	83.0
Assistance to obtain short-term	15.3	6.8	11.2	12.9	10.6	18.5	9.3	17.1	11.0
Assistance to obtain independent	16.6	8.9	5.4	20.4	11.9	23.2	7.3	11.4	8.9
<i>Subtotal</i>	88.3	84.3	87.8	82.1	66.6	90.8	93.4	75.0	84.2
Financial/employment									
Assistance to obtain government	9.7	4.8	2.8	9.4	6.3	4.8	5.9	5.4	4.6
Employment/training assistance	5.2	2.0	1.5	3.0	2.9	4.1	3.2	2.4	2.4
Financial assistance/material aid	22.9	8.3	27.3	11.9	19.0	25.3	10.6	22.2	21.3
Financial counselling	8.6	3.5	1.9	6.9	5.2	6.8	3.7	4.8	4.8
<i>Subtotal</i>	32.8	13.5	29.8	21.6	23.9	33.0	15.3	28.3	26.3
Counselling									
Incest/sexual abuse counselling	2.6	0.7	0.2	1.8	2.2	0.5	0.8	0.9	0.8
Domestic violence counselling	16.9	10.9	3.8	15.9	15.0	6.8	1.7	21.6	6.7
Family/relationship counselling and	15.2	8.6	4.2	11.2	17.4	8.6	4.9	8.4	8.5
Emotional support/other	33.5	22.8	31.5	32.5	31.5	25.7	15.5	30.0	22.8
<i>Subtotal</i>	42.0	26.6	33.3	36.7	36.6	30.2	15.8	38.4	25.4
General support/advocacy									
Living skills/personal development	27.3	7.5	6.3	14.9	14.6	35.4	10.1	12.9	11.2
Assistance with legal issues/court	12.4	8.2	3.6	10.6	8.6	8.2	6.0	12.4	7.0
Advice/information	64.4	39.2	48.9	68.4	41.6	74.4	27.8	64.2	46.7
Retrieval/storage/removal of	23.0	12.4	16.7	18.1	42.1	22.4	15.4	17.1	29.0
Advocacy/liaison on behalf of client	45.8	29.5	10.2	41.3	21.6	44.2	15.0	44.9	19.7
<i>Subtotal</i>	74.4	45.2	57.2	75.6	78.8	83.6	33.5	74.5	63.0
Specialist services									
Psychological services	1.8	0.2	0.4	0.8	0.8	0.6	0.7	0.2	0.6
Psychiatric services	1.0	0.4	0.7	0.8	1.2	1.8	0.4	0.7	1.2
Pregnancy support	1.7	1.8	0.5	2.2	1.6	1.0	0.7	1.1	0.8
Family planning support	0.5	1.0	0.3	1.2	0.8	0.3	0.5	0.5	0.5
Drug/alcohol support/rehabilitation	4.7	1.2	2.0	3.6	30.8	9.0	6.5	1.8	7.6
Physical disability services	0.4	—	0.1	0.1	0.2	0.6	0.2	0.1	0.3
Intellectual disability services	0.3	0.1	0.1	0.2	0.1	0.2	0.1	0.3	0.1
Culturally appropriate support	2.3	4.3	2.2	2.5	1.7	2.0	3.0	5.7	3.2
Interpreter services	1.4	0.3	2.0	0.4	0.2	1.0	1.5	—	1.2
Health/medical services	12.9	6.9	4.7	9.8	9.8	11.6	8.1	6.2	9.7
<i>Subtotal</i>	18.8	12.8	10.0	17.2	40.9	23.0	13.7	13.7	18.7
Other support									
Meals	75.0	68.5	86.0	61.5	66.9	73.9	90.9	53.5	69.9
Laundry/shower facilities	72.5	70.5	81.9	61.6	66.6	72.1	92.0	53.5	74.5
Recreation	41.4	22.9	75.0	38.1	30.5	47.1	23.0	26.2	27.1
Transport	62.1	32.7	14.4	60.4	29.9	37.8	37.8	51.1	28.3
Brokerage services	4.1	3.1	2.8	20.5	5.6	8.5	1.9	15.2	4.3
Other	2.0	1.5	1.1	2.2	20.4	3.5	0.7	1.4	13.5
<i>Subtotal</i>	82.0	82.4	88.1	85.9	78.7	91.6	91.8	77.3	86.4
Total number	800	1,300	4,300	1,350	3,450	1,750	4,500	1,650	52,900

continued

Table 5.1 (continued): Support periods, support services provided to client by region, New South Wales, 1998-99 (%)

Support services provided	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
<i>Housing/accommodation</i>									
SAAP/CAP accommodation	63.7	81.1	46.9	90.6	86.6	62.3	88.4	91.9	83.0
Assistance to obtain short-term	12.6	9.9	6.9	13.6	11.6	9.1	10.8	8.0	11.0
Assistance to obtain independent	17.2	11.8	7.6	7.4	11.4	11.8	5.2	11.6	8.9
<i>Subtotal</i>	68.4	83.1	48.7	92.7	89.2	64.7	88.8	93.5	84.2
<i>Financial/employment</i>									
Assistance to obtain government	10.2	6.2	7.3	2.8	4.7	9.9	2.5	5.4	4.6
Employment/training assistance	6.1	3.6	5.0	0.8	2.5	3.4	1.3	3.2	2.4
Financial assistance/material aid	34.1	11.5	19.9	10.4	15.1	27.8	25.8	16.0	21.3
Financial counselling	13.5	5.4	4.5	1.4	8.4	8.4	4.0	2.6	4.8
<i>Subtotal</i>	42.6	17.6	24.8	12.7	23.6	34.5	29.9	21.7	26.3
<i>Counselling</i>									
Incest/sexual abuse counselling	1.4	2.2	1.3	0.7	0.8	0.8	0.2	0.8	0.8
Domestic violence counselling	12.8	15.5	11.1	3.4	13.2	10.7	1.2	10.2	6.7
Family/relationship counselling and	14.8	25.5	13.6	5.2	20.5	14.2	2.6	15.4	8.5
Emotional support/other	45.9	36.3	41.3	16.8	34.8	37.7	10.2	33.1	22.8
<i>Subtotal</i>	48.1	43.9	49.2	18.7	38.2	40.7	10.9	36.1	25.4
<i>General support/advocacy</i>									
Living skills/personal development	26.0	20.2	19.8	2.9	16.7	24.9	3.8	15.9	11.2
Assistance with legal issues/court	17.5	7.6	37.2	4.5	11.2	12.4	2.1	9.8	7.0
Advice/information	58.7	60.3	64.5	26.9	52.2	66.5	40.5	48.0	46.7
Retrieval/storage/removal of	11.8	23.5	9.3	5.5	24.3	10.2	46.5	17.9	29.0
Advocacy/liaison on behalf of client	29.7	28.8	38.1	14.4	26.7	29.2	9.0	29.8	19.7
<i>Subtotal</i>	67.0	73.0	77.8	31.2	58.0	73.0	65.8	59.5	63.0
<i>Specialist services</i>									
Psychological services	0.8	1.1	1.2	0.5	1.1	0.4	0.5	0.1	0.6
Psychiatric services	0.8	0.6	1.0	0.5	3.2	0.8	1.6	0.2	1.2
Pregnancy support	2.4	1.0	0.8	0.7	1.9	1.2	0.2	1.7	0.8
Family planning support	1.6	0.6	1.6	0.2	0.7	1.2	0.1	1.1	0.5
Drug/alcohol support/rehabilitation	4.2	15.0	15.7	7.1	5.1	6.9	5.6	4.4	7.6
Physical disability services	1.6	—	0.3	0.2	0.4	0.2	0.4	0.1	0.3
Intellectual disability services	0.4	0.2	0.1	0.1	0.3	0.2	0.1	—	0.1
Culturally appropriate support	8.1	11.3	1.3	4.4	4.1	12.6	0.8	4.2	3.2
Interpreter services	2.2	0.3	1.2	—	0.4	8.4	0.7	0.6	1.2
Health/medical services	29.1	9.3	14.1	4.3	11.4	13.5	9.6	7.7	9.7
<i>Subtotal</i>	37.2	32.7	25.2	14.7	20.4	28.6	14.0	16.6	18.7
<i>Other support</i>									
Meals	60.1	77.4	39.7	77.1	73.9	56.1	65.5	77.9	69.9
Laundry/shower facilities	60.0	76.1	40.5	63.2	74.6	54.0	80.4	82.7	74.5
Recreation	37.6	43.0	21.3	15.6	33.3	33.4	11.0	32.6	27.1
Transport	55.0	59.4	26.5	44.7	23.0	38.2	13.6	37.7	28.3
Brokerage services	6.1	1.4	4.8	3.1	1.1	20.6	1.5	1.1	4.3
Other	2.9	2.3	4.3	1.0	1.5	5.5	29.9	1.9	13.5
<i>Subtotal</i>	72.4	85.6	48.3	90.3	81.8	76.6	92.5	89.4	86.4
Total number	1,450	2,350	1,600	2,100	2,700	2,550	19,450	1,700	52,900

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.
7. Estimates are unweighted and have not been adjusted for non-participation.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.2: Support periods, support services provided to client by service delivery model, New South Wales, 1998–99 (%)

Support services provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Housing/accommodation					
SAAP/CAP accommodation	87.5	84.7	26.9	80.6	83.0
Assistance to obtain short-term	15.9	6.1	8.4	8.9	11.0
Assistance to obtain independent housing	14.0	11.6	20.7	5.0	8.9
<i>Subtotal</i>	88.1	87.5	41.4	81.6	84.2
Financial/employment					
Assistance to obtain government	6.5	7.7	8.1	2.8	4.6
Employment/training assistance	2.1	6.3	18.0	1.6	2.4
Financial assistance/material aid	18.4	11.8	17.4	25.0	21.3
Financial counselling	5.4	10.2	12.3	3.2	4.8
<i>Subtotal</i>	25.1	21.9	39.0	27.9	26.3
Counselling					
Incest/sexual abuse counselling	1.1	1.4	1.8	0.4	0.8
Domestic violence counselling	13.3	5.6	2.7	2.7	6.7
Family/relationship counselling and support	13.2	10.8	30.5	4.8	8.5
Emotional support/other counselling	32.6	24.1	61.1	15.7	22.8
<i>Subtotal</i>	37.2	27.1	58.8	17.1	25.4
General support/advocacy					
Living skills/personal development	14.8	20.1	34.7	6.8	11.2
Assistance with legal issues/court support	12.9	7.4	9.9	3.2	7.0
Advice/information	58.0	40.7	65.3	40.5	46.7
Retrieval/storage/removal of personal	19.9	16.0	15.9	37.6	29.0
Advocacy/liaison on behalf of client	31.2	22.7	59.0	11.3	19.7
<i>Subtotal</i>	68.7	48.7	71.3	62.1	63.0
Specialist services					
Psychological services	0.6	1.0	0.3	0.5	0.6
Psychiatric services	1.5	0.6	0.3	1.1	1.2
Pregnancy support	1.3	1.3	6.0	0.4	0.8
Family planning support	0.7	1.1	2.7	0.3	0.5
Drug/alcohol support/rehabilitation	6.8	8.4	6.0	8.0	7.6
Physical disability services	0.2	0.3	1.2	0.4	0.3
Intellectual disability services	0.2	0.1	—	0.1	0.1
Culturally appropriate support	5.4	5.1	1.5	1.4	3.2
Interpreter services	2.0	1.6	0.3	0.6	1.2
Health/medical services	12.9	9.3	6.6	7.8	9.7
<i>Subtotal</i>	22.4	19.7	19.3	16.2	18.7
Other support					
Meals	77.2	67.1	7.5	66.4	69.9
Laundry/shower facilities	77.5	70.4	1.5	74.3	74.5
Recreation	33.0	19.3	15.9	25.0	27.1
Transport	39.6	34.3	32.9	19.9	28.3
Brokerage services	3.0	4.3	3.0	5.1	4.3
Other	2.6	1.9	3.0	22.9	13.5
<i>Subtotal</i>	83.8	80.7	45.6	89.7	86.4
Total number	19,100	5,900	400	30,050	55,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.3: Support periods, support services provided to client by primary target group, New South Wales, 1998-99 (%)

Support services provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Housing/accommodation							
SAAP/CAP accommodation	68.4	89.8	54.3	86.7	75.4	92.8	83.0
Assistance to obtain short-term	14.2	7.2	9.4	15.3	11.2	16.8	11.0
Assistance to obtain independent	12.2	4.4	14.4	35.6	13.0	6.5	8.9
<i>Subtotal</i>	72.4	89.6	60.0	90.6	76.1	93.9	84.2
Financial/employment							
Assistance to obtain government	8.4	1.5	8.7	14.7	7.6	3.0	4.6
Employment/training assistance	6.9	0.9	6.9	4.5	1.7	1.0	2.4
Financial assistance/material aid	18.1	25.2	29.1	33.3	17.2	15.7	21.3
Financial counselling	5.6	4.4	8.7	15.1	4.6	2.5	4.8
<i>Subtotal</i>	26.5	28.8	36.4	44.7	23.4	18.2	26.3
Counselling							
Incest/sexual abuse counselling	0.9	0.1	4.2	1.4	1.9	0.5	0.8
Domestic violence counselling	1.4	0.2	12.8	13.8	30.0	2.1	6.7
Family/relationship counselling and	12.9	2.7	17.8	21.7	18.0	4.7	8.5
Emotional support/other counselling	26.7	13.2	43.2	49.3	43.6	12.9	22.8
<i>Subtotal</i>	28.7	13.6	49.2	54.1	52.5	14.3	25.4
General support/advocacy							
Living skills/personal development	27.9	6.4	20.3	19.3	7.0	6.4	11.2
Assistance with legal issues/court	7.0	1.8	17.1	15.0	21.9	1.8	7.0
Advice/information	54.5	37.4	59.2	69.0	67.2	34.0	46.7
Retrieval/storage/removal of personal	31.1	30.6	12.2	17.3	14.0	43.6	29.0
Advocacy/liaison on behalf of client	35.2	6.7	44.1	45.5	35.3	11.2	19.7
<i>Subtotal</i>	73.4	48.8	72.6	77.4	74.3	72.5	63.0
Specialist services							
Psychological services	0.8	0.4	1.0	0.9	1.3	0.2	0.6
Psychiatric services	0.5	1.6	1.8	2.2	1.3	0.4	1.2
Pregnancy support	1.2	—	3.6	3.2	2.2	0.3	0.8
Family planning support	1.2	0.1	1.4	1.4	0.8	0.3	0.5
Drug/alcohol support/rehabilitation	13.8	7.6	11.4	5.9	2.7	5.7	7.6
Physical disability services	0.5	0.3	0.6	0.4	0.4	0.1	0.3
Intellectual disability services	0.1	0.1	0.6	0.2	0.2	0.1	0.1
Culturally appropriate support	2.5	0.3	3.1	4.2	12.1	1.5	3.2
Interpreter services	0.4	0.4	1.9	2.9	3.8	0.9	1.2
Health/medical services	10.7	10.2	13.0	18.9	12.2	2.3	9.7
<i>Subtotal</i>	26.1	15.1	24.9	28.8	25.1	9.7	18.7
Other support							
Meals	66.5	79.0	50.0	51.0	63.1	62.3	69.9
Laundry/shower facilities	64.4	90.0	25.4	60.1	63.0	65.4	74.5
Recreation	35.9	26.8	20.7	43.0	22.6	20.0	27.1
Transport	44.6	16.2	32.0	54.0	44.8	17.8	28.3
Brokerage services	11.4	1.9	10.0	3.1	2.7	3.9	4.3
Other	7.8	11.1	1.7	2.2	4.2	41.0	13.5
<i>Subtotal</i>	79.4	94.2	66.4	78.2	73.2	92.4	86.4
Total number	10,500	23,700	900	1,750	9,900	8,650	55,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.4: Support periods, support services provided to client by age of client, New South Wales, 1998–99 (%)

Support services provided	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Housing/accommodation							
SAAP/CAP accommodation	82.2	73.6	81.7	84.7	85.7	87.2	82.8
Assistance to obtain short-term	13.8	17.2	15.0	11.1	6.7	7.3	11.7
Assistance to obtain independent	3.2	15.8	13.2	9.3	5.0	4.6	9.8
<i>Subtotal</i>	82.9	80.5	85.8	85.6	86.1	88.1	84.9
Financial/employment							
Assistance to obtain government	2.2	10.8	5.5	4.2	2.4	1.5	4.9
Employment/training assistance	1.7	8.1	3.5	1.5	0.9	0.3	2.6
Financial assistance/material aid	18.9	20.2	21.0	25.2	23.9	28.4	23.7
Financial counselling	2.7	7.7	7.6	5.4	3.0	2.3	5.4
<i>Subtotal</i>	21.8	32.1	27.3	30.5	27.0	30.7	29.6
Counselling							
Incest/sexual abuse counselling	1.4	1.2	1.2	0.7	0.5	0.1	0.8
Domestic violence counselling	3.1	3.4	8.9	9.6	3.3	1.7	7.1
Family/relationship counselling and	26.7	16.6	10.8	9.0	4.0	1.8	9.7
Emotional support/other counselling	39.5	32.6	29.6	26.5	16.0	17.0	25.9
<i>Subtotal</i>	45.0	35.7	33.0	29.5	17.4	18.2	28.7
General support/advocacy							
Living skills/personal development	36.2	32.4	12.2	7.5	5.9	4.6	12.1
Assistance with legal issues/court	9.4	8.3	7.9	8.3	3.8	2.5	7.4
Advice/information	51.9	61.9	55.1	51.6	39.0	40.5	51.1
Retrieval/storage/removal of personal	20.7	26.2	24.5	31.7	42.7	41.2	32.0
Advocacy/liaison on behalf of client	48.6	40.9	24.9	18.7	9.5	11.3	21.6
<i>Subtotal</i>	69.9	73.9	67.4	68.6	65.7	65.7	68.7
Specialist services							
Psychological services	0.9	0.9	0.8	0.6	0.5	0.4	0.6
Psychiatric services	0.6	0.5	1.2	1.3	1.4	1.7	1.2
Pregnancy support	1.1	2.1	1.5	0.8	—	0.1	0.9
Family planning support	1.3	1.5	0.8	0.4	—	0.1	0.5
Drug/alcohol support/rehabilitation	2.3	5.0	9.3	8.8	7.7	6.1	7.9
Physical disability services	0.5	0.5	0.5	0.2	0.3	1.2	0.4
Intellectual disability services	—	0.1	0.1	0.2	0.1	0.1	0.1
Culturally appropriate support	3.6	2.7	4.9	4.0	1.6	1.1	3.4
Interpreter services	0.3	0.4	0.9	1.6	0.9	0.7	1.2
Health/medical services	14.8	11.6	9.3	10.4	8.4	10.9	10.2
<i>Subtotal</i>	20.7	19.6	21.5	20.8	16.1	17.2	19.8
Other support							
Meals	78.7	64.8	73.4	78.7	80.7	85.2	76.4
Laundry/shower facilities	75.6	62.7	71.9	79.1	81.2	84.9	76.2
Recreation	60.0	42.7	29.2	26.9	20.6	24.1	29.0
Transport	62.7	51.9	30.3	23.6	16.2	17.6	28.0
Brokerage services	2.7	10.5	5.9	3.0	1.6	1.2	4.2
Other	6.0	3.2	6.0	16.5	30.0	28.6	15.8
<i>Subtotal</i>	83.1	80.5	85.4	89.2	93.2	94.1	88.2
Total number	1,050	8,600	6,450	27,850	9,900	1,350	55,200

Notes

1. Number excluded due to errors (weighted): 56
 2. Number excluded due to omissions (weighted): 56
 3. Percentages are based on valid values only.
 4. Clients were able to receive multiple services so percentages do not total 100.
 5. Components may not add to totals due to rounding.
 6. Figures have been weighted to adjust for agency non-participation and client non-consent.
- Source: SAAP NDCA Client and Administrative Data Collections

5.5.2 Support provided to accompanying children

Table 5.5: Support periods, support services provided to accompanying children by region, New South Wales, 1998–99 (%)

Support services provided to children	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Counselling	8.1	8.9	3.6	7.9	12.0	6.6	11.3	6.6	6.1
Child care, kindergarten/school liaison	9.4	9.6	3.9	11.4	12.0	10.2	19.9	11.5	8.3
Access arrangements	1.0	0.6	0.6	0.7	1.2	0.1	0.9	0.4	0.6
Other	2.0	1.7	1.7	2.8	3.8	0.7	1.3	1.4	2.3
Total number	800	700	2,600	1,350	2,500	1,750	1,500	1,650	29,950

Table 5.5 (continued): Support periods, support services provided to accompanying children by region, Australia, 1998–99 (%)

Support services provided to children	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Counselling	9.7	6.3	9.3	2.5	6.1	4.9	1.9	6.4	6.1
Child care, kindergarten/school liaison	16.9	9.6	9.0	2.9	7.1	8.7	2.3	6.1	8.3
Access arrangements	1.1	0.2	1.7	0.5	0.7	0.8	0.1	0.5	0.6
Other	3.5	5.2	1.4	1.9	1.5	5.5	1.4	1.3	2.3
Total number	1,400	1,650	650	1,350	2,700	2,400	5,450	1,500	29,950

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple services so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Estimates are unweighted and have not been adjusted for agency non-participation.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.6: Support periods, support services provided to accompanying children by service delivery model, New South Wales, 1998–99 (%)

Support services provided to accompanying children	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Counselling	7.8	4.2	—	4.1	6.1
Child care, kindergarten/ school liaison	10.7	3.3	0.6	6.1	8.3
Access arrangements	0.7	1.1	—	0.4	0.6
Other	2.5	2.0	2.5	2.2	2.3
Total number	17,450	3,200	400	10,350	31,350

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple services so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.7: Support periods, support services provided to accompanying children by primary target group, New South Wales, 1998–99 (%)

Support services provided to accompanying children	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Counselling	0.3	0.3	3.3	18.1	16.5	4.8	6.1
Child care, kindergarten/ school liaison	0.4	0.3	2.9	25.7	22.4	6.3	8.3
Access arrangements	0.1	—	0.7	1.8	1.4	0.8	0.6
Other	0.5	0.2	2.2	5.6	5.3	3.9	2.3
Total number	9,050	8,600	900	1,750	8,400	2,650	31,350

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple services so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

5.5.3 Case management/support plans

Table 5.8: Support periods, existence of a support plan by region, New South Wales, 1998–99 (%)

Existence of support plan	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Support plan	67.9	42.7	38.9	59.0	61.4	73.0	75.6	49.1	57.0
No support plan	9.7	19.3	21.0	16.7	11.4	10.4	8.8	17.2	15.2
Not appropriate	22.4	38.0	40.1	24.3	27.1	16.6	15.6	33.6	27.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	700	650	2,250	1,250	2,350	1,650	1,400	1,500	27,500

Table 5.8 (continued): Support periods, existence of a support plan by region, New South Wales, 1998–99 (%)

Existence of support plan	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Support plan	56.6	60.8	82.5	42.0	46.3	64.0	63.2	34.9	57.0
No support plan	9.5	15.1	5.4	28.2	15.7	17.9	16.4	11.1	15.2
Not appropriate	33.8	24.1	12.1	29.8	38.0	18.1	20.5	54.0	27.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,250	1,500	600	1,200	2,550	2,300	4,950	1,450	27,500

Notes

1. Number excluded due to errors (unweighted): 52
2. Number excluded due to omissions (unweighted): 2,383
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Estimates are unweighted and have not been adjusted for non-participation.
7. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.9: Support periods, existence of a support plan by service delivery model, New South Wales, 1998–99 (%)

Existence of support plan	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Support plan	56.4	74.7	62.2	52.5	57.0
No support plan	14.7	7.0	9.4	18.9	15.2
Not appropriate	28.9	18.3	28.3	28.6	27.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	15,900	2,950	350	9,600	28,800

Notes

1. Number excluded due to errors (weighted): 54
2. Number excluded due to omissions (weighted): 2,495
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.10: Support periods, existence of a support plan by primary target group, New South Wales, 1998–99 (%)

Existence of support plan	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Support plan	58.3	48.3	78.4	70.4	60.8	52.5	57.0
No support plan	15.9	15.9	5.0	10.9	14.7	19.0	15.2
Not appropriate	25.8	35.8	16.6	18.7	24.5	28.5	27.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	8,250	7,850	800	1,700	7,700	2,450	28,800

Notes

1. Number excluded due to errors (weighted): 54
2. Number excluded due to omissions (weighted): 2,495
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

5.5.4 Duration of support

Table 5.11: Closed support periods, duration of support by region, New South Wales, 1998–99 (%)

Duration of support	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Less than 1 day	7.5	7.5	10.3	16.8	10.2	5.0	2.4	17.8	14.7
1–3 days	22.0	47.5	46.8	30.1	34.7	28.9	62.7	31.4	40.4
4–7 days	13.4	13.8	12.6	14.1	12.4	12.6	8.1	12.7	11.7
>1–2 weeks	11.2	7.3	10.7	10.0	10.3	11.7	4.3	9.3	8.7
>2–4 weeks	13.4	7.4	7.5	10.3	9.1	11.6	5.5	8.6	7.6
>4–13 weeks	23.4	10.9	7.9	10.9	13.7	15.0	10.5	13.9	10.9
>13–26 weeks	4.7	3.1	2.3	3.7	5.1	6.5	3.5	3.2	3.2
>26–52 weeks	3.5	1.1	1.4	2.7	2.8	6.2	1.2	2.5	1.6
>52 weeks	1.0	1.4	0.5	1.4	1.9	2.4	1.8	0.6	1.2
<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>
Total number	700	1,250	4,100	1,250	3,150	1,550	4,200	1,550	49,600

Table 5.11 (continued): Closed support periods, duration of support by region, New South Wales, 1998–99 (%)

Duration of support	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Less than 1 day	17.9	15.3	46.6	4.7	11.3	32.8	17.9	4.3	14.7
1–3 days	17.6	36.7	7.8	65.3	33.3	21.8	42.3	45.7	40.4
4–7 days	9.1	15.3	13.1	8.8	14.4	8.4	11.2	17.0	11.7
>1–2 weeks	8.1	9.2	7.6	5.7	12.3	7.6	8.6	8.8	8.7
>2–4 weeks	12.2	7.2	6.7	4.8	9.4	8.4	6.7	7.2	7.6
>4–13 weeks	26.0	10.7	10.3	7.9	12.6	12.1	9.1	9.8	10.9
>13–26 weeks	5.6	4.2	3.6	1.8	3.3	4.2	2.3	4.4	3.2
>26–52 weeks	1.6	0.9	1.9	0.9	2.0	2.4	1.0	1.7	1.6
>52 weeks	1.8	0.5	2.3	0.1	1.2	2.2	1.0	1.1	1.2
<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>
Total number	1,300	2,250	1,450	2,050	2,550	2,350	18,400	1,550	49,600

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 99
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Estimates are unweighted and have not been adjusted for non-participation.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.12: Closed support periods, duration of support by service delivery model, New South Wales, 1998–99 (%)

Duration of support	Crisis/short-term accommodation	Medium/long-term accommodation	Outreach support	Other	Total
Less than 1 day	11.1	5.9	16.1	18.6	14.7
1–3 days	33.4	49.9	1.2	43.5	40.4
4–7 days	14.6	6.5	2.4	10.9	11.7
>1–2 weeks	12.2	3.4	0.8	7.5	8.7
>2–4 weeks	10.8	4.9	2.4	6.0	7.6
>4–13 weeks	13.2	12.6	30.2	8.9	10.9
>13–26 weeks	3.2	7.3	18.5	2.4	3.2
>26–52 weeks	1.1	5.5	10.9	1.2	1.6
>52 weeks	0.5	3.9	17.3	1.0	1.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	18,050	5,100	250	28,500	51,950

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 104
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.13: Closed support periods, duration of support by primary target group, New South Wales, 1998–99 (%)

Duration of support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Less than 1 day	14.7	12.4	25.3	10.6	19.4	16.1	14.7
1–3 days	31.7	49.8	9.0	15.6	26.8	46.6	40.4
4–7 days	10.5	12.1	4.1	8.8	12.0	12.8	11.7
>1–2 weeks	8.8	8.6	5.8	8.6	10.4	7.1	8.7
>2–4 weeks	9.4	6.3	9.4	12.9	9.6	5.6	7.6
>4–13 weeks	14.9	7.7	23.6	26.7	13.8	7.9	10.9
>13–26 weeks	4.6	1.8	11.9	10.5	4.6	2.2	3.2
>26–52 weeks	3.2	0.7	6.7	4.6	2.0	0.9	1.6
>52 weeks	2.3	0.7	4.3	1.6	1.4	0.8	1.2
<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>
Total number	9,500	22,850	700	1,550	9,200	8,250	51,950

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 104
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.14: Closed support periods, duration of support by gender of client, New South Wales, 1998–99 (%)

Duration of support	Female	Male	Total
Less than 1 day	17.4	12.7	14.3
1–3 days	28.2	47.1	40.7
4–7 days	11.2	12.1	11.8
>1–2 weeks	9.2	8.4	8.7
>2–4 weeks	9.5	6.6	7.6
>4–13 weeks	14.8	8.8	10.9
>13–26 weeks	5.0	2.3	3.2
>26–52 weeks	2.7	1.1	1.6
>52 weeks	1.9	0.9	1.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	16,950	33,100	50,050

Notes

1. Number excluded due to errors (weighted): 19
2. Number excluded due to omissions (weighted): 2,009
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 5.15: Closed support periods, duration of support by age of client, New South Wales, 1998–99 (%)

Duration of support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Less than 1 day	8.6	13.2	14.8	15.2	14.6	12.1	14.5
1–3 days	35.9	28.5	40.3	41.3	47.6	49.5	40.5
4–7 days	13.4	11.1	11.2	11.8	12.4	9.7	11.7
>1–2 weeks	10.0	9.3	8.3	8.9	7.5	6.9	8.6
>2–4 weeks	8.1	9.8	7.2	7.2	5.5	5.4	7.2
>4–13 weeks	13.6	15.6	11.1	10.4	8.0	9.5	10.9
>13–26 weeks	4.7	5.2	3.5	3.1	2.4	2.5	3.3
>26–52 weeks	3.4	4.0	2.2	1.4	1.0	1.8	1.8
>52 weeks	2.3	3.2	1.4	0.9	1.2	2.5	1.4
<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>
Total number	950	7,700	6,000	26,400	9,400	1,250	51,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 151
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 5.16: Closed support periods, duration of support by presenting unit of client, New South Wales, 1998–99 (%)

Duration of support	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Less than 1 day	14.3	19.7	15.4	22.2	15.4	14.6
1–3 days	43.5	33.6	21.1	11.9	27.6	40.3
4–7 days	11.9	8.8	11.5	7.5	6.9	11.7
>1–2 weeks	8.6	9.2	9.6	9.6	9.8	8.7
>2–4 weeks	7.1	7.3	10.4	11.7	10.2	7.6
>4–13 weeks	9.7	13.5	19.0	21.3	18.3	11.0
>13–26 weeks	2.7	4.2	6.9	8.4	4.9	3.2
>26–52 weeks	1.2	3.2	4.0	4.2	4.9	1.6
>52 weeks	1.1	0.6	2.0	3.0	2.0	1.2
<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>
Total number	43,300	550	6,150	450	250	50,700

Notes

1. Number excluded due to errors (weighted): 31
2. Number excluded due to omissions (weighted): 1,303
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 5.17: Closed support periods, duration of support by ethnicity of client, New South Wales, 1998–99 (%)

Duration of support	Indigenous Australian	Non-English-speaking background	Other	Total
Less than 1 day	13.9	16.0	14.0	14.2
1–3 days	50.2	32.2	39.6	40.6
4–7 days	10.8	10.4	12.0	11.7
>1–2 weeks	7.1	8.4	9.0	8.7
>2–4 weeks	5.8	6.9	7.6	7.3
>4–13 weeks	8.3	14.5	11.0	10.9
>13–26 weeks	2.1	6.3	3.3	3.4
>26–52 weeks	1.0	2.8	1.9	1.9
>52 weeks	0.9	2.8	1.4	1.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	7,350	4,150	38,300	49,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,066
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 5.18: Closed support periods, existence of a support plan by duration of support, New South Wales, 1998–99 (%)

Existence of support plan	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Support plan	33.0	28.4	52.7	64.6	70.6	78.5	86.1	89.3	89.5	54.4
No support plan	20.4	23.8	19.4	13.7	11.7	8.1	4.8	4.0	3.0	16.0
Not appropriate	46.6	47.9	27.9	21.7	17.6	13.4	9.1	6.7	7.5	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>100.0</i>
Total number	2,950	7,450	3,350	2,800	2,750	4,150	1,400	750	500	26,050

Notes

1. Number excluded due to errors (weighted): 51
2. Number excluded due to omissions (weighted): 2,297
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

5.5.5 Accommodation provided

Table 5.19: Support periods in which clients were accommodated, accommodation provided by region, New South Wales, 1998–99 (%)

Accommodation type	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Crisis/short-term accommodation	82.3	91.6	94.5	84.6	87.5	84.4	91.9	96.0	92.5
Medium/long-term accommodation	17.2	2.5	5.5	13.4	13.0	16.7	8.7	5.2	7.1
Other SAAP	2.7	6.2	—	2.9	0.2	0.6	—	0.5	0.8
Total number	650	1,050	3,600	950	2,000	1,500	4,050	1,100	41,850

Table 5.19 (continued): Support periods in which clients were accommodated, accommodation provided by region, New South Wales, 1998–99 (%)

Accommodation type	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Crisis/short-term accommodation	80.5	87.6	83.8	93.0	94.0	86.3	95.9	94.9	92.5
Medium/long-term accommodation	18.4	12.4	15.7	3.0	6.3	13.3	4.0	4.0	7.1
Other SAAP	1.6	0.2	3.2	4.1	0.4	1.5	0.2	1.8	0.8
Total number	850	1,750	700	1,850	2,000	1,500	16,800	1,450	41,850

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 1,589
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Estimates are unweighted and have not been adjusted for non-participation.
7. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.20: Support periods in which clients were accommodated, accommodation provided by primary target group, New South Wales, 1998–99 (%)

Accommodation type	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	79.7	97.0	45.0	83.8	95.4	93.1	92.5
Medium/long-term accommodation	17.4	3.2	47.5	16.2	5.2	6.8	7.1
Other SAAP	3.5	0.1	8.0	2.1	0.3	0.3	0.8
Total number	6,650	20,550	400	1,400	6,950	7,850	43,850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,664
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.21: Closed support periods in which clients were accommodated, duration of accommodation by region, New South Wales, 1998–99 (%)

Duration of accommodation	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
1 day or less	15.9	39.6	45.0	24.6	27.7	23.6	42.6	27.7	39.4
2–3 days	12.2	19.8	11.4	16.4	15.7	12.9	25.5	18.0	16.0
4–7 days	14.6	16.0	13.9	16.3	16.1	13.7	8.4	17.7	12.9
>1–2 weeks	13.1	7.2	11.9	11.4	12.9	13.5	4.1	11.8	9.4
>2–4 weeks	14.1	6.6	7.7	10.2	9.7	12.1	4.9	9.1	7.6
>4–13 weeks	23.7	7.5	7.4	13.1	12.2	14.7	9.3	12.2	9.9
>13–26 weeks	3.2	1.9	1.3	3.8	3.0	4.7	3.1	2.1	2.5
>26–52 weeks	2.4	0.7	0.9	2.8	1.7	3.2	1.1	1.3	1.2
>52 weeks	0.8	0.7	0.5	1.4	1.1	1.6	0.9	0.1	1.0
<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>
Total number	600	950	3,450	900	1,850	1,350	3,850	1,000	39,450

Table 5.21 (continued): Closed support periods in which clients were accommodated, duration of accommodation by region, New South Wales, 1998–99 (%)

Duration of accommodation	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
1 day or less	22.0	38.7	10.8	23.5	25.8	27.9	49.3	34.9	39.4
2–3 days	10.5	18.4	7.1	52.9	17.3	11.1	10.9	20.4	16.0
4–7 days	14.7	19.1	29.4	9.5	16.5	10.6	11.0	17.7	12.9
>1–2 weeks	9.9	9.3	13.5	5.5	14.3	10.6	8.7	8.7	9.4
>2–4 weeks	11.2	6.5	13.6	3.5	10.9	10.8	6.8	6.6	7.6
>4–13 weeks	21.8	5.7	14.3	3.8	10.8	17.2	9.1	8.5	9.9
>13–26 weeks	5.6	1.1	6.0	0.7	2.5	5.4	2.2	2.0	2.5
>26–52 weeks	1.7	0.6	2.0	0.5	1.3	3.5	0.9	0.7	1.2
>52 weeks	2.5	0.4	3.3	0.1	0.5	2.9	1.0	0.5	1.0
<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>
Total number	750	1,550	600	1,800	2,050	1,300	16,050	1,350	39,450

Notes

1. Number excluded due to errors (unweighted): 167
2. Number excluded due to omissions (unweighted): 1,360
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Estimates are unweighted and have not been adjusted for non-participation.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.22: Support periods in which clients were accommodated, duration of accommodation by accommodation provided, New South Wales, 1998–99 (%)

Duration of accommodation	Crisis/short-term accommodation	Medium/long-term accommodation	Other SAAP	Total
1 day or less	41.1	1.4	35.7	39.2
2–3 days	16.7	1.9	6.9	15.9
4–7 days	13.3	3.3	10.0	12.9
>1–2 weeks	9.6	4.8	7.6	9.4
>2–4 weeks	7.7	8.0	9.3	7.7
>4–13 weeks	9.1	28.1	14.1	10.1
>13–26 weeks	1.8	19.6	5.8	2.6
>26–52 weeks	0.4	18.8	4.8	1.3
>52 weeks	0.3	14.0	5.8	1.0
Total number	39,050	2,050	250	41,750

Notes

1. Number excluded due to errors (weighted): 179
2. Number excluded due to omissions (weighted): 4,092
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

5.5.6 Support services for clients referred

Table 5.23: Support periods, support services referred by region, New South Wales, 1998–99 (%)

Support services referred	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Housing/accommodation									
SAAP/CAP accommodation	5.2	3.3	6.5	2.2	3.0	3.8	1.7	3.0	3.1
Assistance to obtain short-term	6.1	4.6	1.1	6.0	3.7	18.2	3.5	6.8	3.8
Assistance to obtain independent	11.9	10.5	1.8	11.2	6.4	15.6	5.8	12.8	6.3
<i>Subtotal</i>	<i>18.4</i>	<i>15.4</i>	<i>8.9</i>	<i>16.8</i>	<i>11.0</i>	<i>24.4</i>	<i>8.7</i>	<i>18.9</i>	<i>11.0</i>
Financial/employment									
Assistance to obtain government	8.8	3.2	1.3	5.5	4.5	3.5	2.4	5.2	3.0
Employment/training assistance	8.8	2.1	0.8	4.1	2.8	7.3	2.4	2.4	2.4
Financial assistance/material aid	4.5	3.1	0.6	8.3	2.8	8.7	1.4	8.8	2.8
Financial counselling	0.9	1.0	0.5	4.2	0.9	4.6	0.5	2.6	1.1
<i>Subtotal</i>	<i>17.1</i>	<i>8.7</i>	<i>2.8</i>	<i>18.0</i>	<i>9.5</i>	<i>16.8</i>	<i>4.8</i>	<i>16.0</i>	<i>7.4</i>
Counselling									
Incest/sexual abuse counselling	4.0	1.4	0.4	4.2	1.5	1.8	2.1	2.6	1.3
Domestic violence counselling	4.9	1.9	0.8	5.4	2.0	3.2	2.3	2.7	1.7
Family/relationship counselling and	13.3	4.2	0.9	8.6	3.4	6.1	3.2	4.4	3.0
Emotional support/other counselling	9.2	3.8	0.7	6.5	3.2	3.1	3.5	4.7	2.7
<i>Subtotal</i>	<i>18.9</i>	<i>8.4</i>	<i>2.1</i>	<i>17.7</i>	<i>7.2</i>	<i>11.7</i>	<i>6.2</i>	<i>10.9</i>	<i>6.0</i>
General support/advocacy									
Living skills/personal development	1.4	1.5	0.3	1.4	0.8	1.0	0.6	0.7	0.7
Assistance with legal issues/court	7.0	3.5	1.5	5.8	3.2	5.5	2.9	8.8	3.4
Advice/information	6.5	8.2	2.2	3.7	2.0	2.9	2.6	3.0	3.3
Retrieval/storage/removal of personal	2.4	0.8	0.3	1.2	0.8	1.1	0.6	1.6	0.9
Advocacy/liaison on behalf of client	5.7	5.7	0.8	2.9	2.0	3.7	3.1	3.8	2.5
<i>Subtotal</i>	<i>15.2</i>	<i>13.2</i>	<i>4.1</i>	<i>12.3</i>	<i>6.6</i>	<i>11.5</i>	<i>6.7</i>	<i>13.6</i>	<i>7.8</i>
Specialist services									
Psychological services	2.0	0.8	0.5	3.1	1.6	2.6	0.8	1.9	1.3
Psychiatric services	2.3	1.3	1.0	4.2	2.4	3.9	1.2	2.5	2.2
Pregnancy support	0.9	1.2	0.3	1.2	0.8	0.7	0.4	0.9	0.5
Family planning support	0.3	0.5	0.4	0.9	0.6	3.1	0.6	0.5	0.5
Drug/alcohol support/rehabilitation	3.7	4.1	1.0	5.5	4.9	13.4	3.0	5.8	4.3
Physical disability services	—	0.3	—	0.4	0.1	0.5	0.2	0.4	0.2
Intellectual disability services	0.6	0.4	—	0.3	0.3	0.2	0.2	0.6	0.2
Culturally appropriate support	0.5	0.5	0.3	0.9	0.3	2.8	1.0	0.8	0.7
Interpreter services	0.4	0.2	0.1	0.2	—	0.6	0.5	0.1	0.4
Health/medical services	13.2	8.0	2.5	14.6	7.1	18.1	8.7	12.5	7.7
<i>Subtotal</i>	<i>17.4</i>	<i>13.4</i>	<i>4.3</i>	<i>21.5</i>	<i>13.6</i>	<i>32.5</i>	<i>11.2</i>	<i>17.8</i>	<i>12.7</i>
Other support									
Meals	1.9	0.4	12.1	0.9	0.4	1.7	0.3	1.0	1.7
Laundry/shower facilities	1.1	0.3	4.4	0.5	0.2	1.1	0.3	0.2	0.7
Recreation	1.3	0.7	3.8	0.5	0.4	0.8	0.4	0.2	0.8
Transport	4.1	1.7	0.4	1.4	0.9	0.8	0.4	1.4	1.5
Brokerage services	0.4	0.2	0.6	6.3	0.4	4.0	0.8	0.4	0.7
Other	0.9	0.8	0.5	1.1	0.4	0.9	1.6	0.5	0.7
<i>Subtotal</i>	<i>5.6</i>	<i>3.6</i>	<i>13.2</i>	<i>8.8</i>	<i>1.9</i>	<i>6.1</i>	<i>2.9</i>	<i>3.2</i>	<i>4.4</i>
Total number	800	1,300	4,300	1,350	3,450	1,750	4,500	1,650	52,900

continued

Table 5.23 (continued): Support periods, support services referred by region, New South Wales, 1998–99 (%)

Support services referred	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Housing/accommodation									
SAAP/CAP accommodation	4.6	1.9	2.4	2.1	4.0	6.3	2.0	4.5	3.1
Assistance to obtain short-term	3.5	3.7	2.4	1.9	4.7	7.8	2.0	6.4	3.8
Assistance to obtain independent	6.9	5.0	3.0	5.5	9.1	17.0	3.8	8.2	6.3
<i>Subtotal</i>	<i>12.6</i>	<i>8.8</i>	<i>6.0</i>	<i>8.4</i>	<i>14.9</i>	<i>26.5</i>	<i>7.0</i>	<i>14.4</i>	<i>11.0</i>
Financial/employment									
Assistance to obtain government	4.4	2.5	3.4	2.3	4.3	9.2	1.5	4.8	3.0
Employment/training assistance	2.6	1.4	2.2	1.8	3.4	3.4	1.5	5.4	2.4
Financial assistance/material aid	3.6	2.3	1.7	3.4	1.6	5.5	1.5	7.8	2.8
Financial counselling	1.8	0.3	0.5	1.0	2.2	1.5	0.7	2.3	1.1
<i>Subtotal</i>	<i>9.7</i>	<i>5.2</i>	<i>5.4</i>	<i>7.2</i>	<i>9.5</i>	<i>14.9</i>	<i>4.3</i>	<i>15.3</i>	<i>7.4</i>
Counselling									
Incest/sexual abuse counselling	1.5	1.3	1.3	1.3	2.1	1.7	0.3	3.7	1.3
Domestic violence counselling	2.9	1.3	1.3	2.4	1.8	4.8	0.4	4.4	1.7
Family/relationship counselling and	5.5	2.3	3.9	2.9	5.3	6.1	0.8	6.1	3.0
Emotional support/other counselling	3.7	2.3	5.2	2.3	3.8	4.3	1.4	4.3	2.7
<i>Subtotal</i>	<i>9.5</i>	<i>4.8</i>	<i>8.8</i>	<i>6.1</i>	<i>9.6</i>	<i>10.1</i>	<i>2.2</i>	<i>11.1</i>	<i>6.0</i>
General support/advocacy									
Living skills/personal development	1.3	0.8	1.3	0.9	1.1	1.7	0.3	0.8	0.7
Assistance with legal issues/court	4.2	3.3	9.4	2.4	7.9	4.5	1.6	5.3	3.4
Advice/information	3.1	2.5	5.9	4.1	1.9	15.1	2.1	1.7	3.3
Retrieval/storage/removal of personal	1.0	1.1	0.5	1.1	0.9	1.0	0.9	1.4	0.9
Advocacy/liaison on behalf of client	2.7	2.3	5.9	1.3	3.7	5.3	1.5	1.1	2.5
<i>Subtotal</i>	<i>9.4</i>	<i>7.0</i>	<i>16.1</i>	<i>7.1</i>	<i>12.1</i>	<i>19.3</i>	<i>4.3</i>	<i>8.9</i>	<i>7.8</i>
Specialist services									
Psychological services	1.1	1.3	1.9	1.0	3.5	1.9	0.7	2.2	1.3
Psychiatric services	1.0	1.3	1.7	1.1	4.6	1.5	2.5	1.2	2.2
Pregnancy support	1.0	0.4	0.6	0.7	1.1	0.8	0.1	1.1	0.5
Family planning support	0.9	0.2	1.1	0.2	0.7	0.7	0.1	1.1	0.5
Drug/alcohol support/rehabilitation	3.1	2.4	2.4	5.4	5.2	4.4	4.3	4.9	4.3
Physical disability services	0.4	0.1	0.1	0.2	0.5	0.1	0.1	0.1	0.2
Intellectual disability services	0.2	0.3	0.2	0.1	0.6	0.3	0.1	0.4	0.2
Culturally appropriate support	1.2	0.3	1.1	1.2	0.6	1.7	0.4	0.5	0.7
Interpreter services	0.3	—	0.4	—	0.3	3.3	0.2	0.4	0.4
Health/medical services	10.3	14.1	7.1	7.0	12.9	12.0	4.3	10.3	7.7
<i>Subtotal</i>	<i>15.2</i>	<i>16.9</i>	<i>11.3</i>	<i>11.7</i>	<i>20.1</i>	<i>18.4</i>	<i>9.3</i>	<i>14.8</i>	<i>12.7</i>
Other support									
Meals	1.4	2.4	0.6	2.9	0.6	0.9	0.2	1.7	1.7
Laundry/shower facilities	1.5	0.4	0.3	0.1	0.5	0.7	0.2	0.5	0.7
Recreation	1.5	0.4	0.3	0.4	0.5	1.3	0.4	0.6	0.8
Transport	1.3	1.0	0.5	2.3	0.4	1.8	2.3	2.2	1.5
Brokerage services	2.1	0.2	1.1	0.6	0.2	1.6	0.2	0.1	0.7
Other	0.9	0.2	0.9	0.5	0.8	1.8	0.4	0.3	0.7
<i>Subtotal</i>	<i>5.4</i>	<i>3.3</i>	<i>2.9</i>	<i>5.5</i>	<i>2.0</i>	<i>5.4</i>	<i>3.3</i>	<i>4.2</i>	<i>4.4</i>
Total number	1,450	2,350	1,600	2,100	2,700	2,550	19,450	1,700	52,900

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Estimates are unweighted and have not been adjusted for non-participation.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.24: Support periods, support services referred by service delivery model, New South Wales, 1998–99 (%)

Support services referred	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Housing/accommodation					
SAAP/CAP accommodation	4.0	3.5	11.1	2.3	3.1
Assistance to obtain short-term	6.7	2.8	6.9	2.1	3.8
Assistance to obtain independent	9.2	10.3	8.1	3.7	6.3
<i>Subtotal</i>	<i>16.3</i>	<i>13.1</i>	<i>17.1</i>	<i>7.1</i>	<i>11.0</i>
Financial/employment					
Assistance to obtain government	4.3	4.0	5.7	2.0	3.0
Employment/training assistance	2.3	6.5	18.3	1.5	2.4
Financial assistance/material aid	3.4	2.9	16.8	2.3	2.8
Financial counselling	1.3	1.8	2.1	0.9	1.1
<i>Subtotal</i>	<i>9.2</i>	<i>11.5</i>	<i>24.9</i>	<i>5.3</i>	<i>7.4</i>
Counselling					
Incest/sexual abuse counselling	1.9	2.3	3.6	0.6	1.3
Domestic violence counselling	2.9	2.2	0.9	0.9	1.7
Family/relationship counselling and	4.3	6.0	7.2	1.5	3.0
Emotional support/other counselling	4.4	4.9	2.7	1.3	2.7
<i>Subtotal</i>	<i>9.3</i>	<i>10.0</i>	<i>11.3</i>	<i>3.0</i>	<i>6.0</i>
General support/advocacy					
Living skills/personal development	0.8	1.5	1.2	0.5	0.7
Assistance with legal issues/court	5.4	4.0	8.1	1.9	3.4
Advice/information	4.0	7.2	3.9	2.0	3.3
Retrieval/storage/removal of personal	1.7	1.2	1.2	0.4	0.9
Advocacy/liaison on behalf of client	4.1	4.4	5.1	1.0	2.5
<i>Subtotal</i>	<i>11.2</i>	<i>12.3</i>	<i>14.6</i>	<i>4.6</i>	<i>7.8</i>
Specialist services					
Psychological services	1.5	2.1	2.1	1.0	1.3
Psychiatric services	3.1	2.0	1.8	1.7	2.2
Pregnancy support	0.8	0.7	3.3	0.2	0.5
Family planning support	0.5	0.8	5.4	0.3	0.5
Drug/alcohol support/rehabilitation	5.8	5.0	6.0	3.1	4.3
Physical disability services	0.2	0.2	0.3	0.2	0.2
Intellectual disability services	0.3	0.4	—	0.1	0.2
Culturally appropriate support	1.0	1.0	0.3	0.4	0.7
Interpreter services	0.8	0.6	—	0.1	0.4
Health/medical services	11.6	9.1	22.2	4.7	7.7
<i>Subtotal</i>	<i>18.8</i>	<i>14.0</i>	<i>27.3</i>	<i>8.4</i>	<i>12.7</i>
Other support					
Meals	1.3	0.6	5.1	2.1	1.7
Laundry/shower facilities	0.5	0.4	1.5	0.9	0.7
Recreation	0.4	2.1	1.5	0.7	0.8
Transport	2.2	1.3	0.9	1.1	1.5
Brokerage services	0.6	2.3	10.8	0.4	0.7
Other	0.9	0.9	1.5	0.5	0.7
<i>Subtotal</i>	<i>4.5</i>	<i>6.2</i>	<i>11.9</i>	<i>4.0</i>	<i>4.4</i>
Total number	19,100	5,900	400	30,050	55,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple referrals so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.25: Support periods, support services referred by primary target group, New South Wales, 1998–99 (%)

Accommodation type	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Housing/accommodation							
SAAP/CAP accommodation	5.4	2.1	11.1	2.4	3.9	1.2	3.1
Assistance to obtain short-term	5.9	2.6	6.6	5.6	5.4	2.0	3.8
Assistance to obtain independent	8.7	3.8	11.7	14.3	9.9	4.3	6.3
<i>Subtotal</i>	<i>16.3</i>	<i>7.1</i>	<i>25.7</i>	<i>18.8</i>	<i>15.7</i>	<i>6.7</i>	<i>11.0</i>
Financial/employment							
Assistance to obtain government	5.8	1.4	4.1	5.6	4.3	2.2	3.0
Employment/training assistance	6.0	1.3	6.6	5.0	1.9	0.7	2.4
Financial assistance/material aid	3.6	1.6	6.3	12.8	2.9	2.5	2.8
Financial counselling	0.8	0.6	1.7	6.7	2.0	0.8	1.1
<i>Subtotal</i>	<i>12.2</i>	<i>4.1</i>	<i>14.3</i>	<i>23.1</i>	<i>8.6</i>	<i>5.5</i>	<i>7.4</i>
Counselling							
Incest/sexual abuse counselling	2.6	0.1	5.9	3.9	2.5	0.4	1.3
Domestic violence counselling	1.6	0.2	5.9	8.9	4.9	0.7	1.7
Family/relationship counselling and	6.6	0.8	5.8	9.2	4.6	1.2	3.0
Emotional support/other counselling	4.7	1.3	5.0	7.2	4.7	1.1	2.7
<i>Subtotal</i>	<i>10.3</i>	<i>1.9</i>	<i>13.7</i>	<i>19.7</i>	<i>11.0</i>	<i>2.6</i>	<i>6.0</i>
General support/advocacy							
Living skills/personal development	1.1	0.2	2.1	2.0	1.3	0.4	0.7
Assistance with legal issues/court	3.7	1.1	4.8	7.2	9.3	1.5	3.4
Advice/information	3.0	3.1	6.2	4.6	5.3	1.5	3.3
Retrieval/storage/removal of personal	0.8	0.7	2.3	2.0	1.7	0.3	0.9
Advocacy/liaison on behalf of client	2.6	1.3	6.0	3.4	5.6	1.3	2.5
<i>Subtotal</i>	<i>8.2</i>	<i>4.7</i>	<i>14.5</i>	<i>13.7</i>	<i>16.5</i>	<i>3.8</i>	<i>7.8</i>
Specialist services							
Psychological services	1.8	0.5	2.9	3.4	2.6	0.7	1.3
Psychiatric services	1.5	1.7	4.3	5.3	3.7	1.9	2.2
Pregnancy support	0.9	—	1.8	1.9	1.1	0.2	0.5
Family planning support	1.1	—	1.8	3.5	0.6	0.1	0.5
Drug/alcohol support/rehabilitation	5.0	4.7	5.8	6.0	3.1	3.0	4.3
Physical disability services	0.2	0.1	0.4	0.5	0.4	0.1	0.2
Intellectual disability services	0.4	0.1	0.4	0.5	0.5	0.1	0.2
Culturally appropriate support	0.9	0.1	0.7	3.0	1.6	0.4	0.7
Interpreter services	0.2	—	0.8	0.8	1.5	0.2	0.4
Health/medical services	10.9	3.5	12.4	26.6	12.0	5.9	7.7
<i>Subtotal</i>	<i>15.8</i>	<i>7.9</i>	<i>20.2</i>	<i>34.8</i>	<i>18.5</i>	<i>10.2</i>	<i>12.7</i>
Other support							
Meals	0.9	2.6	1.6	2.9	0.9	0.6	1.7
Laundry/shower facilities	0.5	1.0	1.2	1.1	0.5	0.2	0.7
Recreation	0.8	1.1	2.2	1.0	0.5	0.2	0.8
Transport	1.4	0.4	4.6	1.3	3.4	2.3	1.5
Brokerage services	2.5	0.1	2.7	0.5	0.5	0.5	0.7
Other	0.8	0.5	0.8	0.8	0.8	0.9	0.7
<i>Subtotal</i>	<i>5.3</i>	<i>3.8</i>	<i>8.5</i>	<i>5.2</i>	<i>5.0</i>	<i>4.0</i>	<i>4.4</i>
Total number	10,500	23,700	900	1,750	9,900	8,650	55,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple referrals so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

5.5.7 Support services for accompanying children referred

Table 5.26: Support periods, support services for accompanying children referred by region, New South Wales, 1998–99 (%)

Support services for accompanying children referred	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Counselling	3.7	1.6	0.8	3.7	2.2	4.1	3.5	3.6	2.2
Child care, kindergarten/school liaison	3.6	0.7	0.7	3.2	2.3	3.8	2.1	1.7	1.7
Access arrangements	0.4	0.3	0.2	1.0	0.4	0.5	0.5	0.8	0.4
Other	0.2	0.8	0.5	1.2	0.6	0.3	1.1	0.7	0.6
Total number	800	700	2,600	1,350	2,500	1,750	1,500	1,650	29,950

Table 5.26 (continued): Support periods, support services for accompanying children referred by region, New South Wales, 1998–99 (%)

Support services for accompanying children referred	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Counselling	2.8	1.4	2.6	2.4	3.3	1.5	0.6	2.9	2.2
Child care, kindergarten/school liaison	2.1	1.0	1.2	0.7	1.5	2.0	0.5	3.2	1.7
Access arrangements	0.5	0.1	0.5	0.2	0.3	0.8	0.1	0.2	0.4
Other	1.1	0.2	0.9	0.5	0.9	0.6	0.5	0.3	0.6
Total number	1,400	1,650	650	1,350	2,700	2,400	5,450	1,500	29,950

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple referrals so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Estimates are unweighted and have not been adjusted for non-participation.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.27: Support periods, support services for accompanying children referred by service delivery model, New South Wales, 1998–99 (%)

Support services for accompanying children referred	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Counselling	2.0	3.1	0.8	2.4	2.2
Child care, kindergarten/ school liaison	1.4	3.2	0.8	1.6	1.7
Access arrangements	0.3	1.0	0.3	0.4	0.4
Other	0.6	0.9	0.6	0.7	0.6
Total number	17,450	3,200	400	10,350	31,350

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple referrals so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.28: Support periods, support services for accompanying children referred by primary target group, New South Wales, 1998–99 (%)

Support services for accompanying children referred	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Counselling	0.1	0.3	2.7	9.6	4.9	1.8	2.2
Child care, kindergarten/ school liaison	0.2	0.1	3.2	8.7	3.2	1.9	1.7
Access arrangements	0.1	—	0.8	1.0	0.9	0.5	0.4
Other	0.1	—	0.4	2.5	1.4	0.6	0.6
Total number	9,050	8,600	900	1,750	8,400	2,650	31,350

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple referrals so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

5.5.8 Unmet demand—SAAP clients

Table 5.29: Support needed by SAAP clients, met and unmet demand by type of support requested, New South Wales, 1998–99 (%)

Met and unmet demand	Housing/ accommodation	Financial/ employment assistance	Counselling	General support, advocacy and information	Specialist services	Other	Total
Met							
Provided only	79.7	67.9	67.7	85.4	33.6	88.1	78.5
Referred only	5.0	12.1	8.2	2.5	19.2	0.8	4.8
Provided and referred	5.9	9.4	8.7	7.0	13.3	1.8	5.7
Unmet							
Neither provided nor referred	9.3	10.6	15.3	5.0	33.9	9.3	11.1
<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>
Total number	58,150	17,300	26,050	64,300	25,850	115,050	306,650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Components may not add to totals due to rounding.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 5.30: SAAP clients' unmet needs, type of support requested by region, New South Wales, 1998–99 (%)

Support services requested	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Housing/accommodation									
SAAP/CAP accommodation	1.8	4.0	0.7	1.5	6.1	0.1	2.3	1.5	7.9
Assistance to obtain short-term	8.1	4.0	5.2	5.4	5.0	5.7	5.8	6.4	4.5
Assistance to obtain independent	12.9	6.6	10.1	12.7	11.0	12.4	7.2	18.6	7.1
<i>Subtotal</i>	<i>22.7</i>	<i>14.6</i>	<i>16.1</i>	<i>19.6</i>	<i>22.1</i>	<i>18.3</i>	<i>15.3</i>	<i>26.5</i>	<i>19.5</i>
Financial/employment									
Assistance to obtain government	3.7	2.6	1.0	2.8	3.1	2.2	2.1	3.9	1.4
Employment/training assistance	4.8	2.8	4.1	3.1	3.2	4.0	5.3	2.3	2.6
Financial assistance/material aid	2.1	4.2	4.5	2.8	3.8	3.8	1.7	4.3	2.7
Financial counselling	2.9	2.2	7.8	2.8	1.7	2.9	2.4	2.3	3.0
<i>Subtotal</i>	<i>13.5</i>	<i>11.8</i>	<i>17.6</i>	<i>11.5</i>	<i>11.8</i>	<i>12.9</i>	<i>11.5</i>	<i>12.8</i>	<i>9.7</i>
Counselling									
Incest/sexual abuse counselling	7.7	4.8	5.5	2.9	5.0	7.0	4.7	4.5	3.9
Domestic violence counselling	6.9	6.8	8.4	4.6	4.9	6.7	3.9	5.4	4.3
Family/relationship counselling and	2.4	1.6	0.7	0.7	1.2	1.2	0.8	1.9	0.9
Emotional support/other	3.7	2.8	1.6	3.7	3.9	3.1	4.1	2.8	2.4
<i>Subtotal</i>	<i>20.8</i>	<i>16.0</i>	<i>16.1</i>	<i>11.9</i>	<i>14.9</i>	<i>18.0</i>	<i>13.6</i>	<i>14.6</i>	<i>11.4</i>
General support/advocacy									
Living skills/personal development	4.5	3.0	8.6	2.9	4.5	4.0	4.5	3.0	3.4
Assistance with legal issues/court	3.5	4.0	1.4	5.2	3.2	2.9	1.9	3.0	1.9
Advice/information	3.4	6.8	1.9	5.3	4.7	3.7	5.0	4.1	2.6
Retrieval/storage/removal of	1.6	2.4	1.5	4.4	4.0	2.1	1.7	3.6	1.4
Advocacy/liaison on behalf of client	3.7	5.2	0.5	5.2	3.7	3.5	2.6	4.9	2.4
<i>Subtotal</i>	<i>16.7</i>	<i>21.4</i>	<i>13.8</i>	<i>23.0</i>	<i>20.1</i>	<i>16.2</i>	<i>15.6</i>	<i>18.6</i>	<i>11.6</i>
Specialist services									
Psychological services	1.6	1.0	0.8	0.6	1.5	1.3	1.4	0.9	1.1
Psychiatric services	0.8	1.8	1.7	0.4	1.3	3.0	1.3	0.8	1.3
Pregnancy support	0.8	0.8	0.2	0.9	1.4	0.7	0.7	1.5	0.4
Family planning support	1.8	0.8	0.4	1.0	0.7	1.2	1.9	0.4	0.6
Drug/alcohol support/rehabilitation	4.0	9.4	6.7	2.7	5.9	10.4	12.6	1.7	16.6
Physical disability services	0.3	0.2	0.4	0.3	0.2	0.4	0.5	—	0.2
Intellectual disability services	0.6	0.4	0.3	0.1	0.1	0.5	0.2	0.8	0.3
Culturally appropriate support	0.8	1.8	0.2	0.3	0.3	0.7	0.6	1.1	0.7
Interpreter services	—	0.2	0.2	0.1	0.1	—	0.4	0.2	0.2
Health/medical services	2.9	4.2	5.3	4.7	2.6	6.7	3.9	3.8	10.2
<i>Subtotal</i>	<i>13.7</i>	<i>20.6</i>	<i>16.2</i>	<i>11.2</i>	<i>14.1</i>	<i>24.8</i>	<i>23.5</i>	<i>11.1</i>	<i>31.6</i>
Other support									
Meals	1.3	4.0	3.5	4.3	3.9	1.3	3.9	2.6	3.1
Laundry/shower facilities	1.8	1.6	3.7	5.4	3.5	1.3	4.9	3.0	4.0
Recreation	3.7	4.6	3.1	5.0	3.5	2.9	5.8	4.1	2.2
Transport	3.9	4.6	8.2	5.9	2.5	2.1	5.5	4.5	5.3
Brokerage services	0.6	0.4	1.3	1.0	1.0	1.6	0.4	1.7	0.8
Other	1.3	0.6	0.5	1.2	2.6	0.7	0.1	0.6	0.8
<i>Subtotal</i>	<i>12.6</i>	<i>15.8</i>	<i>20.2</i>	<i>22.8</i>	<i>17.0</i>	<i>9.8</i>	<i>20.5</i>	<i>16.5</i>	<i>16.2</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	600	500	2,950	700	1,100	750	850	550	26,450

continued

Table 5.30 (continued): SAAP clients' unmet needs, type of support requested by region, New South Wales, 1998–99 (%)

Support services requested	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Housing/accommodation									
SAAP/CAP accommodation	1.3	7.7	2.9	0.5	10.0	3.0	14.1	0.7	7.9
Assistance to obtain short-term	4.8	4.2	3.5	1.7	6.6	5.0	4.1	4.2	4.5
Assistance to obtain independent	7.1	8.8	13.9	4.3	7.6	14.9	3.9	8.5	7.1
<i>Subtotal</i>	<i>13.3</i>	<i>20.8</i>	<i>20.3</i>	<i>6.4</i>	<i>24.2</i>	<i>23.0</i>	<i>22.2</i>	<i>13.4</i>	<i>19.5</i>
Financial/employment									
Assistance to obtain government	2.1	0.8	2.3	0.7	0.8	3.3	0.8	1.6	1.4
Employment/training assistance	3.1	3.3	5.2	2.9	3.2	5.0	1.4	1.9	2.6
Financial assistance/material aid	4.5	2.8	4.5	1.7	2.8	3.6	2.0	2.4	2.7
Financial counselling	1.8	3.3	3.5	5.5	12.5	3.3	1.1	2.6	3.0
<i>Subtotal</i>	<i>11.5</i>	<i>10.1</i>	<i>15.5</i>	<i>10.9</i>	<i>19.4</i>	<i>15.2</i>	<i>5.2</i>	<i>8.6</i>	<i>9.7</i>
Counselling									
Incest/sexual abuse counselling	8.2	6.2	4.5	5.2	4.8	6.0	1.9	6.1	3.9
Domestic violence counselling	5.9	7.7	6.5	5.1	3.5	5.1	2.3	4.8	4.3
Family/relationship counselling and	2.0	2.1	2.3	0.8	0.5	1.5	0.5	0.9	0.9
Emotional support/other	4.0	4.9	4.2	4.6	3.5	3.9	1.1	4.1	2.4
<i>Subtotal</i>	<i>20.1</i>	<i>20.9</i>	<i>17.4</i>	<i>15.8</i>	<i>12.3</i>	<i>16.6</i>	<i>5.9</i>	<i>15.9</i>	<i>11.4</i>
General support/advocacy									
Living skills/personal development	5.3	3.1	5.5	4.2	2.5	5.0	1.5	3.8	3.4
Assistance with legal issues/court	3.1	3.3	4.8	1.9	1.4	3.0	1.0	3.8	1.9
Advice/information	4.7	6.4	2.6	2.3	2.3	4.0	1.5	3.6	2.6
Retrieval/storage/removal of	2.0	3.4	2.3	0.4	1.6	1.6	0.6	1.6	1.4
Advocacy/liaison on behalf of client	3.9	6.0	1.6	3.3	2.8	3.8	1.3	7.2	2.4
<i>Subtotal</i>	<i>18.9</i>	<i>22.2</i>	<i>16.8</i>	<i>12.1</i>	<i>10.6</i>	<i>17.4</i>	<i>5.9</i>	<i>20.0</i>	<i>11.6</i>
Specialist services									
Psychological services	1.6	2.1	3.5	1.8	1.1	0.9	0.8	1.7	1.1
Psychiatric services	0.9	1.3	1.3	1.0	3.1	0.6	1.1	1.7	1.3
Pregnancy support	0.5	1.0	0.3	0.7	0.9	0.4	0.1	0.8	0.4
Family planning support	0.5	0.7	1.6	2.3	—	1.4	0.2	0.9	0.6
Drug/alcohol support/rehabilitation	4.5	3.3	5.2	5.4	8.5	2.6	28.6	6.4	16.6
Physical disability services	0.6	—	0.6	0.2	0.2	0.1	0.1	0.3	0.2
Intellectual disability services	0.6	0.3	—	0.2	0.4	0.8	0.2	1.0	0.3
Culturally appropriate support	2.3	2.9	1.9	0.7	0.5	1.9	0.5	1.5	0.7
Interpreter services	0.4	—	0.3	0.1	0.1	0.9	0.1	0.3	0.2
Health/medical services	4.3	2.5	5.5	1.3	5.3	2.4	17.4	4.4	10.2
<i>Subtotal</i>	<i>16.2</i>	<i>14.1</i>	<i>20.3</i>	<i>13.8</i>	<i>20.1</i>	<i>11.9</i>	<i>49.1</i>	<i>18.8</i>	<i>31.6</i>
Other support									
Meals	4.0	1.0	2.6	7.2	2.4	2.6	2.7	1.8	3.1
Laundry/shower facilities	4.7	2.5	2.3	11.9	3.2	2.8	3.6	3.2	4.0
Recreation	4.5	2.6	1.6	0.3	2.8	2.9	0.7	7.3	2.2
Transport	4.3	2.3	1.6	20.8	3.2	3.4	3.3	10.1	5.3
Brokerage services	1.5	2.6	1.0	0.2	0.7	2.0	0.6	0.1	0.8
Other	1.0	1.0	0.6	0.6	1.1	2.3	0.7	0.8	0.8
<i>Subtotal</i>	<i>20.0</i>	<i>11.9</i>	<i>9.7</i>	<i>41.1</i>	<i>13.4</i>	<i>15.9</i>	<i>11.6</i>	<i>23.4</i>	<i>16.2</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	800	600	300	1,600	950	800	12,250	1,150	26,450

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Estimates are unweighted and have not been adjusted for non-participation.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.31: SAAP clients' unmet needs, type of support requested by service delivery model, New South Wales, 1998–99 (%)

Support services requested	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Housing/accommodation					
SAAP/CAP accommodation	1.0	8.1	—	12.1	7.9
Assistance to obtain short-term	7.6	4.3	2.1	2.8	4.5
Assistance to obtain independent housing	11.1	9.8	2.8	4.2	7.1
<i>Subtotal</i>	<i>19.7</i>	<i>22.1</i>	<i>4.8</i>	<i>19.0</i>	<i>19.5</i>
Financial/employment					
Assistance to obtain government benefit/	2.7	1.9	2.1	0.5	1.4
Employment/training assistance	2.9	4.2	15.9	1.9	2.6
Financial assistance/material aid	4.0	3.2	3.4	1.8	2.7
Financial counselling	2.4	2.6	2.1	3.5	3.0
<i>Subtotal</i>	<i>12.1</i>	<i>11.9</i>	<i>23.4</i>	<i>7.6</i>	<i>9.7</i>
Counselling					
Incest/sexual abuse counselling	5.6	5.8	6.9	2.5	3.9
Domestic violence counselling	5.5	5.6	11.7	3.2	4.3
Family/relationship counselling and support	1.3	2.1	—	0.4	0.9
Emotional support/other counselling	3.8	3.6	2.1	1.3	2.4
<i>Subtotal</i>	<i>16.1</i>	<i>17.0</i>	<i>20.7</i>	<i>7.4</i>	<i>11.4</i>
General support/advocacy					
Living skills/personal development	3.7	4.9	11.7	2.8	3.4
Assistance with legal issues/court support	3.1	2.8	1.4	1.0	1.9
Advice/information	4.1	4.4	11.0	1.3	2.6
Retrieval/storage/removal of personal	2.3	2.0	0.7	0.7	1.4
Advocacy/liaison on behalf of client	3.9	5.2	3.4	1.0	2.4
<i>Subtotal</i>	<i>17.1</i>	<i>19.3</i>	<i>28.3</i>	<i>6.7</i>	<i>11.6</i>
Specialist services					
Psychological services	1.6	1.6	0.7	0.7	1.1
Psychiatric services	2.1	1.1	—	0.8	1.3
Pregnancy support	0.7	0.5	1.4	0.2	0.4
Family planning support	0.9	0.6	—	0.4	0.6
Drug/alcohol support/rehabilitation	5.9	6.0	2.1	25.2	16.6
Physical disability services	0.2	0.4	0.7	0.2	0.2
Intellectual disability services	0.5	0.5	0.7	0.2	0.3
Culturally appropriate support	1.1	1.8	0.7	0.3	0.7
Interpreter services	0.3	0.3	—	0.1	0.2
Health/medical services	5.0	3.3	6.9	14.7	10.2
<i>Subtotal</i>	<i>18.3</i>	<i>16.1</i>	<i>13.1</i>	<i>42.8</i>	<i>31.6</i>
Other support					
Meals	2.8	4.5	—	3.0	3.1
Laundry/shower facilities	3.4	1.6	—	4.8	4.0
Recreation	3.8	2.9	7.6	1.0	2.2
Transport	4.8	2.7	1.4	6.1	5.3
Brokerage services	1.0	1.4	0.7	0.6	0.8
Other	0.9	0.5	—	0.9	0.8
<i>Subtotal</i>	<i>16.8</i>	<i>13.6</i>	<i>9.7</i>	<i>16.4</i>	<i>16.2</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	9,250	2,950	150	15,350	27,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.32: SAAP clients' unmet needs, type of support requested by primary target group, New South Wales, 1998–99 (%)

Support services requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Housing/accommodation							
SAAP/CAP accommodation	3.4	12.5	4.0	0.9	3.4	2.6	7.9
Assistance to obtain short-term	5.6	3.8	4.5	5.4	5.7	3.3	4.5
Assistance to obtain independent housing	8.5	4.9	12.3	7.9	9.3	11.2	7.1
<i>Subtotal</i>	17.4	21.3	20.7	14.2	18.4	17.1	19.5
Financial/employment							
Assistance to obtain government	3.0	0.4	2.9	1.8	2.4	0.8	1.4
Employment/training assistance	5.1	1.5	3.3	3.6	1.7	4.8	2.6
Financial assistance/material aid	3.4	1.5	3.0	3.2	4.9	3.3	2.7
Financial counselling	1.7	3.1	2.2	4.2	2.5	7.4	3.0
<i>Subtotal</i>	13.2	6.6	11.5	12.8	11.5	16.3	9.7
Counselling							
Incest/sexual abuse counselling	7.1	1.8	7.3	7.5	4.6	6.0	3.9
Domestic violence counselling	5.7	2.4	7.3	6.6	6.4	6.8	4.3
Family/relationship counselling and support	1.4	0.2	2.5	1.2	1.8	1.2	0.9
Emotional support/other counselling	2.2	0.5	4.6	6.6	6.0	4.2	2.4
<i>Subtotal</i>	16.5	4.7	21.8	21.9	18.8	18.2	11.4
General support/advocacy							
Living skills/personal development	5.7	2.3	4.0	5.2	2.8	5.6	3.4
Assistance with legal issues/court support	2.9	0.5	2.7	3.2	3.8	3.0	1.9
Advice/information	4.0	0.8	4.9	4.1	5.8	2.8	2.6
Retrieval/storage/removal of personal	1.7	0.7	1.4	1.5	3.0	1.2	1.4
Advocacy/liaison on behalf of client	3.6	0.4	4.6	5.0	5.5	3.4	2.4
<i>Subtotal</i>	17.9	4.6	17.7	19.1	20.9	16.0	11.6
Specialist services							
Psychological services	1.5	0.4	1.0	3.9	1.8	2.1	1.1
Psychiatric services	0.7	1.0	1.3	2.0	2.4	2.0	1.3
Pregnancy support	0.5	—	1.3	1.3	1.0	0.7	0.4
Family planning support	0.7	0.1	1.0	2.8	0.8	2.3	0.6
Drug/alcohol support/rehabilitation	4.4	27.3	2.9	5.4	5.3	10.1	16.6
Physical disability services	0.2	0.2	0.6	0.5	0.2	0.2	0.2
Intellectual disability services	0.5	0.2	0.2	0.4	0.4	0.3	0.3
Culturally appropriate support	0.8	0.2	0.6	2.2	1.7	1.0	0.7
Interpreter services	0.1	0.1	0.2	0.1	0.4	0.4	0.2
Health/medical services	5.0	15.7	3.8	4.7	4.9	2.1	10.2
<i>Subtotal</i>	14.4	45.2	12.7	23.3	18.8	21.4	31.6
Other support							
Meals	2.9	3.9	2.9	0.9	2.0	1.9	3.1
Laundry/shower facilities	3.0	5.2	3.0	2.0	2.5	2.9	4.0
Recreation	5.7	1.1	3.7	1.9	1.9	1.7	2.2
Transport	6.0	6.4	3.7	2.7	3.3	2.1	5.3
Brokerage services	2.1	0.4	1.1	0.4	0.7	0.6	0.8
Other	0.9	0.6	1.3	0.8	1.2	1.9	0.8
<i>Subtotal</i>	20.5	17.5	15.6	8.6	11.5	11.0	16.2
<i>Total</i>	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total number	5,200	14,100	650	1,100	5,000	1,700	27,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

5.5.9 Unmet demand—accompanying children

Table 5.33: Support needed by accompanying children, met and unmet demand by type of support requested New South Wales, 1998–99 (%)

Met and unmet demand	Counselling	Child care, kindergarten/ school liaison	Access arrangements	Other	Total
<i>Met</i>					
Provided only	63.8	79.9	51.1	77.1	72.2
Referred only	12.3	5.8	25.3	5.5	9.0
Provided and referred	15.1	9.5	11.4	10.1	11.8
<i>Unmet</i>					
Neither provided nor referred	8.8	4.8	12.2	7.3	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>
Total number	2,750	3,050	250	1,000	7,100

Notes:

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 5.34: Unmet needs of accompanying children, type of support requested by region, New South Wales, 1998–99 (%)

Support services requested for accompanying children	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Counselling	41.4	81.8	25.0	46.2	55.3	43.5	48.3	42.1	49.2
Child care, kindergarten/school liaison	37.9	18.2	37.5	32.7	31.9	43.5	24.1	42.1	30.0
Access arrangements	17.2	—	—	1.9	4.3	4.3	6.9	10.5	5.9
Other	3.4	—	37.5	19.2	8.5	8.7	20.7	5.3	15.0
<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>
Total number	50	<25	<25	50	50	<25	50	<25	450

Table 5.34 (continued): Unmet needs of accompanying children, type of support requested by region, New South Wales, 1998–99 (%)

Support services requested for accompanying children	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Counselling	26.3	63.6	—	29.4	38.1	56.5	52.1	63.5	49.2
Child care, kindergarten/school liaison	42.1	27.3	33.3	14.7	38.1	21.7	27.1	28.8	30.0
Access arrangements	5.3	6.1	33.3	5.9	4.8	8.7	4.2	3.8	5.9
Other	26.3	3.0	33.3	50.0	19.0	13.0	16.7	3.8	15.0
<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>
Total number	<25	50	<25	50	<25	50	50	50	450

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Estimates are unweighted and have not been adjusted for non-participation.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.35: Unmet needs of accompanying children, type of support requested by service delivery model, New South Wales, 1998–99 (%)

Support services requested for accompanying children	Crisis/ short-term accommodation	Medium/ long-term accommodation	Other	Total
Counselling	50.2	61.2	35.8	49.2
Child care, kindergarten/ school liaison	32.8	25.0	29.3	30.0
Access arrangements	6.0	7.8	4.1	5.9
Other	11.1	6.0	30.9	15.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	250	100	150	500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.36: Unmet needs of accompanying children, type of support requested by primary target group, New South Wales, 1998–99 (%)

Support services requested for accompanying children	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target multiple/ general	Total
Counselling	21.1	42.9	50.0	42.7	52.6	50.0	49.2
Child care, kindergarten/ school liaison	21.1	42.9	37.5	39.0	28.1	25.0	30.0
Access arrangements	10.5	—	—	7.3	6.0	4.2	5.9
Other	47.4	14.3	12.5	11.0	13.2	20.8	15.0
<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>
Total number	<25	<25	<25	100	300	50	500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

5.5.10 Unmet demand—potential clients

Table 5.37: Potential clients unable to be supported, type of support requested by region, New South Wales, 12–25 November 1998 (%)

Type of support requested	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Crisis/short-term accommodation	73.5	53.3	63.9	53.3	49.5	89.2	41.7	66.7	67.4
Medium/long-term accommodation	26.5	33.3	34.7	46.7	40.7	9.5	51.4	33.3	28.6
Support only	—	—	1.4	—	2.2	1.4	4.2	—	1.3
Other	—	13.3	—	—	7.7	—	2.8	—	2.8
<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>
Total number	50	20	70	50	90	70	70	30	940

Table 5.37 (continued): Potential clients unable to be supported, type of support requested by region, New South Wales, 12–25 November 1998 (%)

Type of support requested	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Crisis/short-term accommodation	59.0	54.5	46.9	75.0	53.6	76.0	80.5	80.0	67.4
Medium/long-term accommodation	36.1	45.5	43.8	25.0	39.3	20.0	16.4	16.7	28.6
Support only	1.6	—	3.1	—	7.1	1.3	—	—	1.3
Other	3.3	—	6.3	—	—	2.7	3.1	3.3	2.8
<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>
Total number	60	10	30	<5	30	80	260	30	940

Notes

1. Number excluded due to errors: 4
2. Number excluded due to omissions: 2
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.38: Potential clients unable to be supported, type of support requested by primary target group, New South Wales, 12–25 November 1998 (%)

Type of support requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	55.4	89.5	12.9	83.2	66.0	70.5	67.4
Medium/long-term accommodation	41.5	6.8	71.0	15.0	27.9	27.7	28.6
Support only	0.4	0.8	9.7	1.9	1.2	1.2	1.3
Other	2.7	3.0	6.5	—	4.9	0.6	2.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	260	130	30	110	250	170	940

Notes

1. Number excluded due to errors: 4
2. Number excluded due to omissions: 2
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.39: Potential clients unable to be supported, type of support requested by gender of person making request, New South Wales, 12–25 November 1998 (%)

Type of support requested	Female	Male	Total
Crisis/short-term accommodation	65.6	69.5	67.3
Medium/long-term accommodation	29.5	27.9	28.8
Support only	1.7	0.5	1.2
Other	3.1	2.0	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	520	390	910

Notes

1. Number excluded due to errors: 5
2. Number excluded due to omissions: 31
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.40: Potential clients unable to be supported, type of support requested by age of person making request, New South Wales, 12–25 November 1998 (%)

Type of support requested	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Crisis/short-term accommodation	75.0	54.4	69.2	69.7	69.2	65.4
Medium/long-term accommodation	23.1	42.9	27.7	25.6	21.2	30.6
Support only	—	0.4	0.8	1.9	3.8	1.3
Other	1.9	2.3	2.3	2.8	5.8	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	260	130	360	50	860

Notes

1. Number excluded due to errors: 10
2. Number excluded due to omissions: 76
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. There were very few potential clients who were unable to be supported aged 65 years and over. To ensure confidentiality these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.41: Potential clients unable to be supported, type of support requested by ethnicity of person making request, New South Wales, 12–25 November 1998 (%)

Type of support requested	Indigenous Australian	Non-English-speaking background	Other	Total
Crisis/short-term accommodation	57.5	75.0	66.8	65.9
Medium/long-term accommodation	38.6	21.4	28.7	29.8
Support only	1.6	1.8	1.1	1.2
Other	2.4	1.8	3.4	3.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	130	60	620	800

Notes

1. Number excluded due to errors: 2
2. Number excluded due to omissions: 143
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.42: Potential clients unable to be supported, main reason support not provided by region, New South Wales, 12–25 November 1998 (%)

Main reason support not provided	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Insufficient staff	--	--	4.2	2.1	10.9	1.4	2.7	3.7	3.0
No accommodation available	87.8	73.3	73.6	87.2	71.7	86.5	78.4	77.8	76.4
Facilities for disability needs not available	4.1	6.7	1.4	2.1	--	--	1.4	3.7	1.2
Facilities for other special needs not available	--	--	--	--	3.3	8.1	1.4	--	2.4
Age of male child	--	--	2.8	--	--	--	--	--	0.2
Other	8.2	20.0	18.1	8.5	14.1	4.1	16.2	14.8	16.9
<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>
Total number	50	20	70	50	90	70	70	30	950

Table 5.42 (continued): Potential clients unable to be supported, main reason support not provided by region, New South Wales, 12–25 November 1998 (%)

Main reason support not provided	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Insufficient staff	1.6	--	--	--	--	--	3.1	3.3	3.0
No accommodation available	78.7	90.9	37.5	50.0	82.1	85.3	71.6	80.0	76.4
Facilities for disability needs not available	--	--	--	--	--	1.3	1.2	--	1.2
Facilities for other special needs not available	1.6	9.1	9.4	25.0	3.6	4.0	0.8	3.3	2.4
Age of male child	--	--	--	--	--	--	--	--	0.2
Other	18.0	--	53.1	25.0	14.3	9.3	23.3	13.3	16.9
<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>
Total number	60	10	30	<5	30	80	260	30	950

Notes

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 0
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.43: Potential clients unable to be supported, main reason support not provided by type of support requested, New South Wales, 12–25 November 1998 (%)

Main reason support not provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Support only	Other	Total
Insufficient staff	2.7	0.7	33.3	19.2	3.0
No accommodation available	78.1	79.2	33.3	19.2	76.2
Facilities for disability needs not available	0.9	1.9	—	—	1.2
Facilities for other special needs not available	2.7	0.7	8.3	11.5	2.4
Age of male child	0.3	—	—	—	0.2
Other	15.3	17.5	25.0	50.0	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>
Total number	640	270	10	30	940

Notes

1. Number excluded due to errors: 4
2. Number excluded due to omissions: 2
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.44: Potential clients unable to be supported, living situation the night before requesting assistance by region, New South Wales, 12–25 November 1998 (%)

Living situation	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Streets/car/tent/park/squat	17.0	—	9.7	28.3	11.5	22.1	6.9	18.5	18.9
SAAP or other emergency accommodation	21.3	15.4	25.0	13.0	28.7	8.8	19.4	11.1	20.3
Accommodation by friends/relatives on a temporary basis	21.3	53.8	36.1	30.4	16.1	39.7	34.7	33.3	28.0
Single room in a boarding house or hostel	2.1	7.7	2.8	—	5.7	—	9.7	—	3.2
In stable/permanent housing but at risk of eviction or becoming homeless	19.1	7.7	16.7	15.2	17.2	19.1	12.5	18.5	12.1
Other	19.1	15.4	9.7	13.0	20.7	10.3	16.7	18.5	17.5
<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>
Total number	50	10	70	50	90	70	70	30	870

Table 5.44 (continued): Potential clients unable to be supported, living situation the night before requesting assistance by region, New South Wales, 12–25 November 1998 (%)

Living situation	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Streets/car/tent/park/squat	15.8	—	12.5	—	10.7	15.2	30.2	37.0	18.9
SAAP or other emergency accommodation	24.6	20.0	31.3	33.3	7.1	15.2	21.9	25.9	20.3
Accommodation by friends/relatives on a temporary basis	36.8	60.0	21.9	33.3	57.1	33.3	15.3	22.2	28.0
Single room in a boarding house or hostel	—	—	6.3	—	3.6	—	4.2	—	3.2
In stable/permanent housing but at risk of eviction or becoming homeless	12.3	—	9.4	—	7.1	15.2	5.1	3.7	12.1
Other	10.5	20.0	18.8	33.3	14.3	21.2	23.3	11.1	17.5
<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>
Total number	60	10	30	<5	30	70	220	30	870

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 77
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Unmet Demand Collection

Table 5.45: Potential clients unable to be supported, living situation the night before requesting assistance by service delivery model, New South Wales, 12–25 November 1998 (%)

Living situation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Streets/car/tent/park/squat	19.9	5.7	--	26.2	18.9
SAAP or other emergency accommodation	17.2	33.0	--	16.2	20.3
Accommodation by friends/relatives on a temporary basis	28.8	29.9	--	26.2	28.0
Single room in a boarding house or hostel	2.2	4.1	--	4.0	3.2
In stable/permanent housing but at risk of eviction or becoming homeless	10.5	16.0	100.0	10.9	12.1
Other	21.5	11.3	--	16.6	17.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	370	190	<5	300	870

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 77
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.46: Potential clients unable to be supported, living situation the night before requesting assistance by primary target group, New South Wales, 12–25 November 1998 (%)

Living situation	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Streets/car/tent/park/squat	18.8	30.0	3.3	14.2	10.9	28.3	18.9
SAAP or other emergency accommodation	31.0	12.7	40.0	10.4	16.4	17.6	20.3
Accommodation by friends/relatives on a temporary basis	22.0	27.3	20.0	44.3	30.0	25.8	28.0
Single room in a boarding house or hostel	—	5.5	3.3	5.7	3.2	5.0	3.2
In stable/permanent housing but at risk of eviction or becoming homeless	9.4	4.5	6.7	17.9	19.5	8.2	12.1
Other	18.8	20.0	26.7	7.5	20.0	15.1	17.5
<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>
Total number	250	110	30	110	220	160	870

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 77
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.47: Potential clients unable to be supported, living situation the night before requesting assistance by age of client, New South Wales, 12–25 November 1998 (%)

Living situation	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Streets/car/tent/park/squat	14.6	21.0	20.3	16.6	28.0	—	19.0
SAAP or other emergency accommodation	27.1	29.4	15.4	14.8	16.0	—	20.1
Accommodation by friends/relatives on a temporary basis	20.8	24.2	39.0	30.8	10.0	66.7	28.3
Single room in a boarding house or hostel	—	0.8	2.4	5.2	8.0	—	3.3
In stable/permanent housing but at risk of eviction or becoming homeless	12.5	10.1	13.0	13.4	16.0	33.3	12.5
Other	25.0	14.5	9.8	19.2	22.0	—	16.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	250	120	340	50	<5	820

Notes

1. Number excluded due to errors: 7
2. Number excluded due to omissions: 125
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.48: Potential clients unable to be supported, immediacy of need for SAAP accommodation by region, New South Wales, 12–25 November 1998 (%)

SAAP accommodation required	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Within 24 hours	72.3	50.0	58.6	51.1	61.7	81.4	67.7	51.9	68.4
Between 24 and 48 hours	17.0	8.3	8.6	22.2	12.3	11.4	9.2	25.9	10.3
In 2 to 6 days	8.5	—	17.1	6.7	16.0	5.7	7.7	11.1	9.2
In 7 to 14 days	—	16.7	14.3	8.9	7.4	1.4	—	3.7	6.3
In more than 14 days	2.1	25.0	1.4	11.1	2.5	—	15.4	7.4	5.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	10	70	50	80	70	70	30	890

Table 5.48 (continued): Potential clients unable to be supported, immediacy of need for SAAP accommodation by region, New South Wales, 12–25 November 1998 (%)

SAAP accommodation required	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Within 24 hours	59.6	63.6	55.2	100.0	53.8	63.9	79.6	82.1	68.4
Between 24 and 48 hours	10.5	9.1	6.9	—	7.7	5.6	8.6	—	10.3
In 2 to 6 days	10.5	18.2	6.9	—	15.4	8.3	5.7	14.3	9.2
In 7 to 14 days	10.5	—	3.4	—	23.1	11.1	4.1	3.6	6.3
In more than 14 days	8.8	9.1	27.6	—	—	11.1	2.0	—	5.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	60	10	30	<5	30	70	250	30	890

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 58
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.
6. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Unmet Demand Collection

Table 5.49: Potential clients unable to be supported, immediacy of need for SAAP accommodation by service delivery model, New South Wales, 12–25 November 1998 (%)

SAAP accommodation required	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Within 24 hours	82.4	23.8	--	77.6	68.4
Between 24 and 48 hours	10.2	15.7	--	7.5	10.3
In 2 to 6 days	4.5	23.2	--	6.8	9.2
In 7 to 14 days	1.8	17.8	100.0	4.7	6.3
In more than 14 days	1.0	19.5	--	3.4	5.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	380	190	<5	320	890

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 58
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.50: Potential clients unable to be supported, immediacy of need for SAAP accommodation by primary target group, New South Wales, 12–25 November 1998 (%)

SAAP accommodation required	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Within 24 hours	57.3	88.2	34.6	73.3	68.4	71.9	68.4
Between 24 and 48 hours	11.8	7.1	30.8	13.3	8.0	8.8	10.3
In 2 to 6 days	11.0	1.6	30.8	9.5	7.1	11.9	9.2
In 7 to 14 days	8.5	2.4	--	3.8	8.9	5.0	6.3
In more than 14 days	11.4	0.8	3.8	--	7.6	2.5	5.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	250	130	30	110	230	160	890

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 58
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.51: Potential clients unable to be supported, immediacy of need for SAAP accommodation by age of client, New South Wales, 12–25 November 1998 (%)

SAAP accommodation required	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Within 24 hours	72.5	57.5	69.8	69.5	78.7	75.0	66.7
Between 24 and 48 hours	11.8	12.6	8.7	10.5	8.5	25.0	10.9
in 2 to 6 days	9.8	10.9	5.6	10.8	4.3	—	9.5
in 7 to 14 days	5.9	7.3	9.5	5.2	8.5	—	6.7
in more than 14 days	—	11.7	6.3	4.1	—	—	6.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	250	130	340	50	<5	820

Notes

1. Number excluded due to errors: 7
2. Number excluded due to omissions: 122
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

5.5.11 One-off assistance provided—Unmet Demand Collection

Table 5.52: Casual clients seeking support or accommodation, one-off assistance provided by region, New South Wales, 1998–99 (%)

One-off assistance provided	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Information	67.8	54.5	61.5	70.4	60.7	76.5	69.5	85.5	66.6
Referral for accommodation	57.5	22.7	28.4	46.5	34.8	69.8	49.1	47.8	42.2
Referral for non-accommodation	6.9	18.2	3.6	15.5	2.7	27.5	15.5	13.0	8.6
Meals	2.3	2.3	0.6	14.1	6.7	6.0	7.5	2.9	5.9
Financial assistance/material aid	2.3	—	7.1	2.8	1.8	4.0	2.2	10.1	3.1
Transport	2.3	4.5	1.2	15.5	2.7	14.1	4.9	11.6	5.1
Laundry/shower facilities	2.3	2.3	—	11.3	—	1.3	5.3	—	3.0
Emotional support	19.5	15.9	4.7	29.6	9.4	26.8	16.4	39.1	14.2
Other	1.1	2.3	10.1	2.8	1.8	3.4	2.7	5.8	3.4
Total number	2,250	1,150	4,400	1,850	5,800	3,850	5,900	1,800	59,250

Table 5.52 (continued): Casual clients seeking support or accommodation, one-off assistance provided by region, New South Wales, 1998–99 (%)

One-off assistance provided	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Information	71.4	46.2	66.1	60.6	76.8	61.2	66.1	63.2	66.6
Referral for accommodation	36.2	23.1	64.4	27.3	53.6	33.3	40.2	52.6	42.2
Referral for non-accommodation	3.0	12.8	15.3	15.2	7.2	5.9	3.4	21.1	8.6
Meals	0.5	5.1	8.5	36.4	7.2	8.2	5.3	7.0	5.9
Financial assistance/material aid	2.0	2.6	5.1	—	4.3	5.5	1.1	5.3	3.1
Transport	1.0	15.4	5.1	36.4	5.8	6.8	1.8	1.8	5.1
Laundry/shower facilities	0.5	2.6	3.4	39.4	2.9	5.0	1.8	5.3	3.0
Emotional support	14.1	23.1	22.0	6.1	26.1	16.9	2.8	40.4	14.2
Other	3.5	2.6	5.1	3.0	4.3	3.7	2.0	5.3	3.4
Total number	5,150	1,000	1,550	850	1,800	5,700	14,650	1,500	59,250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12-25 November 1998.
6. Components may not add to totals due to rounding.
7. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.53: Casual clients seeking support or accommodation, one-off assistance provided by service delivery model, New South Wales, 1998–99 (%)

One-off assistance provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Telephone information referral	Other	Total
Information	56.6	82.7	83.3	100.0	70.5	66.6
Referral for accommodation	43.6	49.7	33.3	10.5	37.9	42.2
Referral for non-accommodation	5.8	12.9	16.7	5.3	10.1	8.6
Meals	5.2	2.6	--	42.1	7.5	5.9
Financial assistance/ material aid	2.9	1.3	--	15.8	3.8	3.1
Transport	3.0	5.4	--	26.3	7.0	5.1
Laundry/shower facilities	2.2	1.3	--	5.3	4.7	3.0
Emotional support	11.1	23.7	16.7	26.3	13.4	14.2
Other	3.5	3.1	--	--	3.4	3.4
Total number	26,550	10,100	150	500	21,950	59,250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.54: Casual clients seeking support or accommodation, one-off assistance provided by primary target group, New South Wales, 1998–99 (%)

One-off assistance provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Information	69.8	56.9	72.2	77.1	53.3	80.1	66.6
Referral for accommodation	34.3	41.7	61.1	56.6	52.0	34.2	42.2
Referral for non-accommodation	6.3	4.5	3.7	23.9	8.7	8.7	8.6
Meals	4.4	18.4	1.9	1.5	2.0	7.9	5.9
Financial assistance/ material aid	1.8	5.6	1.9	6.8	2.1	3.2	3.1
Transport	3.7	9.0	3.7	8.8	3.9	5.0	5.1
Laundry/shower facilities	2.7	10.8	--	1.0	1.8	1.0	3.0
Emotional support	9.1	9.7	14.8	22.9	17.1	18.6	14.2
Other	3.8	4.5	3.7	3.4	3.0	2.2	3.4
Total number	19,950	7,500	1,400	5,350	14,600	10,500	59,250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12-25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.55: Casual clients seeking support or accommodation, one-off assistance provided by age of person, New South Wales, 1998–99 (%)

One-off assistance provided	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Information	60.8	72.4	69.9	69.5	64.9	52.9	69.4
Referral for accommodation	34.0	39.8	46.1	45.8	41.0	47.1	42.7
Referral for non-accommodation	4.6	8.6	11.1	12.1	7.5	—	9.8
Meals	2.0	5.2	7.2	7.5	8.2	17.6	6.4
Financial assistance/material aid	1.3	2.1	4.6	5.2	0.7	—	3.4
Transport	2.0	5.1	7.8	6.1	3.7	11.8	5.6
Laundry/shower facilities	2.0	2.9	3.6	3.2	6.0	11.8	3.3
Emotional support	7.8	11.8	18.3	18.9	20.9	11.8	15.7
Other	7.2	2.5	2.9	2.8	7.5	5.9	3.4
Total number	4,000	17,000	7,950	18,650	3,500	450	51,500

Notes

1. Number excluded due to errors (weighted): 260
2. Number excluded due to omissions (weighted): 7,462
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.56: Casual clients seeking support or accommodation, one-off assistance provided by presenting unit, New South Wales, 1998–99 (%)

One-off assistance provided	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Information	65.0	81.4	66.7	83.5	80.0	66.6
Referral for accommodation	38.0	55.9	56.6	40.0	40.0	42.3
Referral for non-accommodation	6.0	30.5	14.0	15.3	8.0	8.6
Meals	7.2	3.4	2.2	3.5	4.0	5.9
Financial assistance/material aid	2.8	5.1	4.4	1.2	—	3.1
Transport	4.8	10.2	5.9	2.4	8.0	5.1
Laundry/shower facilities	3.7	1.7	0.7	3.5	4.0	3.0
Emotional support	9.5	28.8	25.4	34.1	12.0	14.2
Other	3.5	1.7	2.2	8.2	8.0	3.4
Total number	42,600	1,550	11,850	2,200	650	58,850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 390
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

5.5.12 One-off assistance provided—Casual Client Collection

Table 5.57: Casual client contacts, one-off assistance provided by region, New South Wales, 1998–99 (%)

One-off assistance provided	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Information	67.8	57.1	72.1	39.2	44.0	69.7	69.3	76.5	68.5
Referral arranged	44.1	28.6	34.5	18.8	18.0	50.3	40.0	44.3	33.9
Emotional support	42.0	34.3	17.9	27.0	18.7	40.6	37.2	38.3	32.7
Meals	3.5	5.7	9.2	33.2	53.2	9.1	27.3	11.3	19.5
Financial/material aid	3.5	2.9	14.0	5.0	5.2	3.4	2.8	8.7	7.3
Transport	3.5	20.0	3.1	32.3	4.1	5.7	1.1	20.0	8.2
Laundry/shower facilities	3.5	2.9	5.2	4.7	5.4	4.0	5.4	1.7	7.0
Other	7.0	37.1	14.0	44.5	13.2	29.7	7.9	21.7	20.2
Total number	3,700	900	5,950	8,300	14,000	4,550	9,250	3,000	126,200

Table 5.57 (continued): Casual client contacts, one-off assistance provided by region, New South Wales, 1998–99 (%)

One-off assistance provided	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Information	75.6	56.5	73.5	65.8	78.9	87.2	76.9	61.3	68.5
Referral arranged	39.4	26.3	40.4	41.1	35.1	39.9	35.8	24.3	33.9
Emotional support	40.8	38.9	42.6	41.1	48.5	23.5	33.7	38.7	32.7
Meals	10.2	7.6	5.1	21.9	17.0	9.9	17.6	4.5	19.5
Financial/material aid	10.2	1.5	21.3	8.2	2.1	10.8	7.6	14.4	7.3
Transport	5.6	6.5	3.7	32.9	18.0	8.1	5.0	10.8	8.2
Laundry/shower facilities	1.3	0.8	3.7	21.9	7.2	4.9	13.5	3.6	7.0
Other	18.0	16.4	12.5	46.6	42.8	17.5	18.2	36.0	20.2
Total number	9,700	6,800	3,550	1,900	5,050	11,600	35,050	2,900	126,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.
7. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.58: Casual client contacts, one-off assistance provided by service delivery model, New South Wales, 1998–99 (%)

One-off assistance provided	Crisis/short-term accommodation	Medium/long-term accommodation	Outreach support	Telephone information/referral	Multiple	Other	Total
Information	76.3	55.1	71.4	98.2	55.9	73.3	68.5
Referral arranged	33.1	30.3	48.2	49.0	29.5	35.8	33.9
Emotional support	36.1	25.1	37.5	49.0	28.0	23.3	32.7
Meals	6.8	37.9	—	0.1	30.0	10.8	19.5
Financial/material aid	7.9	2.3	19.6	2.1	11.8	9.1	7.3
Transport	9.6	4.2	—	0.1	13.5	8.5	8.2
Laundry/shower facilities	2.8	4.9	—	0.3	16.0	5.1	7.0
Other	22.3	16.3	28.6	3.1	29.5	10.2	20.2
Total number	37,350	26,000	1,450	17,750	39,100	4,600	126,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.59: Casual client contacts, one-off assistance provided by primary target group, New South Wales, 1998–99 (%)

One-off assistance provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Information	66.6	46.3	60.4	85.9	82.4	68.4	68.5
Referral arranged	27.1	28.5	26.7	38.0	46.6	34.5	33.9
Emotional support	20.2	25.3	24.0	53.3	46.5	34.8	32.7
Meals	12.9	62.0	1.8	3.0	5.2	21.9	19.5
Financial/material aid	5.9	23.3	0.9	18.3	4.8	1.3	7.3
Transport	11.4	11.4	3.7	6.3	11.8	2.7	8.2
Laundry/shower facilities	1.2	37.7	—	—	2.9	3.6	7.0
Other	24.9	22.0	47.9	15.0	26.9	7.8	20.2
Total number	33,450	17,050	5,650	8,700	24,300	37,100	126,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.60: Casual client contacts, one-off assistance provided by presenting unit, New South Wales, 1998–99 (%)

One-off assistance provided	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Information	63.0	75.0	84.9	82.3	92.7	68.9
Referral arranged	30.5	32.6	44.8	50.0	24.4	34.2
Emotional support	28.0	22.0	48.5	47.6	29.3	32.8
Meals	24.6	15.9	5.0	6.5	--	19.3
Financial/material aid	7.0	12.9	6.0	19.4	2.4	7.2
Transport	8.5	4.5	8.1	7.3	4.9	8.3
Laundry/shower facilities	8.5	3.0	2.1	1.6	--	6.7
Other	20.8	12.9	19.3	24.2	14.6	20.3
Total number	89,650	3,450	27,500	3,200	1,050	124,850

Notes

1. Number excluded due to errors (weighted): 390
2. Number excluded due to omissions (weighted): 962
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client Collection

6 Circumstances of SAAP clients after support

The overall aim of SAAP is ‘to provide transitional supported accommodation and related support services, in order to help people who are homeless to achieve the maximum possible degree of self-reliance and independence’ (*Supported Accommodation Assistance Act 1994*). The Act also states that ‘within this aim the goals are:

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

To enable some assessment about the program’s ability to achieve these objectives, this chapter details changes in clients’ circumstances following the provision of SAAP services. It is important to remember that the achievement of such objectives does not depend on the intervention of SAAP agencies alone—a complex interplay of policies and programs relating to income security, housing and community services, together with the personal circumstances of individuals, will influence outcomes for SAAP clients. Accordingly, findings presented in this chapter can inform policies specifically related to SAAP and those related to other social programs.

The analyses presented here permit comparisons of client circumstances after support: in different regions; for agencies with different target groups and service delivery models; and by clients with different characteristics. Circumstances after support in relation to clients’ income, housing, labour force status and student status are examined in Tables 6.1–6.38. The populations of all tables in this chapter relate to occasions of support rather than to discrete individuals; they include, for obvious reasons, only those support periods that ended during the year.

6.1 Overview

In New South Wales in 4% of support periods clients had not income before support but had some income after support. Clients in 9% of cases had no income both before and after receiving support (Table 6.1). An improvement in income status over the support period was more likely to occur when the support period was longer (Table 6.7).

At the conclusion of 71% of support periods, clients were living in housing that could be characterised as ‘independent’ (Table 6.9). (See Appendix 1 for details of how

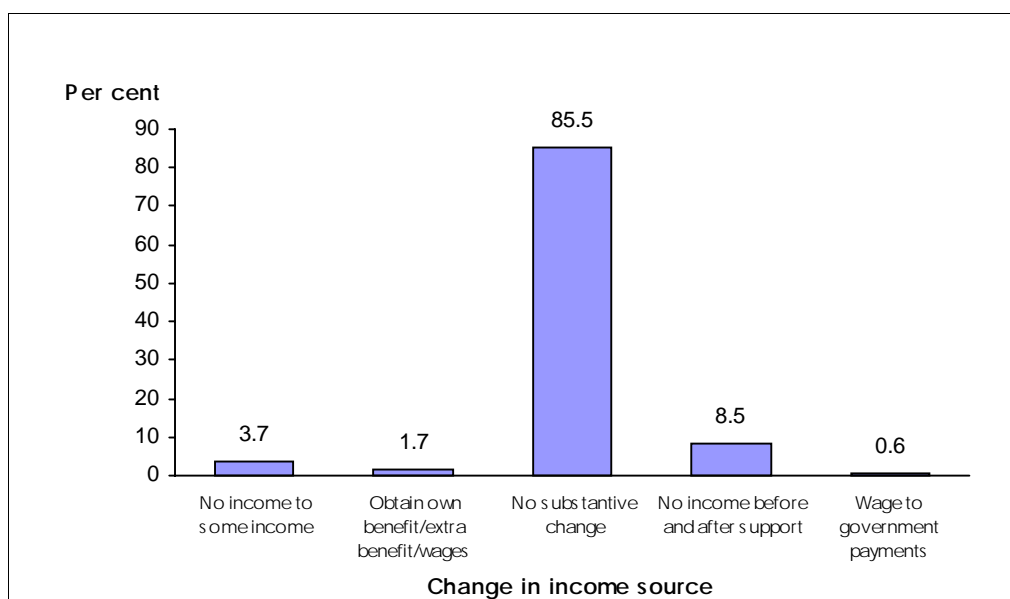
independent and dependent housing have been defined.) In comparison, clients had been living in independent housing before support in 45% of all support periods (see Chapter 4—Table 4.19). After receiving support, 41% of clients were living in private rental accommodation and 13% lived in public housing. In 29% of cases clients were not living in independent housing, including 17% of support periods in which clients were housed in SAAP crisis or short term or medium to long term accommodation.

Following 4% of support periods, previously unemployed clients had obtained either full-time or part-time work and, in an additional 2% of cases, they were working on a casual basis (Table 6.18). The proportion of cases in which clients found work varied among regions and also according to agencies' service delivery model and primary target group (Tables 6.17-19). The examination of employment circumstances after support is limited to those support periods in which clients were unemployed before receiving SAAP assistance. Caution should be exercised when examining the analysis presented here as nearly one third of relevant cases have been excluded due to missing data.

Only a small minority of support periods involved clients who were students or trainees before receiving assistance (see Chapter 4). Of clients who were students before receiving support, 76% were still studying immediately after receiving support (Table 6.27).

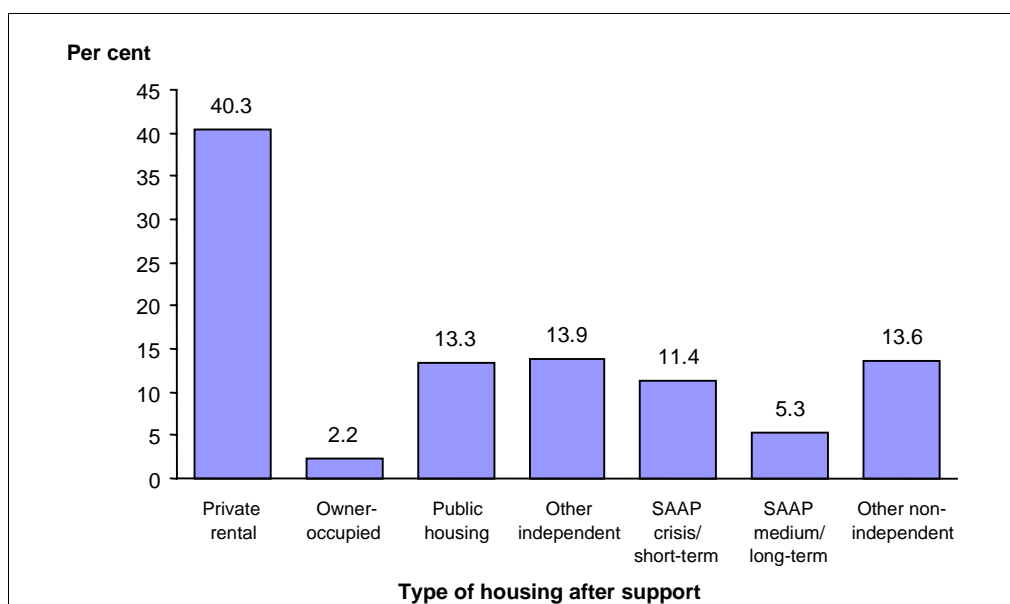
Clients who were not students before receiving support, undertook studies or employment training after receiving assistance in 2% of cases (Table 6.32). For clients aged less than 15 years the comparable figure was higher (14%) (Table 6.35). Clients who were not students before support undertook studies or employment training in a higher proportion of cases where support was provided for longer periods (Table 6.37).

6.2 Key charts



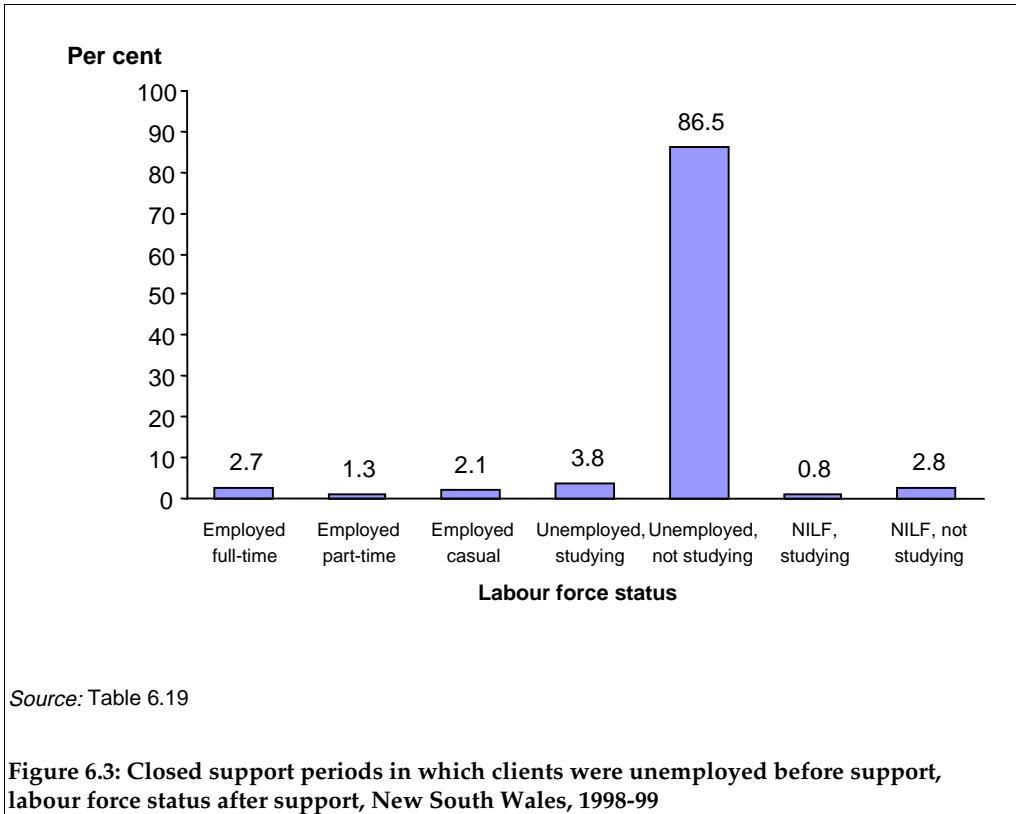
Source: Table 6.3

Figure 6.1: Closed support periods, change in income source, New South Wales, 1998-99



Source: Table 6.11

Figure 6.2: Closed support periods, type of housing after support, New South Wales, 1998-99



6.3 Detailed tables

6.3.1 Change in income source

Table 6.1: Closed support periods, change in income source of client by service delivery model, New South Wales, 1998–99 (%)

Income source change	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
No income to some income	2.9	5.6	15.0	3.8	3.6
Obtain own benefit/ extra benefit/wages	1.2	3.6	2.1	1.9	1.6
No substantive change	84.4	83.4	59.1	88.7	85.3
No income before and after support	10.9	6.3	23.0	4.9	8.9
Wage to government payments/ some income to no income	0.5	1.2	0.8	0.7	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	14,250	2,100	300	6,750	23,350

Notes

1. Number excluded due to errors (weighted): 472
2. Number excluded due to omissions (weighted): 4,422
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.2: Closed support periods, change in income source of client by primary target group, New South Wales, 1998–99 (%)

Income source change	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
No income to some income	4.6	2.3	3.0	7.2	3.2	3.5	3.6
Obtain own benefit/ extra benefit/wages	0.7	2.4	1.3	1.8	1.6	1.9	1.6
No substantive change	68.9	92.8	91.1	87.2	91.3	92.9	85.3
No income before and after support	25.2	2.0	3.2	2.2	3.0	1.3	8.9
Wage to government payments/ some income to no income	0.6	0.4	1.4	1.5	0.8	0.4	0.6
<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>
Total number	6,700	6,500	350	1,100	6,500	2,150	23,350

Notes

1. Number excluded due to errors (weighted): 472
2. Number excluded due to omissions (weighted): 4,422
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.3: Closed support periods, change in income source of client by region, New South Wales, 1998–99 (%)

Income source change	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
No income to some income	2.9	3.6	4.0	2.6	2.6	2.5	17.5	2.8	3.7
Obtain own benefit/ extra benefit/wages	1.5	2.6	1.7	0.5	2.1	1.1	3.3	0.9	1.7
No substantive change	74.7	77.3	84.0	90.1	86.4	89.6	74.0	83.9	85.5
No income before and after support	20.6	16.2	9.6	6.7	8.2	6.4	3.6	12.3	8.5
Wage to government payments/some income to no income	0.2	0.3	0.6	0.1	0.8	0.4	1.6	0.1	0.6
<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>
Total number	500	300	1,500	800	1,450	1,200	550	900	15,900

Table 6.3 (continued): Closed support periods, change in income source of client by region, New South Wales, 1998–99 (%)

Income source change	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
No income to some income	5.1	2.1	5.7	1.6	3.4	5.1	3.3	2.5	3.7
Obtain own benefit/ extra benefit/wages	2.7	0.5	4.4	0.3	1.7	2.4	2.4	0.7	1.7
No substantive change	67.7	85.8	79.5	95.4	89.6	83.4	87.9	82.6	85.5
No income before and after support	22.7	11.1	8.3	2.5	4.6	8.3	5.7	13.6	8.5
Wage to government payments/some income to no income	1.9	0.5	2.2	0.1	0.7	0.7	0.7	0.6	0.6
<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>

Notes

1. Number excluded due to errors (unweighted): 321
2. Number excluded due to omissions (unweighted): 2,895
3. Number of records excluded because consent was not obtained: 7,969
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for agency non-participation and client non-consent. 15,900 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.4: Closed support periods, change in income source by gender of client, New South Wales, 1998–99 (%)

Income source change	Female	Male	Total
No income to some income	3.7	3.4	3.6
Obtain own benefit/ extra benefit/wages	1.3	2.0	1.6
No substantive change	85.9	84.5	85.3
No income before and after support	8.3	9.6	8.9
Wage to government payments/ some income to no income	0.7	0.5	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	12,000	11,200	23,200

Notes

1. Number excluded due to errors (weighted): 481
2. Number excluded due to omissions (weighted): 4,548
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.5: Closed support periods, change in income source by age of client, New South Wales, 1998–99 (%)

Income source change	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
No income to some income	3.0	5.2	2.2	3.6	2.2	1.5	3.6
Obtain own benefit/ extra benefit/wages	0.5	0.8	2.0	2.1	1.7	—	1.6
No substantive change	8.5	75.4	92.5	91.7	94.1	98.1	85.2
No income before and after support	87.4	17.9	2.8	2.0	1.6	0.5	8.9
Wage to government payments/ some income to no income	0.5	0.7	0.5	0.7	0.5	—	0.6
<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>
Total number	800	5,750	3,600	10,400	2,450	300	23,300

Notes

1. Number excluded due to errors (weighted): 472
2. Number excluded due to omissions (weighted): 4,452
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.6: Closed support periods, change in income source by ethnicity of client, New South Wales, 1998–99 (%)

Income source change	Indigenous Australian	Non-English-speaking background	Other	Total
No income to some income	2.2	8.5	3.2	3.5
Obtain own benefit/ extra benefit/wages	0.3	2.2	1.8	1.6
No substantive change	89.5	78.7	85.3	85.3
No income before and after support	7.6	9.4	9.1	8.9
Wage to government payments/ some income to no income	0.4	1.2	0.6	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,200	2,000	17,500	22,650

Notes

1. Number excluded due to errors (weighted): 445
2. Number excluded due to omissions (weighted): 5,134
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.7: Closed support periods, change in income source by duration of support, New South Wales, 1998–99 (%)

Income source change	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
No income to some income	0.8	0.9	2.9	3.6	4.9	7.1	6.5	7.3	10.7	3.5
Obtain own benefit/ extra benefit/wages	0.4	0.3	1.1	1.5	1.7	2.8	4.6	3.6	9.5	1.6
No substantive change	90.0	87.0	86.0	85.9	84.2	81.9	82.1	84.1	71.7	85.3
No income before and after support	8.6	11.6	9.2	8.5	8.5	7.2	5.4	3.4	6.1	9.0
Wage to government payments/ some income to no income	0.3	0.2	0.8	0.5	0.7	0.9	1.4	1.5	2.0	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,250	6,950	3,000	2,550	2,400	3,700	1,200	750	500	23,250

Notes

1. Number excluded due to errors (weighted): 472
2. Number excluded due to omissions (weighted): 4,523
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.8: Closed support periods, change in income source by duration of client's current homelessness, New South Wales, 1998–99 (%)

Income source change	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
No income to some income	3.2	3.0	4.3	3.6	4.0	3.9	3.4	3.5
Obtain own benefit/ extra benefit/wages	1.5	2.3	1.9	2.0	1.5	1.4	1.7	1.7
No substantive change	86.2	88.0	86.7	82.3	87.4	89.5	81.8	85.6
No income before and after support	8.6	6.1	6.7	10.4	6.3	4.8	12.5	8.6
Wage to government payments/ some income to no income	0.6	0.5	0.4	1.6	0.8	0.5	0.6	0.6
<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>
Total number	6,950	1,150	2,650	950	950	1,850	4,100	18,550

Notes

1. Number excluded due to errors (weighted): 348
2. Number excluded due to omissions (weighted): 9,335
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

6.3.2 Type of housing after support

Table 6.9: Closed support periods, client's type of housing after support by service delivery model, New South Wales, 1998–99 (%)

Type of housing after support	Crisis/short-term accommodation	Medium/long-term accommodation	Outreach support	Other	Total
Independent housing					
Private rental	37.7	46.2	43.7	46.5	41.1
Owner-occupied	3.0	0.4	—	1.5	2.3
Public housing	12.6	13.2	6.9	13.7	12.9
Other	14.7	14.2	41.4	12.1	14.4
Non-independent housing					
SAAP crisis/short term	12.8	11.6	—	9.0	11.4
SAAP medium/long term	5.8	4.2	4.9	3.9	5.1
Other	13.5	10.1	3.1	13.3	12.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10,550	1,900	300	4,750	17,500

Notes

1. Number excluded due to errors (weighted): 45
2. Number excluded due to omissions (weighted): 10,686
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections Table

6.10: Closed support periods, client's type of housing after support by primary target group, New South Wales, 1998–99 (%)

Type of housing after support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Independent housing							
Private rental	36.4	41.2	31.9	44.1	41.8	53.1	41.1
Owner-occupied	0.5	0.9	3.4	1.9	5.0	1.9	2.3
Public housing	5.5	7.3	24.9	26.8	18.2	18.6	12.9
Other	26.6	6.6	7.5	9.2	10.7	7.8	14.4
Non-independent housing							
SAAP crisis/short term	13.4	12.9	15.0	6.0	11.4	4.7	11.4
SAAP medium/long term	7.9	3.8	5.3	3.6	4.8	0.9	5.1
Other	9.7	27.3	12.0	8.5	8.2	13.0	12.9
<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>
Total number	5,450	3,350	400	1,050	5,450	1,800	17,500

Notes

1. Number excluded due to errors (weighted): 45
2. Number excluded due to omissions (weighted): 10,686
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.11: Closed support periods, client's type of housing after support by region, New South Wales, 1998–99 (%)

Type of housing after support	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Independent housing									
Private rental	35.0	37.9	30.1	61.1	45.8	45.1	30.9	55.9	40.3
Owner-occupied	1.9	4.3	2.0	1.1	4.6	1.4	0.2	3.7	2.2
Public housing	11.1	18.0	11.5	7.3	11.2	8.5	25.9	10.6	13.3
Other	19.9	18.0	10.4	11.3	11.9	12.9	14.7	15.5	13.9
Non-independent housing									
SAAP crisis/short term	12.4	11.0	12.1	4.7	9.8	4.9	12.9	5.3	11.4
SAAP medium/long term	11.3	2.8	14.1	2.8	3.4	5.6	6.4	1.2	5.3
Other	8.4	8.0	19.8	11.7	13.4	21.7	9.0	7.8	13.6
<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>

Table 6.11 (continued): Closed support periods, client's type of housing after support by region, New South Wales, 1998–99 (%)

Type of housing after support	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Independent housing									
Private rental	36.2	35.9	31.8	55.9	39.6	42.3	27.5	34.9	40.3
Owner-occupied	2.5	3.4	1.0	1.8	2.5	4.1	0.5	1.8	2.2
Public housing	17.4	12.6	12.9	28.5	17.2	16.9	7.7	15.7	13.3
Other	13.3	29.5	15.4	5.1	17.3	9.8	9.8	20.2	13.9
Non-independent housing									
SAAP crisis/short term	11.0	5.4	18.4	1.6	6.2	11.6	27.0	10.0	11.4
SAAP medium/long term	7.7	1.4	9.0	0.6	1.6	4.6	9.0	6.2	5.3
Other	11.9	11.8	11.4	6.5	15.7	10.6	18.6	11.2	13.6
<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>

Notes

1. Number excluded due to errors (unweighted): 33
2. Number excluded due to omissions (unweighted): 7,457
3. Number of records excluded because consent was not obtained: 7,969
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 11,650 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.12: Closed support periods, client's type of housing after support by gender of client, New South Wales, 1998–99 (%)

Type of housing after support	Female	Male	Total
Independent housing			
Private rental	42.0	39.6	41.0
Owner-occupied	3.2	0.8	2.3
Public housing	17.0	6.6	12.8
Other	14.0	15.2	14.5
Non-independent housing			
SAAP crisis/short term	11.0	12.0	11.4
SAAP medium/long term	4.9	5.3	5.1
Other	7.9	20.6	12.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10,450	7,000	17,450

Notes

1. Number excluded due to errors (weighted): 55
2. Number excluded due to omissions (weighted): 10,771
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.13: Closed support periods, client's type of housing after support by age of client, New South Wales, 1998–99 (%)

Type of housing after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Independent housing							
Private rental	8.8	37.0	44.6	44.6	43.5	33.9	41.1
Owner-occupied	0.3	0.3	0.5	3.2	5.3	12.9	2.3
Public housing	4.1	5.4	12.4	17.5	15.4	16.7	12.8
Other	57.2	25.5	10.8	7.9	5.0	4.7	14.4
Non-independent housing							
SAAP crisis/short term	13.5	14.0	12.0	10.1	8.7	6.8	11.4
SAAP medium/long term	5.4	8.2	4.2	3.4	5.3	7.5	5.1
Other	10.8	9.6	15.5	13.3	16.8	17.5	12.9
<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>
Total number	600	4,700	2,550	7,750	1,700	200	17,500

Notes

1. Number excluded due to errors (weighted): 45
2. Number excluded due to omissions (weighted): 10,708
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.14: Closed support periods, client's type of housing after support by ethnicity of client, New South Wales, 1998–99 (%)

Type of housing after support	Indigenous Australian	Non-English-speaking background	Other	Total
Independent housing				
Private rental	38.6	42.5	41.2	40.9
Owner-occupied	0.7	5.5	2.2	2.3
Public housing	24.1	15.1	10.5	12.9
Other	16.4	10.8	14.8	14.6
Non-independent housing				
SAAP crisis/short term	8.3	11.4	11.9	11.3
SAAP medium/long term	3.1	6.9	5.2	5.0
Other	8.9	7.9	14.3	12.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,500	1,650	12,800	17,000

Notes

1. Number excluded due to errors (weighted): 41
2. Number excluded due to omissions (weighted): 11,204
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.15: Closed support periods, client's type of housing after support by duration of support, New South Wales, 1998–99 (%)

Type of housing after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Independent housing										
Private rental	52.0	38.0	38.5	37.8	39.4	41.1	43.6	46.0	41.9	41.1
Owner-occupied	3.9	2.2	2.1	1.3	2.3	2.3	1.7	2.2	2.3	2.3
Public housing	7.9	10.6	9.1	10.5	12.0	16.0	20.7	23.5	25.5	12.8
Other	13.0	16.2	15.5	15.7	13.3	13.4	11.4	10.5	19.4	14.4
Non-independent housing										
SAAP crisis/short term	12.7	13.3	13.9	13.1	12.0	9.4	7.3	3.4	3.1	11.4
SAAP medium/long term	1.2	2.6	5.0	5.7	7.1	8.6	7.5	5.9	2.8	5.1
Other	9.2	17.1	15.8	16.0	13.9	9.2	7.7	8.5	4.9	12.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,900	4,400	2,050	1,750	1,850	3,150	1,150	700	500	17,450

Notes

1. Number excluded due to errors (weighted): 45
2. Number excluded due to omissions (weighted): 10,762
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.16: Closed support periods, client's type of housing after support by duration of client's current homelessness, New South Wales, 1998–99 (%)

Type of housing after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Independent housing								
Private rental	38.9	44.9	41.9	38.8	37.8	37.8	44.8	40.9
Owner-occupied	1.3	0.5	1.5	3.6	2.0	4.0	3.4	2.2
Public housing	11.5	11.4	12.3	12.5	13.3	17.5	14.1	13.0
Other	14.8	12.5	14.6	14.4	14.2	10.9	16.4	14.6
Non-independent housing								
SAAP crisis/short term	13.1	9.5	10.7	10.6	15.8	11.4	7.1	10.9
SAAP medium/long term	5.0	7.0	6.6	8.0	7.5	5.8	3.1	5.3
Other	15.4	14.2	12.4	12.2	9.4	12.5	11.1	13.1
<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>
Total number	4,850	850	2,050	700	750	1,300	3,350	13,850

Notes

1. Number excluded due to errors (weighted): 32
2. Number excluded due to omissions (weighted): 14,357
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

6.3.3 Unemployed persons—labour force status after support

Table 6.17: Closed support periods in which clients were unemployed before support, labour force status of client after support by service delivery model, New South Wales, 1998–99 (%)

Labour force status after support	Crisis/short-term accommodation	Medium/long-term accommodation	Outreach support	Other	Total
Employed full time	1.7	5.6	2.5	3.1	2.5
Employed part time	1.0	4.2	—	1.0	1.3
Employed on casual basis	1.3	4.8	3.2	2.5	2.0
Unemployed—studying	3.9	5.4	5.0	3.3	3.9
Unemployed—not studying	88.7	77.2	78.6	86.1	86.7
Not in labour force—studying	0.6	1.2	4.1	1.1	0.9
Not in labour force—not studying	2.7	1.6	6.6	2.9	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	4,750	800	100	2,550	8,150

Notes

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 3,492
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.18: Closed support periods in which clients were unemployed before support, labour force status of client after support by primary target group, New South Wales, 1998–99 (%)

Labour force status after support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Employed full time	1.4	3.9	2.7	1.6	1.1	3.2	2.5
Employed part time	1.0	0.9	4.0	4.3	1.8	1.6	1.3
Employed on casual basis	2.0	2.2	2.7	2.7	1.7	2.1	2.0
Unemployed—studying	5.2	1.0	12.0	8.4	6.4	4.3	3.9
Unemployed—not studying	85.5	89.9	74.7	77.5	83.7	86.9	86.7
Not in labour force—studying	2.1	—	—	2.5	0.6	—	0.9
Not in labour force—not studying	2.7	2.1	4.0	3.0	4.7	1.8	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,750	3,050	100	150	1,250	850	8,150

Notes

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 3,492
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.19: Closed support periods in which clients were unemployed before support, labour force status of client after support by region, New South Wales, 1998–99 (%)

Labour force status after support	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Employed full time	3.8	—	2.7	0.3	1.6	1.7	4.3	—	2.7
Employed part time	1.4	1.2	1.1	0.3	1.2	1.1	3.8	1.2	1.3
Employed on casual basis	2.4	3.6	2.1	0.3	2.3	2.8	2.7	—	2.1
Unemployed—studying	4.8	14.3	1.3	8.3	3.7	1.5	7.6	4.7	3.8
Unemployed—not studying	85.7	78.6	90.9	87.3	86.2	90.5	78.3	88.2	86.5
Not in labour force—studying	0.5	1.2	0.8	1.0	1.2	0.6	—	2.7	0.8
Not in labour force—not studying	1.4	1.2	1.1	2.5	3.7	1.7	3.3	3.1	2.8
<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>

Table 6.19 (continued): Closed support periods in which clients were unemployed before support, labour force status of client after support by region, New South Wales, 1998–99 (%)

Labour force status after support	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Employed full time	3.5	0.8	5.3	1.3	1.9	4.6	4.7	1.2	2.7
Employed part time	2.7	0.8	5.3	1.3	1.1	0.3	1.5	2.1	1.3
Employed on casual basis	4.4	—	2.6	5.2	1.1	4.0	1.9	2.9	2.1
Unemployed—studying	9.7	5.0	7.9	3.3	3.6	2.8	2.6	4.1	3.8
Unemployed—not studying	71.7	92.7	63.2	83.7	90.0	84.7	84.5	86.8	86.5
Not in labour force—studying	2.7	0.4	5.3	1.3	0.6	0.9	0.5	0.4	0.8
Not in labour force—not studying	5.3	0.4	10.5	3.9	1.7	2.8	4.2	2.5	2.8
<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>

Notes

1. Number excluded due to errors (unweighted): 3
2. Number excluded due to omissions (unweighted): 2,343
3. Number of records excluded because consent was not obtained: 7,969
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for agency non-participation and client non-consent. 5,600 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.20: Closed support periods in which clients were unemployed before support, labour force status of client after support by gender of client, New South Wales, 1998–99 (%)

Labour force status after support	Female	Male	Total
Employed full time	1.1	3.2	2.5
Employed part time	1.7	1.1	1.3
Employed on casual basis	1.8	2.1	2.0
Unemployed—studying	6.5	2.6	3.9
Unemployed—not studying	83.3	88.4	86.7
Not in labour force—studying	1.5	0.5	0.8
Not in labour force—not studying	4.2	2.0	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,650	5,450	8,100

Notes

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 3,520
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.21: Closed support periods in which clients were unemployed before support, labour force status of client after support by age of client, New South Wales, 1998–99 (%)

Labour force status after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Employed full time	13.5	1.2	2.0	3.3	4.9	—	2.5
Employed part time	8.8	0.9	0.8	1.6	2.4	—	1.3
Employed on casual basis	—	2.0	2.2	1.8	3.9	—	2.0
Unemployed—studying	7.7	5.8	3.6	2.7	2.5	—	3.9
Unemployed—not studying	56.8	85.6	88.2	88.0	81.4	70.4	86.7
Not in labour force—studying	13.1	1.9	0.5	0.2	0.3	—	0.9
Not in labour force—not studying	—	2.5	2.7	2.5	4.7	29.6	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	2,550	1,700	3,400	500	<25	8,150

Notes

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 3,497
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.22: Closed support periods in which clients were unemployed before support, labour force status of client after support by ethnicity of client, New South Wales, 1998–99 (%)

Labour force status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Employed full time	0.3	2.6	2.8	2.5
Employed part time	1.0	1.0	1.3	1.3
Employed on casual basis	1.0	4.0	2.0	2.1
Unemployed—studying	4.3	9.2	3.4	3.9
Unemployed—not studying	91.3	78.0	86.8	86.7
Not in labour force—studying	0.9	2.0	0.7	0.8
Not in labour force—not studying	1.2	3.2	2.9	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	850	550	6,550	7,900

Notes

1. Number excluded due to errors (weighted): 2
2. Number excluded due to omissions (weighted): 3,735
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.23: Closed support periods in which clients were unemployed before support, labour force status of client after support by duration of support, New South Wales, 1998–99 (%)

Labour force status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Employed full time	—	0.7	0.9	1.8	3.2	4.8	8.3	8.2	19.5	2.5
Employed part time	—	0.1	0.5	0.9	1.3	3.0	4.8	7.4	5.1	1.3
Employed on casual basis	1.1	0.6	1.1	2.2	2.1	4.4	5.6	3.7	7.9	2.0
Unemployed—studying	7.4	2.5	3.1	3.2	2.5	6.1	6.4	4.1	3.7	3.9
Unemployed—not studying	89.6	94.0	92.5	89.1	87.7	76.7	63.6	63.7	52.6	86.8
Not in labour force—studying	—	0.3	0.1	0.5	0.4	1.7	4.8	3.1	5.2	0.8
Not in labour force—not studying	1.9	1.8	1.7	2.3	2.8	3.3	6.4	9.8	5.9	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	750	2,550	1,100	950	900	1,150	350	250	100	8,100

Notes

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 3,541
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.24: Closed support periods in which clients were unemployed before support, labour force status of client after support by duration of client's current homelessness, New South Wales, 1998–99 (%)

Labour force status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Employed full time	3.1	2.8	2.2	2.5	2.0	1.1	2.2	2.6
Employed part time	0.7	1.5	2.1	4.2	1.9	0.7	1.9	1.4
Employed on casual basis	1.7	3.0	2.2	1.8	1.7	2.4	2.2	2.0
Unemployed—studying	2.3	1.3	4.1	4.0	6.4	2.7	5.2	3.3
Unemployed—not studying	89.2	87.9	86.0	81.4	83.0	89.4	85.3	87.3
Not in labour force—studying	0.3	0.7	1.4	1.1	0.5	0.8	1.2	0.7
Not in labour force—not studying	2.7	2.7	2.0	4.9	4.5	3.0	2.2	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,950	450	1,000	300	300	550	1,200	6,800

Notes

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 4,874
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

6.3.4 Students—labour force status after support

Table 6.25: Closed support periods in which clients were students before support, labour force status of client after support by service delivery model, New South Wales, 1998–99 (%)

Labour force status after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Employed full time	1.4	6.2	13.1	3.7	3.3
Employed part time	3.5	4.0	3.4	4.1	3.7
Employed on casual basis	2.8	6.7	9.6	6.0	4.5
Unemployed—studying	10.1	4.3	3.4	11.5	9.1
Unemployed—not studying	3.4	7.8	5.1	10.0	5.7
Not in labour force—studying	73.8	66.7	59.1	57.0	68.2
Not in labour force—not studying	4.9	4.4	6.2	7.7	5.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,600	500	150	600	2,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,244
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.26: Closed support periods in which clients were students before support, labour force status of client after support by region, New South Wales, 1998–99 (%)

Labour force status after support	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Employed full time	1.1	1.8	3.9	2.0	1.9	4.5	13.0	1.0	3.5
Employed part time	3.2	5.4	2.6	2.0	5.7	0.8	1.3	1.9	4.0
Employed on casual basis	8.4	3.6	2.6	4.1	6.3	0.8	15.6	1.9	4.4
Unemployed—studying	6.3	14.3	5.9	19.4	7.5	5.3	16.9	9.5	9.5
Unemployed—not studying	4.2	1.8	2.0	6.1	10.1	6.1	9.1	4.8	6.2
Not in labour force—studying	69.5	64.3	78.9	54.1	61.0	75.8	40.3	76.2	66.4
Not in labour force—not studying	7.4	8.9	3.9	12.2	7.5	6.8	3.9	4.8	6.0
<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>

Table 6.26 (continued): Closed support periods in which clients were students before support, labour force status of client after support by region, New South Wales, 1998–99 (%)

Labour force status after support	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Employed full time	—	2.0	3.2	4.4	2.0	4.8	7.8	1.7	3.5
Employed part time	6.9	3.3	3.2	24.4	6.9	2.9	4.1	1.7	4.0
Employed on casual basis	3.0	3.3	3.2	8.9	4.9	2.9	3.7	4.2	4.4
Unemployed—studying	8.9	8.6	4.8	6.7	12.7	5.7	13.4	6.7	9.5
Unemployed—not studying	3.0	0.7	4.8	2.2	3.9	4.8	18.9	2.5	6.2
Not in labour force—studying	74.3	81.5	77.4	40.0	62.7	76.2	41.9	81.7	66.4
Not in labour force—not studying	4.0	0.7	3.2	13.3	6.9	2.9	10.1	1.7	6.0
<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>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 2,181
3. Number of records excluded because consent was not obtained: 7,969
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for agency non-participation and client non-consent. 1,800 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.27: Closed support periods in which clients were students before support, labour force status of client after support by gender of client, New South Wales, 1998–99 (%)

Labour force status after support	Female	Male	Total
Employed full time	2.3	4.7	3.3
Employed part time	4.4	2.7	3.7
Employed on casual basis	4.2	4.9	4.5
Unemployed—studying	8.9	9.4	9.1
Unemployed—not studying	4.7	7.2	5.7
Not in labour force—studying	70.4	65.2	68.2
Not in labour force—not studying	5.2	6.0	5.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,650	1,200	2,800

Notes

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 3,251
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.28: Closed support periods in which clients were students before support, labour force status of client after support by age of client, New South Wales, 1998–99 (%)

Labour force status after support	Under 15 years	15–19 years	20–24 years	25 years and over	Total
Employed full time	0.3	3.1	4.8	7.2	3.3
Employed part time	0.6	2.5	5.8	11.1	3.7
Employed on casual basis	0.2	5.3	6.5	6.1	4.5
Unemployed—studying	0.6	7.1	24.6	19.7	9.1
Unemployed—not studying	0.3	5.8	13.5	8.1	5.7
Not in labour force—studying	96.7	71.1	36.9	37.1	68.3
Not in labour force—not studying	1.3	5.1	8.0	10.7	5.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	550	1,650	200	400	2,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,252
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.29: Closed support periods in which clients were students before support, labour force status of client after support by ethnicity of client, New South Wales, 1998–99 (%)

Labour force status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Employed full time	2.3	2.8	3.5	3.3
Employed part time	6.8	3.4	3.4	3.8
Employed on casual basis	0.5	5.6	4.8	4.4
Unemployed—studying	8.6	17.8	8.1	9.1
Unemployed—not studying	7.5	5.9	5.5	5.8
Not in labour force—studying	68.7	61.8	69.0	68.2
Not in labour force—not studying	5.6	2.6	5.6	5.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	300	250	2,150	2,750

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,316
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.30: Closed support periods in which clients were students before support, labour force status of client after support by duration of support, New South Wales, 1998–99 (%)

Labour force status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Employed full time	—	0.7	3.0	1.7	2.7	2.2	6.6	12.2	16.2	3.3
Employed part time	1.8	4.4	2.6	4.1	2.2	3.0	5.9	7.7	6.0	3.7
Employed on casual basis	3.2	4.0	2.6	4.9	3.4	5.1	4.8	7.2	9.9	4.5
Unemployed — studying	12.7	10.3	9.6	10.5	6.3	9.4	6.7	4.8	3.0	9.1
Unemployed — not studying	2.0	2.6	4.6	7.2	3.9	6.9	11.4	7.0	14.8	5.6
Not in labour force — studying	75.4	75.1	72.6	65.8	74.8	68.1	56.3	52.5	41.0	68.3
Not in labour force — not studying	4.9	3.0	5.0	5.7	6.7	5.3	8.4	8.6	9.0	5.5
<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>100.0</i>
Total number	400	650	300	250	250	450	200	100	200	2,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,252
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.31: Closed support periods in which clients were students before support, labour force status of client after support by duration of client's current homelessness, New South Wales, 1998–99 (%)

Labour force status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Employed full time	2.8	7.2	2.7	2.1	—	4.5	2.0	2.6
Employed part time	3.7	—	2.3	2.0	3.4	4.4	3.5	3.1
Employed on casual basis	4.8	—	5.1	2.1	4.0	6.9	3.3	4.0
Unemployed—studying	9.4	4.1	8.4	8.4	13.2	8.7	7.5	8.5
Unemployed—not studying	5.5	10.9	5.4	8.4	7.1	11.8	2.6	5.5
Not in labour force—studying	66.4	75.7	69.7	72.7	70.5	61.5	75.9	70.6
Not in labour force—not studying	7.5	2.2	6.3	4.2	1.9	2.2	5.4	5.5
<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>
Total number	650	100	300	150	150	150	650	2,150

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,929
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

6.3.5 Non-students—student status after support

Table 6.32: Closed support periods in which clients were not students before support, student status of client after support by service delivery model, New South Wales, 1998–99 (%)

Student status after support	Crisis/short-term accommodation	Medium/long-term accommodation	Outreach support	Other	Total
Primary/secondary	0.6	1.7	1.4	0.5	0.7
Post-secondary/employment training	1.2	3.9	4.7	1.3	1.5
Not studying	98.2	94.4	93.8	98.2	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	12,250	1,550	150	5,850	19,800

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 5,085
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.33: Closed support periods in which clients were not students before support, student status of client after support by region, New South Wales, 1998–99 (%)

Student status after support	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Primary/secondary	1.1	1.1	0.2	1.2	0.7	0.5	0.6	0.9	0.7
Post-secondary/ employment training	2.4	4.9	1.2	3.3	1.3	0.4	2.8	1.7	1.5
Not studying	96.6	94.0	98.6	95.5	98.0	99.1	96.6	97.4	97.8
<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>

Table 6.33 (continued): Closed support periods in which clients were not students before support, student status of client after support by region, New South Wales, 1998–99 (%)

Student status after support	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Primary/secondary	3.2	0.4	1.2	0.2	0.1	0.8	0.4	2.1	0.7
Post-secondary/ employment training	2.8	0.7	1.9	1.2	1.2	1.7	1.1	1.6	1.5
Not studying	94.0	98.9	96.9	98.6	98.7	97.5	98.5	96.3	97.8
<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>

Notes

1. Number excluded due to errors (unweighted): 1
2. Number excluded due to omissions (unweighted): 3,435
3. Number of records excluded because consent was not obtained: 7,969
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for agency non-participation and client non-consent. 13,600 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.34: Closed support periods in which clients were not students before support, student status of client after support by gender of client, New South Wales, 1998–99 (%)

Student status after support	Female	Male	Total
Primary/secondary	0.7	0.6	0.7
Post-secondary/employment training	2.0	0.9	1.5
Not studying	97.3	98.4	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10,050	9,650	19,700

Notes

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 5,181
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.35: Closed support periods in which clients were not students before support, student status of client after support by age of client, New South Wales, 1998–99 (%)

Student status after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Primary/secondary	12.8	2.5	0.1	—	0.1	—	0.7
Post-secondary/employment training	0.8	2.8	1.4	1.3	0.5	—	1.5
Not studying	86.5	94.7	98.5	98.7	99.4	100.0	97.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	200	4,000	3,300	9,750	2,300	250	19,800

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 5,109
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.36: Closed support periods in which clients were not students before support, student status of client after support by ethnicity of client, New South Wales, 1998–99 (%)

Student status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Primary/secondary	0.9	0.6	0.7	0.7
Post-secondary/employment training	1.0	3.2	1.4	1.5
Not studying	98.1	96.2	97.9	97.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,650	1,700	14,900	19,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 5,677
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.37: Closed support periods in which clients were not students before support, student status of client after support by duration of support, New South Wales, 1998–99 (%)

Student status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Primary/secondary	—	0.1	0.2	0.7	1.1	1.7	2.4	0.5	1.3	0.7
Post-secondary/employment training	0.3	0.2	0.3	0.4	1.0	3.3	5.0	7.8	10.5	1.5
Not studying	99.7	99.7	99.4	98.9	97.9	95.1	92.7	91.7	88.2	97.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,800	5,950	2,600	2,250	2,100	3,100	1,000	600	300	19,700

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 5,179
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.38: Closed support periods in which clients were not students before support, student status of client after support by duration of client's current homelessness, New South Wales, 1998–99 (%)

Student status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Primary/secondary	0.4	0.8	1.0	0.4	0.4	0.8	0.7	0.6
Post-secondary/ employment training	0.7	1.3	2.6	1.0	2.0	1.8	2.1	1.5
Not studying	98.9	97.9	96.4	98.5	97.6	97.4	97.1	97.9
<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>
Total number	5,950	1,050	2,250	800	800	1,700	3,400	15,900

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 8,996
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

PART B

Longitudinal Analysis

7 Cross-period analysis

Part A of this report focused principally on the services needed and provided, and the circumstances before and after for each single occasion of support. Clearly, it is also of interest to know about longer term outcomes for clients and patterns of service use over time. The use of an alpha code in the SAAP National Data Collection permits longitudinal analysis to be undertaken and in future reports, as data for longer time periods become available, this analysis will take on increasing importance.

7.1 Client re-entry into SAAP

The analysis presented here focuses on the number of times clients accessed the program between 1 July 1998 and 30 June 1999. On average, clients received support on 2.15 occasions in this period. The majority of clients (59%) accessed the program only once; 19% on two separate occasions; 9% on three separate occasions; and 6% of clients on six or more separate occasions (Figure 7.1).

There were some differences in the number of support periods per client across gender, age and cultural groups (Tables 7.1–7.2). Male clients were more likely than female clients to receive support on multiple occasions (Table 7.1). The proportion of male clients accessing SAAP services only once was 53% while the comparable proportion of female clients was 67%. There was some variation in this gender difference with age. For example, 74% of female clients aged 45–64 years received support on only one occasion, whereas the proportion for male clients of the same age group was 52%. Furthermore, male clients aged between 45 and 64 were most likely to receive support on six or more occasions—11%, compared to 3% of female clients the same age, and 4% of male clients aged 15–19 years.

There were some differences in patterns of service use between clients of different ethnicities in terms of the number of times clients received support. A higher proportion of clients from non-English-speaking backgrounds received support once only—68% compared to 59% for Indigenous Australians and 58% for ‘other’ ethnicities (Table 7.2).

With the exception of clients aged under 15 years, younger clients who were escaping domestic violence tended to receive support more often than older clients. Fifty-seven per cent of those aged 15–19 years used SAAP services on one occasion, while the comparable figures for those aged 25–44 years and 45–64 years were 65% and 70% respectively (Table 7.3). Clients escaping domestic violence who were from a non-English-speaking background were less likely than other clients to use SAAP services on more than one occasion (28% compared to 38%) (Table 7.4).

Among service delivery models, repeat use of SAAP services was most common among clients who first approached ‘other’ agencies (44%) or crisis or short-term accommodation agencies (39%)—the proportion across all service delivery models was 41% (Table 7.5). A higher proportion of clients who first approached agencies targeting women escaping domestic violence (69%) and family agencies (68%)

received support on only one occasion, compared with clients first presenting at single men's agencies (50%) among whom repeat use was highest (Table 7.6).

7.2 Comparison of reporting periods

The following analysis relates to the three reporting periods—1996–97, 1997–98 and 1998–99. This year the data have been adjusted to account for agency non-participation and client non-consent as described in Section 1.4. For comparison purposes the previous years' figures have also been adjusted and these weighted data are given in the tables and described here. The unweighted figures for 1996–97 and 1997–98 are also provided in Table 7.8 to allow comparison.

There was a slight increase recorded in agency participation rates across the three reporting periods (Table 7.7). New South Wales agency participation increased from 94% in 1996–97 to 95% in 1997–98 and 96% in 1998–99. This pattern was not consistent across regions, with participation rates rising in some regions and falling in others.

While participation rose slightly over the three years, over the last two years there was a 4% decrease in the proportion of forms returned with consent and a valid alpha code—from 75% in 1997–98 to 71% in 1998–99 (Table 7.7). Consequently, the rate for 1998–99 was just below the 1996–97 rate. Falls in the proportion of forms with consent and valid alpha codes were observed in all regions except Orana-Far West where there was a very slight rise.

Overall it is estimated that there were 57,950 support periods in New South Wales in 1996–97. This dropped to just below 55,000 in 1997–98, rising slightly to 55,400 in 1998–99 (Table 7.8). The number of clients provided with SAAP services showed a slightly different pattern over the three years. In 1996–97, an estimated 26,650 clients were provided with support. This increased to 29,100 in 1997–98 and dropped back again to 27,300 clients in 1998–99. The number of accompanying children visits rose from 12,700 in 1996–97 to 15,000 in 1997–98, and fell back to 13,350 in 1998–99 (Table 7.12).

There was little change in the distribution of support periods among primary target groups between 1997–98 and 1998–99. However, there were some differences between these two years and 1996–97. Cross target or multiple target agencies recorded the largest variation in support periods, accounting for 27% of all support periods in New South Wales in 1996–97 but only 16% in 1998–99 (Table 7.9). Single men's agencies were also affected, reporting 36% of support periods in 1996–97 and 43% in 1998–99.

The analysis presented below compares client characteristics, circumstances and service provision across the three reporting periods. The impression overall is one of consistency across the three years.

The age distribution of SAAP clients for the three reporting periods is presented in Table 7.10. There were only minimal differences between the three years. Similarly, there were only minor differences in the ethnicity of SAAP clients and in the distribution of presenting units between 1996–97 and 1998–99 (Tables 7.11 and 7.12).

The only noticeable change in the duration of support was a decrease in support periods that lasted two to three days from 46% in the first year to 41% in the second and 40% in the third (Table 7.13). There was little variation in the type of accommodation provided across reporting periods. Accommodation was arranged and paid for by SAAP in slightly fewer support periods in 1998–99 (1% of support periods in which clients were accommodated) than in 1996–97 (2%) (Table 7.14).

The main change in the duration of accommodation was a drop in the number of support periods in which accommodation lasted for one day or less—from 50% of

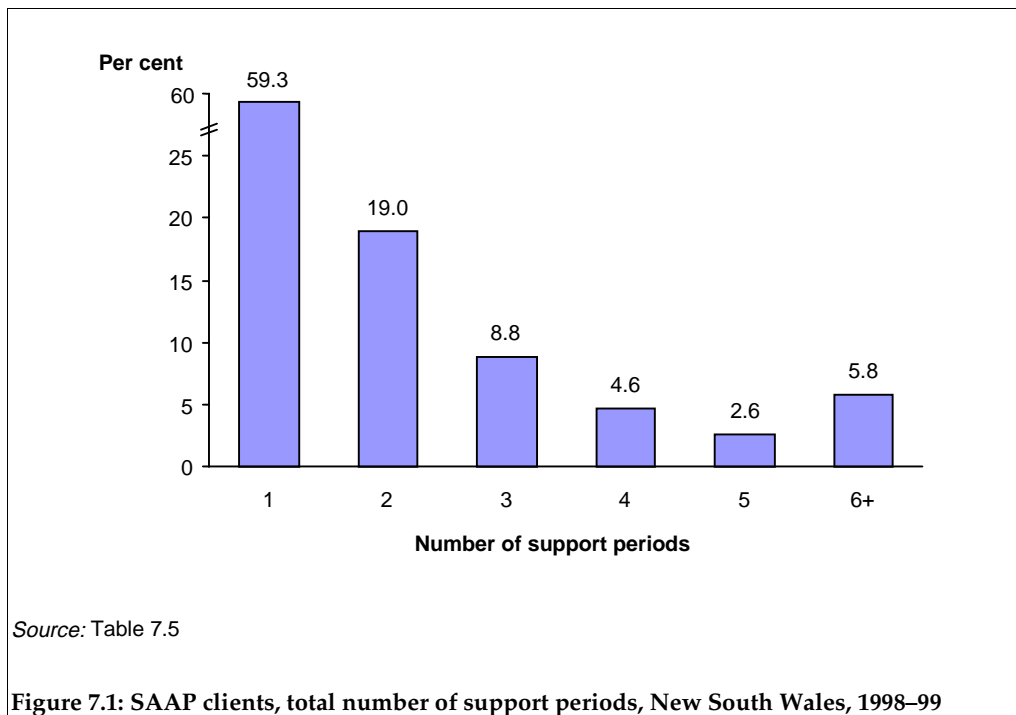
support periods in which clients were accommodated in 1996–97 to 41% in 1997–98 and 39% in 1998–99 (Table 7.15).

Across the first two periods, there was a notable rise in the proportion of support periods in which a support plan was in place—support plans were in place in 49% of support periods in 1996–97 and in 57% of support periods in 1997–98. The figure for 1998–99 was unchanged from 1997–98. The proportion of support periods in which support plans were appropriate but were not in place declined over the three reporting periods—23% of support periods in the first reporting period, 18% in the second and 15% in the third (Table 7.16).

The housing situation and labour force status of clients after support varied little from year to year. For example, the percentage of cases concluding with the client in SAAP accommodation was identical for 1997–8 and 1998–99 (17%)—down one percentage point from 1996–97 (Table 7.17). Also, the number of clients who were unemployed before support and who were unemployed and not studying after support was 83% in the first reporting period. This rose slightly to 85% in the second reporting period and to 87% in the third reporting period (Table 7.18).

Across New South Wales, the estimated numbers of people who made unsuccessful requests for SAAP support or accommodation during the two-week Unmet Demand Collection were almost identical for the 1997 and 1998 surveys—1,260 in the period 13–26 November 1997 compared with 1,270 in the period 12–25 November 1998 (AIHW 2000: 163).

7.3 Key charts



7.4 Detailed tables

7.4.1 Client re-entry into SAAP

Table 7.1: SAAP clients, total number of support periods by age of client and gender, New South Wales, 1998–99 (%)

Total number of support periods	Female clients						Total
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	
1	72.0	63.9	66.2	66.4	73.8	70.4	66.7
2	16.7	19.0	18.7	18.0	14.1	10.5	17.8
3	5.9	7.4	7.4	7.8	5.9	3.9	7.4
4	1.5	3.8	4.0	3.9	2.5	5.5	3.7
5	0.8	2.4	1.7	1.4	1.1	2.1	1.6
6+	3.0	3.5	2.0	2.4	2.5	7.5	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	300	2,500	1,700	6,150	1,100	100	11,900

Total number of support periods	Male clients						Total
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	
1	64.7	56.2	54.9	51.9	52.2	58.1	53.4
2	18.5	22.1	21.6	19.4	19.2	16.9	19.9
3	7.5	10.3	9.2	10.2	9.6	6.6	9.8
4	6.1	3.9	4.9	6.3	4.2	5.3	5.3
5	1.8	3.2	2.5	3.4	3.6	4.5	3.3
6+	1.4	4.2	6.9	8.8	11.3	8.7	8.2
<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>
Total number	350	2,100	1,850	7,600	2,800	400	15,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 239
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in New South Wales may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.2: SAAP clients, total number of support periods by ethnicity of client, New South Wales, 1998–99 (%)

Total number of support periods	Indigenous Australian	Non-English-speaking background	Other	Total
1	59.2	67.8	58.1	59.2
2	18.4	16.0	19.4	18.9
3	8.8	8.1	8.9	8.8
4	4.5	3.1	4.9	4.6
5	2.4	1.8	2.7	2.6
6+	6.7	3.2	6.0	5.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,500	2,800	20,000	26,250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,004
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in New South Wales may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.3: SAAP clients escaping domestic violence, total number of support periods by age of client, New South Wales, 1998–99 (%)

Total number of support periods	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
1	67.1	57.2	61.4	64.6	69.7	70.8	63.9
2	17.3	20.4	20.4	18.6	15.9	10.4	18.7
3	8.3	9.0	8.7	8.3	6.7	2.6	8.2
4	5.2	4.7	4.5	4.2	2.1	4.3	4.1
5	0.7	3.8	2.1	1.6	1.4	3.9	1.9
6+	1.4	4.9	3.0	2.7	4.1	8.0	3.2
<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>
Total number	200	1,100	1,300	5,350	950	100	9,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 10
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in New South Wales may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.4: SAAP clients escaping domestic violence, total number of support periods by ethnicity of client, New South Wales, 1998–99 (%)

Total number of support periods	Indigenous Australian	Non-English-speaking background	Other	Total
1	62.4	72.0	62.4	63.8
2	18.7	16.5	19.2	18.7
3	9.0	6.3	8.4	8.2
4	4.4	2.8	4.3	4.1
5	2.2	1.3	2.0	1.9
6+	3.4	1.1	3.7	3.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,550	1,250	5,850	8,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 341
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in New South Wales may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.5: SAAP clients, total number of support periods by service delivery model of agency first visited, New South Wales, 1998–99 (%)

Total number of support periods	Crisis/short-term accommodation	Medium/long-term accommodation	Outreach support	Other	Total
1	61.0	63.3	72.7	56.2	59.3
2	19.0	16.9	17.1	19.6	19.0
3	8.7	7.4	3.3	9.4	8.8
4	4.4	4.1	4.7	4.9	4.6
5	2.2	2.6	0.5	2.9	2.6
6+	4.6	5.6	1.7	7.0	5.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,500	3,300	300	12,200	27,250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in New South Wales may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.6: SAAP clients, total number of support periods by primary target group of agency first visited, New South Wales, 1998–99 (%)

Total number of support periods	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
1	60.3	50.3	65.3	68.4	68.9	62.9	59.3
2	19.5	19.7	13.7	17.1	18.0	19.2	19.0
3	9.1	10.2	9.1	7.4	7.0	7.8	8.8
4	4.2	6.1	4.2	3.8	3.2	4.1	4.6
5	2.7	3.7	1.5	1.4	1.3	1.8	2.6
6+	4.2	10.0	6.3	1.9	1.6	4.3	5.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	5,350	10,350	550	1,100	6,450	3,500	27,250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in New South Wales may also have received assistance in other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client and Administrative Data Collections

7.4.2 Comparison of reporting periods

Table 7.7: SAAP Client Collection, number of forms and agency participation and valid alpha code rates by region, New South Wales, 1996–97, 1997–98 and 1998–99

State/ Territory	1996–97			1997–98			1998–99		
	Total forms	Participation rate (%)	Valid alpha code (%)	Total forms	Participation rate (%)	Valid alpha code (%)	Total forms	Participation rate (%)	Valid alpha code (%)
CC	901	100.0	70.1	832	92.9	73.7	805	93.8	71.1
CW	1,374	100.0	74.5	1,454	93.3	80.7	1,301	100.0	77.9
CP	3,199	96.0	69.7	3,952	88.5	76.7	4,285	92.3	74.7
FNC	1,546	94.1	64.6	1,342	76.5	74.4	1,336	100.0	72.5
HUN	3,575	97.2	62.6	3,693	100.0	78.7	3,438	97.1	77.3
ILL	1,739	90.0	76.5	1,902	90.0	85.0	1,765	90.0	83.9
IW	3,965	91.7	84.6	4,768	97.1	79.8	4,482	94.4	77.5
MNC	1,920	100.0	66.0	1,787	100.0	79.4	1,633	93.3	78.1
NEP	1,149	90.3	51.9	1,516	96.9	52.6	1,447	96.8	48.5
NE	1,937	94.4	78.0	2,245	94.4	78.1	2,330	94.7	71.2
NS	1,274	94.4	51.3	1,491	94.4	83.1	1,601	100.0	80.0
OFW	1,406	95.0	77.2	2,046	90.0	74.1	2,113	94.7	74.3
RM	3,030	100.0	66.4	2,847	100.0	77.7	2,719	100.0	71.1
SWS	2,667	93.8	58.5	2,515	93.8	58.3	2,538	90.9	50.0
SES	23,897	87.0	75.3	18,459	100.0	73.6	19,430	95.7	66.3
SH	1,464	100.0	72.5	1,823	100.0	81.3	1,679	100.0	79.6
NSW	55,043	94.2	71.8	52,672	95.0	75.2	52,902	95.5	70.5

Note: Valid alpha code refers here to all forms with a valid alpha code that were completed with consent (see Glossary).

Source: SAAP NDCA Administrative Data and Client Collections

Table 7.8: SAAP Client Collection, support periods and clients by method, New South Wales, 1996–97, 1997–98 and 1998–99

	1996–97		1997–98		1998–99
	Old Method	New Method	Old Method	New Method	New Method
Support periods	55,043	57,950	52,672	54,950	55,400
Clients	28,600	26,650	31,450	29,100	27,300

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Components may not add to totals due to rounding.
4. Support period figures using new method have been weighted to adjust for agency non-participation.
5. Client figures using new method have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.9: Support periods, primary target group by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Primary target group	1996–97	1997–98	1998–99
Young people	16.5	20.0	18.9
Single men only	36.4	40.3	42.8
Single women only	1.0	1.4	1.6
Families	2.8	3.3	3.2
Women escaping domestic violence	16.5	18.7	17.9
Cross target/multiple/general	26.8	16.4	15.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total Number	57,950	54,950	55,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Components may not add to totals due to rounding.
4. Support period figures have been weighted to adjust for agency non-participation.
5. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Administrative Data and Client Collections

Table 7.10: SAAP clients, age of client by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Age of client	1996–97	1997–98	1998–99
Under 15 years	0.8	1.8	2.4
15–19 years	15.7	16.5	17.0
20–24 years	14.2	13.0	13.1
25–29 years	14.3	14.4	14.5
30–34 years	13.4	13.6	14.3
35–39 years	12.4	12.9	12.4
40–44 years	9.5	9.6	9.8
45–49 years	6.8	6.3	6.1
50–54 years	4.7	4.3	4.3
55–59 years	3.2	3.0	2.6
60–64 years	1.9	1.7	1.5
65 years and over	3.2	2.8	2.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	26,650	29,100	27,250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 46
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.11: SAAP clients, ethnicity of client by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Ethnicity	1996–97	1997–98	1998–99
Indigenous Australian	13.8	13.5	13.3
Non-English-speaking background	10.4	10.1	10.6
Other	75.8	76.4	76.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	25,250	28,050	26,300

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,462
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.12: Support periods, presenting unit and number of accompanying children visits by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Family type	1996–97	1997–98	1998–99
Person alone	86.5	83.5	84.7
Couple without children	0.9	0.9	1.1
Person with children	11.1	13.6	12.7
Couple with children	0.8	1.2	1.0
Other	0.6	0.7	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Number of support periods	56,850	53,700	54,050
Number of accompanying children visits	12,700	15,000	13,350

Notes

1. Number excluded due to errors (weighted): 73
2. Number excluded due to omissions (weighted): 3,625
3. Percentages are based on valid values only.
4. An accompanying child may be counted in more than one support period.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.13: Closed support periods, duration of support by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Duration of support	1996–97	1997–98	1998–99
1 day or less	15.8	14.6	14.7
2–3 days	45.9	40.7	40.4
4–7 days	9.3	10.9	11.7
>1–2 weeks	6.8	8.0	8.7
>2–4 weeks	5.7	7.2	7.6
>4–13 weeks	11.0	11.8	10.9
>13–26 weeks	2.9	3.5	3.2
>26–52 weeks	1.5	1.8	1.6
>52 weeks	1.0	1.6	1.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	53,450	50,800	51,950

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,065
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.14: Support periods in which clients were accommodated, accommodation provided by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Accommodation type	1996–97	1997–98	1998–99
Crisis/short-term accommodation	92.5	92.5	92.5
Medium/long-term accommodation	6.6	7.1	7.1
Other SAAP	1.9	1.0	0.8
Total number	49,000	45,050	43,850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 6,637
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.15: Closed support periods in which clients were accommodated, duration of supported accommodation by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Duration of accommodation	1996–97	1997–98	1998–99
1 day or less	50.0	40.5	39.4
2–3 days	12.6	15.5	16.0
4–7 days	9.8	12.1	12.9
>1–2 weeks	7.1	8.7	9.4
>2–4 weeks	5.6	7.3	7.6
>4–13 weeks	10.7	11.0	9.9
>13–26 weeks	2.3	2.7	2.5
>26–52 weeks	1.1	1.2	1.2
>52 weeks	0.6	0.9	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	46,900	43,750	41,300

Notes

1. Number excluded due to errors (weighted): 2,165
2. Number excluded due to omissions (weighted): 3,415
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.16: Support periods, existence of a support plan by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Existence of support plan	1996–97	1997–98	1998–99
Support plan	48.9	56.9	57.0
No support plan	22.7	17.5	15.2
Not appropriate	28.3	25.6	27.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	25,500	28,700	28,800

Notes

1. Number excluded due to errors (weighted): 205
2. Number excluded due to omissions (weighted): 7,308
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.17: Closed support periods, client's type of housing after support by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Type of housing after support	1996–97	1997–98	1998–99
Independent housing			
Private rental	37.4	38.6	41.1
Owner-occupied	2.7	3.2	2.3
Public housing	14.3	14.4	12.9
Other	15.3	15.1	14.4
Non-independent housing			
SAAP crisis/short term	11.8	10.6	11.4
SAAP medium/long term	5.9	5.9	5.1
Other	12.6	12.2	12.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	15,700	18,350	17,500

Notes

1. Number excluded due to errors (weighted): 328
2. Number excluded due to omissions (weighted): 30,592
3. Excludes high volume records as not all items were included on high volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.18: Closed support periods in which clients were unemployed before support, labour force status of client after support by reporting period, New South Wales, 1996–97, 1997–98 and 1998–99 (%)

Labour force status after support	1996–97	1997–98	1998–99
Employed full time	2.3	3.1	2.5
Employed part time	2.0	1.6	1.3
Employed on casual basis	3.0	2.3	2.0
Unemployed—studying	5.2	4.6	3.9
Unemployed—not studying	84.1	85.4	86.7
Not in labour force—studying	1.0	1.0	0.9
Not in labour force—not studying	2.5	2.0	2.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	6,550	7,900	8,150

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 11,421
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

PART C

Additional analysis requested by the Data and Research Advisory Committee

8 Performance indicators

This part of the report contains further tables requested by the Data and Research Advisory Committee to assist in monitoring the performance of SAAP.

Table 8.1: SAAP clients, accommodation and support by ethnicity of client, New South Wales, 1998–99 (%)

Accommodation and support	Indigenous Australian	Non-English-speaking background	Other	Total
Supported accommodation	81.8	77.2	78.5	78.8
Support only	13.3	18.3	16.2	16.0
Both	5.0	4.5	5.3	5.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,500	2,800	20,000	26,250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,004
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 8.2: SAAP clients, duration of supported accommodation by service delivery model, New South Wales, 1998–99 (%)

Duration of accommodation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
1 day or less	20.7	24.3	—	25.9	23.4
2–3 days	13.8	14.9	—	14.0	14.0
4–7 days	15.0	7.9	6.2	13.3	13.4
>1–2 weeks	13.8	5.8	3.1	10.7	11.4
>2–4 weeks	12.6	6.5	3.1	10.7	11.0
>4–13 weeks	17.4	15.9	34.3	16.4	16.8
>13–26 weeks	4.5	9.5	25.1	4.8	5.3
>26–52 weeks	1.5	8.9	9.3	2.2	2.7
>52 weeks	0.7	6.2	18.8	2.0	1.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	8,600	2,200	50	8,950	19,800

Notes

1. Number excluded due to errors (weighted): 91
2. Number excluded due to omissions (weighted): 2,389
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 8.3: SAAP clients, clients' reasons ever given for seeking assistance, New South Wales, 1998–99

Reasons for assistance	Number	Per cent
Usual accommodation unavailable	4,200	21.7
Time out from family/other situation	4,400	22.6
Relationship/family breakdown	8,050	41.4
Interpersonal conflicts	4,850	25.0
Physical/emotional abuse	4,950	25.5
Domestic violence	5,350	27.5
Sexual abuse	900	4.5
Financial difficulty	8,100	41.7
Eviction/previous accommodation ended	3,800	19.5
Drug/alcohol/substance abuse	3,950	20.3
Emergency accommodation ended	950	4.9
Recently left institution	900	4.7
Psychiatric illness	1,000	5.1
Recent arrival to area with no means of support	2,850	14.6
Itinerant	2,050	10.5
Other	1,750	8.9
Total number	19,400	-

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 355
3. Reasons for seeking assistance were not included on the high volume form.
4. Percentages are based on valid values only.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients were able to give more than one reason for seeking assistance and so percentages do not total 100.

Source: SAAP NDCA Client Collection

9 Additional tables

This part of the report contains tables requested by the Data and Research Advisory Committee not included elsewhere in the report.

Table 9.1: Support periods, location of client before current period of unsafe, insecure or inadequate housing by main reason for seeking assistance, New South Wales, 1998–99 (%)

Main reason for seeking assistance	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total	Total Number
Usual accommodation unavailable	50.0	11.5	11.7	24.3	2.5	100.0	1,000
Time out from family/other situation	38.6	13.0	16.0	31.8	0.5	100.0	1,100
Relationship/family breakdown	43.4	16.8	9.4	29.6	0.8	100.0	2,900
Interpersonal conflicts	44.3	12.0	6.9	36.1	0.6	100.0	600
Physical/emotional abuse	42.6	9.8	13.9	32.5	1.2	100.0	700
Domestic violence	38.9	16.3	12.2	30.3	2.3	100.0	4,100
Sexual abuse	40.8	21.9	8.0	26.9	2.5	100.0	200
Financial difficulty	49.5	13.2	6.0	29.9	1.3	100.0	2,900
Eviction/previous accommodation ended	50.7	15.4	10.3	22.6	1.0	100.0	2,000
Drug/alcohol/substance abuse	54.9	16.2	6.7	18.4	3.9	100.0	2,100
Emergency accommodation ended	73.1	10.7	5.0	10.8	0.4	100.0	350
Recently left institution	54.2	17.1	5.1	23.1	0.5	100.0	350
Psychiatric illness	58.7	11.5	9.4	19.1	1.3	100.0	400
Recent arrival to area with no means of support	44.6	7.9	14.9	30.3	2.2	100.0	1,250
Itinerant	55.8	9.4	9.2	23.6	2.1	100.0	800
Other	44.1	8.5	8.3	36.2	2.9	100.0	950
Total number	10,100	3,000	2,150	6,000	400	-	21,650

Notes

1. Number excluded due to errors (weighted): 5,060
2. Number excluded due to omissions (weighted): 4,496
3. Number excluded because the location was overseas (weighted): 97
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 9.2: Support periods, location of client before current period of unsafe, insecure or inadequate housing by primary target group, New South Wales, 1998–99 (%)

Location of client	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Capital city	43.3	61.0	50.7	45.4	43.0	31.0	47.1
Other metropolitan centre	15.6	12.9	20.6	21.0	12.9	7.5	13.8
Large rural centre	10.0	9.4	3.6	8.1	10.5	11.6	9.9
Other rural area	30.4	15.9	24.1	24.6	30.6	43.7	27.3
Remote area	0.8	0.7	1.0	0.9	3.0	6.1	1.9
<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>
Total number	7,000	6,450	500	1,300	6,200	2,300	23,800

Notes

1. Number excluded due to errors (weighted): 4,839
2. Number excluded due to omissions (weighted): 2,601
3. Number excluded because the location was overseas (weighted): 97
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.3: Support periods, location of client before current period of unsafe, insecure or inadequate housing by secondary target group, New South Wales, 1998–99 (%)

Location of client	Indigenous Australians	People from non-English-speaking backgrounds	Other	No secondary target group	Total
Capital city	29.3	57.5	65.6	44.8	47.1
Other metropolitan centre	7.8	3.8	7.2	16.9	13.8
Large rural centre	7.5	3.9	9.8	10.6	9.9
Other rural area	48.1	25.1	16.4	26.9	27.3
Remote area	7.4	9.7	1.0	0.8	1.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,550	850	4,050	16,350	23,800

Notes

1. Number excluded due to errors (weighted): 4,839
2. Number excluded due to omissions (weighted): 2,601
3. Number excluded because the location was overseas (weighted): 97
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.4: Support periods, location of client before current period of unsafe, insecure or inadequate housing by service delivery model, New South Wales, 1998–99 (%)

Location of client	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Capital city	48.5	49.1	13.6	44.7	47.1
Other metropolitan centre	15.2	15.4	54.8	9.4	13.8
Large rural centre	9.5	9.7	1.1	10.8	9.9
Other rural area	25.6	25.0	30.5	31.4	27.3
Remote area	1.2	0.7	—	3.6	1.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	13,650	2,700	200	7,250	23,800

Notes

1. Number excluded due to errors (weighted): 4,839
2. Number excluded due to omissions (weighted): 2,601
3. Number excluded because the location was overseas (weighted): 97
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.5: Support periods, main reason for seeking assistance by involvement in any legal processes before and after support period, New South Wales, 1998–99 (%)

Main reason for seeking assistance	None		Protection or guardianship order		Intervention or restraining order		Other legal processes	
	Before	After	Before	After	Before	After	Before	After
Usual accommodation unavailable	4.7	4.9	5.3	4.9	2.0	1.6	5.5	5.1
Time out from family/other situation	4.9	5.2	4.5	6.5	2.3	1.6	4.1	4.0
Relationship/family breakdown	12.7	12.6	18.4	16.8	6.0	4.2	12.4	12.6
Interpersonal conflicts	2.6	2.7	2.7	2.0	2.1	1.7	2.4	2.3
Physical/emotional abuse	2.9	2.6	3.5	2.8	5.1	5.4	2.4	2.8
Sexual abuse	15.5	14.5	21.8	26.2	67.0	71.7	15.7	20.2
Domestic violence	0.7	0.6	2.2	1.8	1.4	1.4	1.5	1.6
Financial difficulty	14.3	14.9	3.5	2.8	2.5	2.0	9.3	7.8
Eviction/previous accommodation ended	8.5	8.6	14.4	13.6	2.7	2.7	11.3	11.4
Drug/alcohol/substance abuse	12.2	12.0	2.4	1.8	1.6	1.6	11.2	9.8
Emergency accommodation ended	1.7	1.5	2.1	2.0	0.8	0.6	2.0	1.8
Recently left institution	1.2	1.2	1.8	2.0	0.4	0.2	6.1	5.8
Psychiatric illness	2.2	2.2	2.7	2.8	0.6	0.2	1.3	1.3
Recent arrival to area with no means of support/itinerant	6.9	7.4	2.2	2.2	1.5	1.1	4.8	5.0
Itinerant	4.2	4.3	3.8	4.3	0.5	0.3	2.7	2.4
Other	4.6	4.8	8.6	7.3	3.6	3.6	7.1	6.3
<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>
Total number	12,300	9,050	650	500	1,400	1,250	3,000	2,550

Notes

1. Number excluded due to errors (weighted): 261
2. Number excluded due to omissions (weighted): 6,313
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 9.6: Support periods, main reason for seeking assistance by age of client, New South Wales, 1998–99 (%)

Main reason for seeking assistance	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Usual accommodation unavailable	6.4	7.2	5.4	3.6	3.2	5.6	4.8
Time out from family/other situation	19.3	8.8	3.4	2.5	2.0	3.8	4.7
Relationship/family breakdown	31.3	24.1	10.6	7.2	6.6	3.1	12.6
Interpersonal conflicts	7.3	3.9	2.2	1.9	2.1	0.7	2.6
Physical/emotional abuse	5.9	2.8	2.4	3.0	3.1	1.4	2.9
Domestic violence	3.6	5.3	18.4	28.7	13.1	9.1	18.5
Sexual abuse	1.3	1.0	0.7	0.8	0.7	—	0.8
Financial difficulty	2.3	8.9	16.5	13.4	19.3	19.5	13.1
Eviction/previous accommodation ended	9.4	13.9	9.9	6.6	5.4	7.7	8.9
Drug/alcohol/substance abuse	1.2	3.6	10.2	12.7	15.0	14.9	9.9
Emergency accommodation ended	0.8	2.3	2.4	1.2	1.8	1.0	1.7
Recently left institution	1.4	1.6	2.2	1.9	2.0	3.3	1.9
Psychiatric illness	0.3	0.5	1.3	2.4	4.3	3.3	1.9
Recent arrival to area with no means of support	2.6	4.9	6.2	6.2	8.6	7.7	6.0
Itinerant	2.0	3.8	4.0	2.9	7.2	8.9	3.8
Other	5.0	7.4	4.2	5.0	5.6	10.0	5.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	900	7,050	4,200	12,400	2,950	350	27,850

Notes

1. Number excluded due to errors (weighted): 261
2. Number excluded due to omissions (weighted): 3,109
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 9.7: Support periods, type of housing/accommodation before and after support period by age of client, New South Wales, 1998–99 (%)

Type of housing/accommodation before and after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Non-independent to non-independent	7.9	7.8	9.9	8.5	12.6	15.0	9.0
Non-independent to independent	13.3	18.5	15.9	17.2	20.7	19.1	17.5
Independent to non-independent	10.0	11.8	15.0	12.1	11.6	10.9	12.3
Independent to independent	68.9	62.0	59.2	62.2	55.1	55.0	61.2
<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>
Total number	500	3,900	2,300	7,050	1,500	150	15,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 15,802
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 9.8: Support periods for young clients, type of housing/accommodation before and after support period by involvement in any legal processes before and after support period, New South Wales, 1998–99 (%)

Type of housing/accommodation before and after support	None		Protection or guardianship order		Intervention or restraining order		Other legal processes	
	Before	After	Before	After	Before	After	Before	After
Non-independent to non-independent	6.9	6.9	12.2	12.2	3.5	3.4	14.7	15.1
Non-independent to independent	16.8	16.7	23.8	20.1	13.4	10.4	23.3	20.2
Independent to non-independent	12.8	12.7	14.8	14.6	16.1	13.1	15.4	17.0
Independent to independent	63.5	63.8	49.2	53.0	66.9	73.1	46.6	47.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,850	2,600	200	150	250	268	816	810

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 7,317
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 9.9: SAAP agencies, average caseload and accommodation load per day by service delivery model, New South Wales, 1998–99 (%)

Service delivery model	Caseload	Accommodation load
Crisis/short-term accommodation	7.9	5.1
Medium/long-term accommodation	7.5	5.7
Outreach support	15.8	5.1
Other	15.8	13.3
<i>Total</i>	10.3	7.6
Total number of agencies	356	343

Note: Details about the calculation of caseload and accommodation load are included in Appendix 1.

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.10: SAAP agencies, average caseload and accommodation load per day by primary target group, New South Wales, 1998–99 (%)

Primary target group	Caseload	Accommodation load
Young people	6.9	4.1
Single men only	23.6	22.2
Single women only	7.2	4.8
Families	9.2	7.8
Women escaping domestic violence	10.2	5.5
Cross target/multiple/general/ single women only	11.2	10.5
<i>Total</i>	10.3	7.6
Total number of agencies	356	343

Note: Details about the calculation of caseload and accommodation load are included in Appendix 1.

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.11: SAAP agencies, average caseload and accommodation load per day by secondary target group, New South Wales, 1998–99 (%)

Secondary target group	Caseload	Accommodation load
Indigenous Australians	5.3	3.2
People from non-English-speaking backgrounds	11.9	7.7
Other	13.0	10.3
No secondary target group	10.5	7.8
<i>Total</i>	10.3	7.6
Total number of agencies	356	343

Note: Details about the calculation of caseload and accommodation load are included in Appendix 1.

Source: SAAP NDCA Client and Administrative Data Collections

APPENDICES

Appendix 1: Counting rules used in the analysis

Accommodation load	<p>The accommodation load of agencies is calculated by dividing the number of accommodation days by the number of days the agency was operational during the reporting period, where the number of accommodation days equals the sum of accommodation days for all clients of an agency who were supported during the reporting period.</p> <p>A client is considered to be accommodated for one day if the accommodation period commenced and ended on the same day.</p> <p>The high-volume client form does not include provision to record accommodation dates, so it is assumed that a client accommodated at a high-volume agency is accommodated for the entire duration of the support period.</p> <p>The average accommodation load is the mean value of all agencies' accommodation loads. Support periods without valid accommodation dates are assigned the inter-quartile modal duration of accommodation for agencies of the same service delivery model in the same jurisdiction.</p>
Agency	<p>SAAP agencies are included in the analyses in Section 2.1 if they received funds and were operating on 30 June 1999. SAAP agencies are included in the analyses in Section 2.2 if information about recurrent allocations was provided for 1998–1999 and the agency operated for some part of the period 1 July 1998 to 30 June 1999. Agencies that were operational only in June 1999 are not considered in scope for the Client, Casual Client or Unmet Demand collections, so are not included in analyses in Chapters 1 and 3–9.</p>
Age of client	<p>The age of client (for the Client Collection) relates to the client's age at the start of the support period and is estimated from the client's year of birth. It is either the client's age at the beginning of the support period or age on the first day of the reporting period (1 July) whichever is the later.</p>

Caseload	<p>The caseload of agencies is calculated by dividing the number of support days by the number of days the agency was operational during the reporting period, where the number of support days equals the sum of support days for all clients of the agency who were supported during the reporting period.</p> <p>The average caseload is the mean value of all agencies' caseloads. Support periods without valid support dates are assigned the inter-quartile modal duration of support for agencies of the same service delivery model in the same jurisdiction.</p>
Casual client contacts	<p>Casual client contacts are periods of contact between a SAAP agency and either an individual or a family unit during which time one-off assistance is provided.</p> <p>Casual client contact data were recorded only during the two-week Casual Client Collection so a weight of 26 has been applied to the count when they are reported.</p> <p>The Casual Client Collection does not include a linkage key; therefore families or individuals assisted during the collection may be represented on more than one occasion.</p>
Casual clients seeking support or accommodation	<p>Casual clients seeking support or accommodation relate to adults aged 18 years or older, or unaccompanied young people, who unsuccessfully requested accommodation or ongoing support during the two-week Unmet Demand Collection but who were provided with some form of one-off assistance.</p> <p>Individuals assisted during the collection may be represented on more than one occasion as casual clients. The entry for <i>potential clients unable to be supported</i> describes actual individuals from the Unmet Demand Collection.</p>
Client	<p>Client forms from operational SAAP agencies are included in analyses presented in Chapters 3–9 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 (30 June) and <ul style="list-style-type: none"> - was either ongoing as at 30 June, or - the end date of the support period was unknown, and the record was entered in 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 first support period of clients in New South Wales. However, tables detailing the characteristics of clients escaping domestic violence present data collected during the first support period in New South Wales in which the client presented as a victim of domestic violence.</p>
Closed support period	<p>Support periods which had finished before the end of the reporting period—30 June (see <i>ongoing support period</i> below).</p>

Domestic violence

For the purposes of this report, a client is considered to have been escaping domestic violence if she or he indicated that domestic violence was a reason for seeking assistance. It is also assumed that a person who received support from an agency targeting women escaping domestic violence is a victim of domestic violence, because high-volume agencies do not record reasons for seeking assistance.

The longitudinal analyses presented in Chapter 7 include clients who were escaping domestic violence in any of their support periods.

The number of support periods of clients escaping domestic violence is an estimate of all support periods after and including the first support period in which the client was considered to be escaping domestic violence.

Ethnicity

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

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

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

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

Housing type

The SAAP NDCA Client Collection specifies 22 distinct categories for the housing type of clients. In this report, the categories are combined into 10 groups in Chapter 4 as follows:

- SAAP or CAP funded crisis or short-term accommodation;
- SAAP or CAP funded medium- to long-term accommodation;
- other SAAP or CAP funded accommodation—comprising accommodation at hostels, motels, hotels, community placements and other SAAP funded arrangements;
- non-SAAP emergency accommodation;
- private rental housing—comprising renting independently in the private rental market, renting a caravan, boarding in a rooming house or hostel or hotel, and boarding in a private home;
- owner-occupied housing—comprising purchasing or living in the client's own home;
- public housing—comprising renting a public housing dwelling and renting community housing;
- institutional accommodation—comprising residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not specified above;
- living in a car or tent or park or street or squat; and
- other non-SAAP housing or accommodation not specified above, including living rent-free in a house or flat.

The 22 categories are combined into seven groups in Chapter 6 as follows:

- private rental housing—comprising renting independently in the private rental market, renting a caravan, boarding in a rooming house or hostel or hotel, and boarding in a private home;
- owner-occupied housing—comprising purchasing or living in the client's own home;
- public housing—comprising renting a public housing dwelling and renting community housing;
- other independent housing—comprising living rent-free in a house or flat, and any other non-SAAP housing which is not emergency or institutional accommodation;
- SAAP or CAP funded crisis or short-term accommodation;
- SAAP or CAP funded medium- to long-term accommodation; and

- Other non-independent housing or accommodation—comprising SAAP funded accommodation at hostels, motels, hotels, community placements or other SAAP funded arrangements, non-SAAP emergency accommodation, living in a car or tent or park or street or squat, residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not specified above.

The first four categories above are considered to be independent housing and the remaining three to be non-independent housing in the analyses presented in Chapters 6 and 9.

Income source

The SAAP NDCA Client Collection specifies 23 distinct categories for the primary income source of clients. In this report, the categories are combined into three groups as follows:

- no income—comprising no income and registered/awaiting benefit;
- government payment—comprising Newstart Allowance, Job Search Allowance with Young Homeless Allowance, Austudy for students 25 years and over, Community Development Employment Program, Austudy or Abstudy (standard rate), Austudy or Abstudy (independent rate), Austudy or Abstudy (homeless rate), Disability Support Pension, Age Pension, Sole Parent Pension, Special Benefit, Sickness Allowance, Partner Allowance and any other benefit or pension; and
- other income—comprising Workcover or compensation, maintenance or child support, wages or salary or an income from a client’s own business, spouse or partner’s income and any other income source not specified above.

Living situation

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

- with one or both parents—comprising with both parents, with one parent and a parent’s spouse or partner, and with one parent;
- with relative or friend long term—comprising with a relative long term, and with a friend long term;
- with relative or friend temporarily—comprising with a relative temporarily, and with a friend temporarily;
- with partner, with or without child(ren)—comprising with a spouse or partner, and with a spouse or partner and child(ren);
- alone, with or without child(ren)—comprising alone with child(ren), and alone; and
- other—comprising with a foster family, living communally, and any other living situation not specified above.

Missing values	<p>Records or forms which are not available for analysis are indicated in table notes. The number of such records for each table is calculated in the following order of precedence:</p> <ul style="list-style-type: none"> • records not available because client data were collected on high-volume forms; • records not available because clients' consent was not obtained (in unweighted tables only); • records not available because of errors; and • records not available because of omissions. <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) defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.</p>
Non-English-speaking background	<p>A person is considered to come from a non-English-speaking background if they were born in a country other than Australia or other than the following countries:</p> <ul style="list-style-type: none"> • Canada; • the Republic of Ireland; • New Zealand; • South Africa; • the United Kingdom, comprising England, Scotland, Wales and Northern Ireland; and • the United States of America. <p>Persons who migrate to Australia from these countries are considered likely to speak English.</p>
Number of accompanying children visits	<p>The number of accompanying children visits is calculated by adding each valid number in the accompanying children age groups for each support period. Invalid responses are reported as errors. Responses are reported as missing where a presenting unit of either a person or couple with child(ren) gave no response for the number of accompanying children in any age group.</p>
Ongoing support period	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is true:</p> <ul style="list-style-type: none"> • no support end date is provided; • no after-support information is provided; and • the corresponding client form was received in the month following the end of the reporting period. <p>Ongoing support periods are not included in tables relating to duration of support or duration of accommodation and are excluded from all tables in Chapters 6 and 9 and Appendix 3.</p>
Percentages	<p>Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.</p>

Potential clients unable to be supported

Potential clients unable to be supported are adults aged 18 years and over and unaccompanied young people who made unsuccessful valid requests (see *Unmet requests for support or accommodation* below) for support or supported accommodation during the two-week Unmet Demand Collection.

As all unsuccessful requests for support or accommodation are recorded in the Unmet Demand Collection and, as an individual may make more than one request during the collection period, the number of potential clients presented in Table 5.41 (AIHW 2000:102) is obtained using the following methodology:

1. all requests are first categorised according to whether they were valid or invalid, and whether they were recorded as a 'first' or 'subsequent' request by a given individual—first or subsequent requests are determined by questions on the Unmet Demand form which identify whether a request for the same support or accommodation was previously made at a SAAP agency during the collection period;
2. records that cannot be identified as either valid or invalid requests are assigned a validity status based on the known distribution of valid and invalid requests for each of the first and subsequent request groups;
3. records that can be identified as valid are included;
4. subsequent requests are excluded to minimise double counting of individuals—that is, only the first request for each individual is counted;
5. invalid requests are then excluded—these are made by individuals who refused an offer of assistance, those that were made by individuals not within the agency's target group and/or for services not normally provided by the agency; and
6. an adjustment is added to allow for individuals who made an initial invalid request and a subsequent valid request.

As a linkage key was not available for all records in the Unmet Demand Collection, it is not possible to analyse the individual characteristics of all persons who made unsuccessful *valid* requests for support or supported accommodation—that is, the adjustment in step 6 above cannot be made at an individual or agency level. Thus, two-way tables of potential clients unable to be supported, presented in Chapter 5 (Tables 5.37–5.51), include only those individuals whose first unmet request during the Unmet Demand Collection was valid.

Please note that the calculation of the number of potential clients unable to be supported has changed slightly this year and the information is not strictly comparable with previous reports. However, comparable figures for 1997–98 are presented in Chapter 5. It is clear from the discussion presented in Chapter 5 that annual estimates based on this collection are not valid.

Recurrent allocations

Recurrent allocations are amounts of money specifically allocated by a State or Territory department during the reporting period for recurrent purposes. Recurrent allocations to SAAP agencies fund salary and ongoing operating costs while other recurrent allocations (not allocated to agencies) are used by each jurisdiction for such purposes as training, research, evaluation and administration.

Tables presented in Section 2.2 include only recurrent allocations to SAAP agencies.

Region

Sixteen administrative regional classifications developed by the Department of Community Services are used in the report. The names of these regions have been abbreviated in the tables and are as follows:

- Central Coast (CC);
- Central West (CW);
- Cumberland–Prospect (CP);
- Far North Coast (FNC);
- Hunter (HUN);
- Illawarra (ILL);
- Inner West (IW);
- Mid North Coast (MNC);
- Nepean (NEP);
- New England (NE);
- North Sydney (NS);
- Orana–Far West (OFW);
- Riverina–Murray (RM);
- South West Sydney (SWS);
- South East Sydney (SES); and
- Southern Highlands (SH).

The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and Department of Primary Industries and Energy is also used in analyses presented in this report. The classification consists of seven categories but they are combined here into the following five groups:

- capital city—State and Territory capital city statistical divisions;
- other metropolitan centre—one or more statistical subdivisions which 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; and
- 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—the most recent available at the time of writing. Further details of the classification are contained in *Rural, Remote and Metropolitan Areas Classification 1991 Census Edition* (November 1994).

SAAP accommodation

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

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

Service delivery model

The SAAP NDCA Administrative Data Collection specifies eight distinct service delivery models for SAAP agencies:

- crisis or short-term supported accommodation agencies—those predominantly providing supported accommodation to persons needing immediate (crisis) accommodation for periods of generally not more than three months (short-term);
- medium- to long-term supported accommodation agencies—those predominantly providing supported accommodation for periods of around three to six months (medium-term) and for longer than six months (long-term);
- day support agencies—those predominantly providing support only on a walk-in basis;
- outreach support agencies—those providing support predominantly in a setting other than the agency or an outlet of the agency;
- telephone information and referral agencies—those providing support predominantly via telephone contact;
- agency support agencies—those predominantly providing support to, or representation of, other SAAP agencies;
- multiple agencies—those that provide support using more than one service delivery model; and
- other agencies—those that provide support using a service delivery model not specified above.

The service delivery model classifications of day support and agency support are not used in New South Wales.

Analyses in Chapters 5–9 combine agencies with a multiple, telephone information and referral and ‘other’ service delivery model classification into one category labelled ‘other’.

Support

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

The major classifications are:

- housing or accommodation services—comprising SAAP/CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—comprising assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—comprising incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling;
- general support and advocacy—comprising living skills and personal development assistance, assistance with legal issues or court support, advice or information, retrieval or storage or removal of personal belongings, and advocacy or liaison on behalf of clients;
- specialist services—comprising psychological services, psychiatric services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and
- other support—comprising meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

Support to accompanying children

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

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

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

Target group

The SAAP NDCA Administrative Data Collection specifies six distinct target groups for SAAP agencies as detailed below:

- agencies targeted at young people—those that predominantly provide support for persons who are independent, are above the school-leaving age for the State/Territory concerned, and present to agencies unaccompanied by a parent or guardian;
- agencies targeted at single men only—those that predominantly provide support for males who present without a partner or children;
- agencies targeted at single women only—those that predominantly provide support for females who present without a partner or children;
- agencies targeted at families—those that predominantly provide support to persons who present as a family (defined as a group of two or more persons who usually live in the same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);
- agencies targeted at women and women with children escaping domestic violence—those that predominantly provide support for women and women accompanied by their children, who are homeless or at imminent risk of becoming homeless as a result of violence and/or abuse; and
- cross target, multiple target and general target agencies—those that target more than one client group.

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

Unmet demand

Unmet demand arises when the particular needs of existing clients and their accompanying children cannot be met either by the direct provision of services by SAAP agencies or through referrals to other agencies. It should be noted that data about the final outcome of referrals are not collected, so it is assumed that clients' needs are met through the referral process. This may not always be the case and thus unmet demand may be underestimated accordingly. This type of unmet demand is assessed via data from the Client Collection. Counting units are the identified needs recorded on client forms.

Unmet demand also stems from an inability to provide supported accommodation or support alone to all homeless people who request such assistance—not all those who wish to become clients of SAAP can be accepted as clients. This type of unmet demand is assessed via data from the Unmet Demand Collection. Counting units are requests for assistance recorded on unmet demand forms. (See also *potential clients unable to be supported*.)

**Unmet requests
for support or
accommodation**

Unmet requests for support or accommodation are unsuccessful valid requests made by *potential clients unable to be supported* (see separate entry) during the two-week Unmet Demand Collection.

Valid requests are those made by individuals who:

- Did not refuse an offer of support or supported accommodation from the SAAP agency; and
- Requested appropriate services—requests for services that the agency did not normally provide (for example, requests for accommodation at a day centre) are excluded; and
- fell within the target group of the agency at which the request was made.

Appendix 2: Consent rates and key client characteristics

Table A2.1: Support periods, client consent by primary target group, New South Wales, 1998–99 (%)

Consent	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Yes	65.9	76.0	56.8	64.7	72.4	81.5	73.6
No	27.6	19.4	35.5	26.9	20.7	14.5	20.9
Not answered	6.6	4.6	7.8	8.4	6.9	4.0	5.5
<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>
Total number	10,500	23,700	900	1,750	9,900	8,650	55,400

Notes

1. Number excluded due to errors: 9
2. Number excluded due to omissions: 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table A2.2: SAAP Client Collection, gender of client, reported and weighted distributions for support periods, New South Wales, 1998–99 (%)

Gender	Reported	Weighted
Female	34.5	34.5
Male	65.5	65.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total number	48,226	50,500

Notes

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table A2.3: SAAP Client Collection, ethnicity of client, reported and weighted distributions for support periods, New South Wales, 1998–99 (%)

Ethnicity	Reported	Weighted
Indigenous Australian	14.2	14.4
Non-English-speaking background	9.0	8.7
Other	76.8	76.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total number	37,375	53,150

Notes

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation and non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A2.4: SAAP Client Collection, age of client, reported and weighted distributions for support periods, New South Wales, 1998–99 (%)

Age	Reported	Weighted
Under 15 years	1.7	1.9
15–19 years	13.8	15.5
20–24 years	11.1	11.7
25–44 years	51.6	50.4
45–64 years	19.2	18.0
65 years and over	2.6	2.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total number	38,283	55,200

Notes

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation and non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Appendix 3:

Circumstances of client subgroups after support

This part of the report contains information relating to women escaping domestic violence and young people, and their circumstances after receiving SAAP support.

Limitations in the data collected result in ambiguity about whether significant changes in circumstances have occurred for these client groups. The SAAP National Data Collection, for example, identifies whether a woman escaping domestic violence is living with a spouse or partner after receiving support from a SAAP agency, but insufficient information is collected to determine whether this is the same spouse or partner with whom she lived before receiving support. Similarly, data are collected on whether a young person is living with a parent or parents after support, but not whether this is the same parent(s) with whom the young person lived before using SAAP services. Also, it is unclear from information reported in this collection whether such outcomes are desirable in each case. Interpretation of the findings must take these considerations into account.

This appendix focuses on client circumstances after support, so only support periods which were completed during 1998-99 are analysed here. In particular, tables on the circumstances after support of women escaping domestic violence (Tables A3.1 – 3.12) and young people (Tables 3.13 – 3.26) are presented.

A3.1 Overview

In an estimated 18% of support periods clients were women escaping domestic violence. Information about the perpetrator of domestic violence is not collected in the SAAP National Data Collection; thus, it is not certain whether perpetrators are invariably partners (or former partners) or whether they are older male children or other relatives. Data from the Australian Bureau of Statistics' National Women's Safety Survey carried out in 1996 (ABS 1996) suggest that it is the partner or former partner in the majority of situations. Much of the following analysis, therefore, relates to women escaping domestic violence who were living with a spouse or partner before seeking SAAP assistance.

Findings from the SAAP National Data Collection show that women escaping domestic violence who were previously living with a spouse or partner were living with a spouse or partner at the conclusion of 32% of support periods (Figure A3.1). There is some regional variation in these figures, ranging from 46% in the Orana-Far West region to 13% in the Inner West region (Table A3.2).

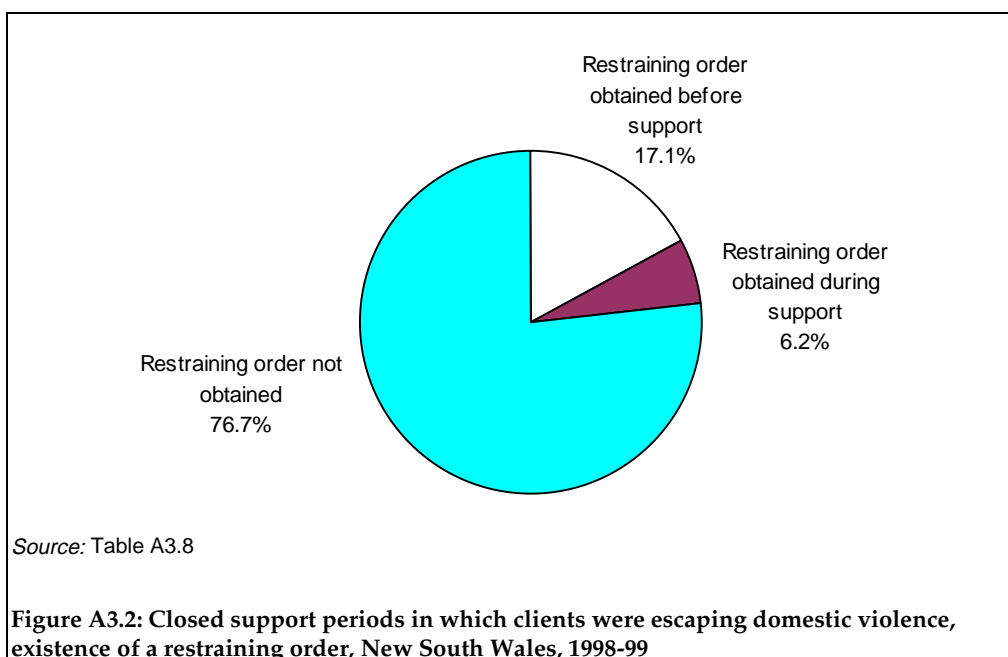
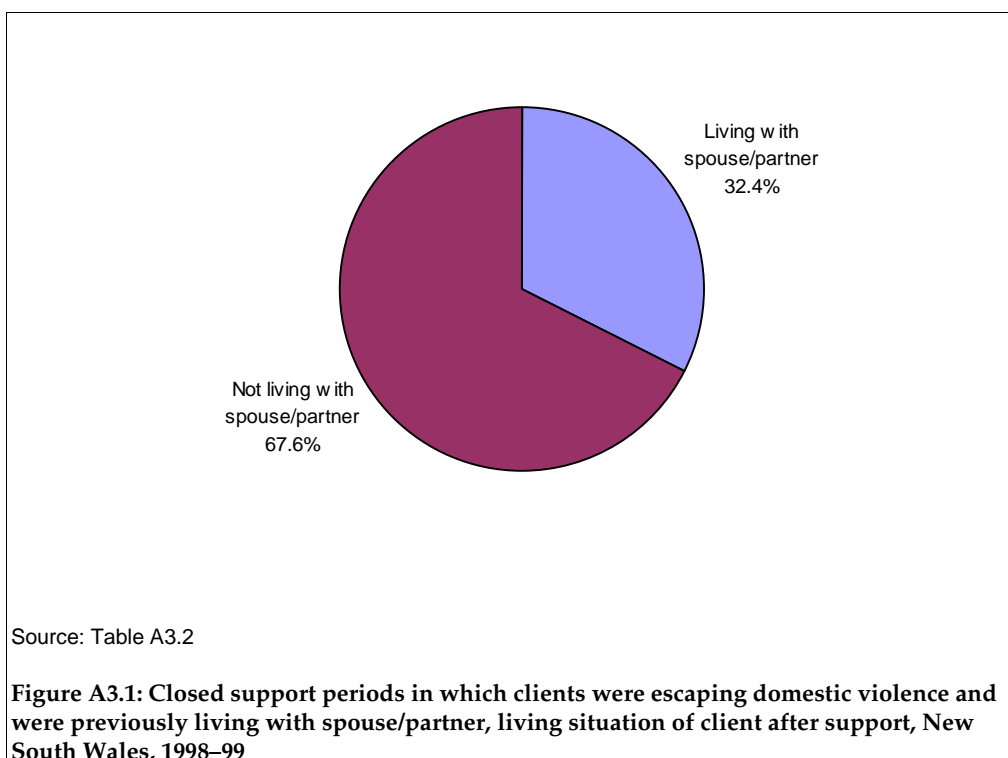
One of the aims of the program is to re-establish family links where appropriate. Although the National Data Collection does not identify the circumstances in which young clients return to live with parents, aggregate data about this outcome are still of interest and changes over time can be used to inform policy and planning processes.

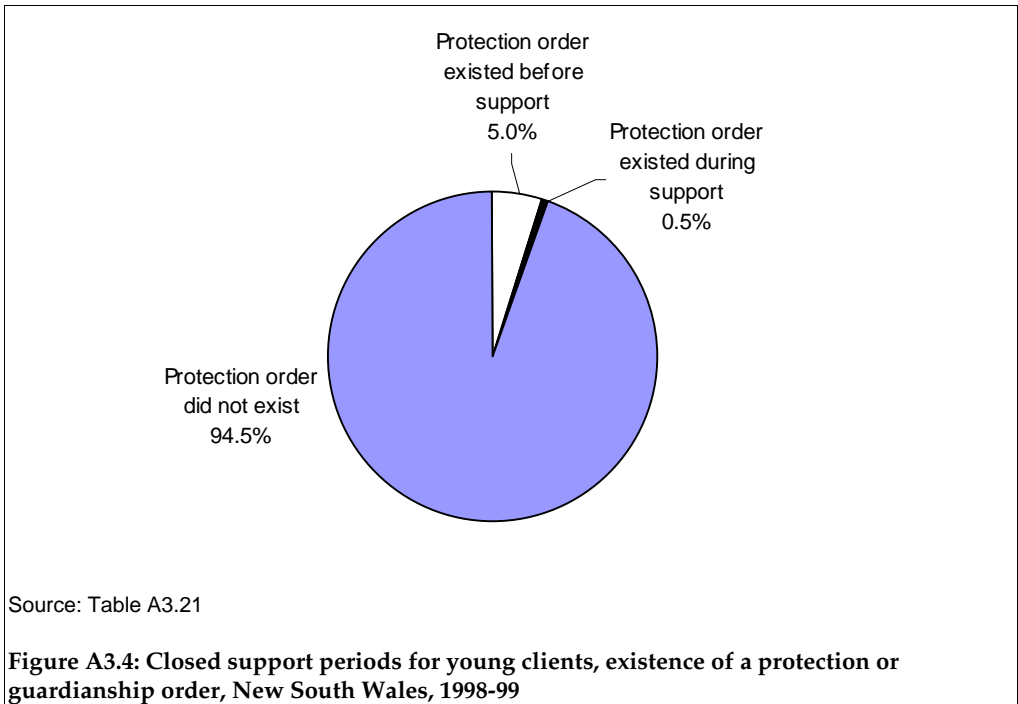
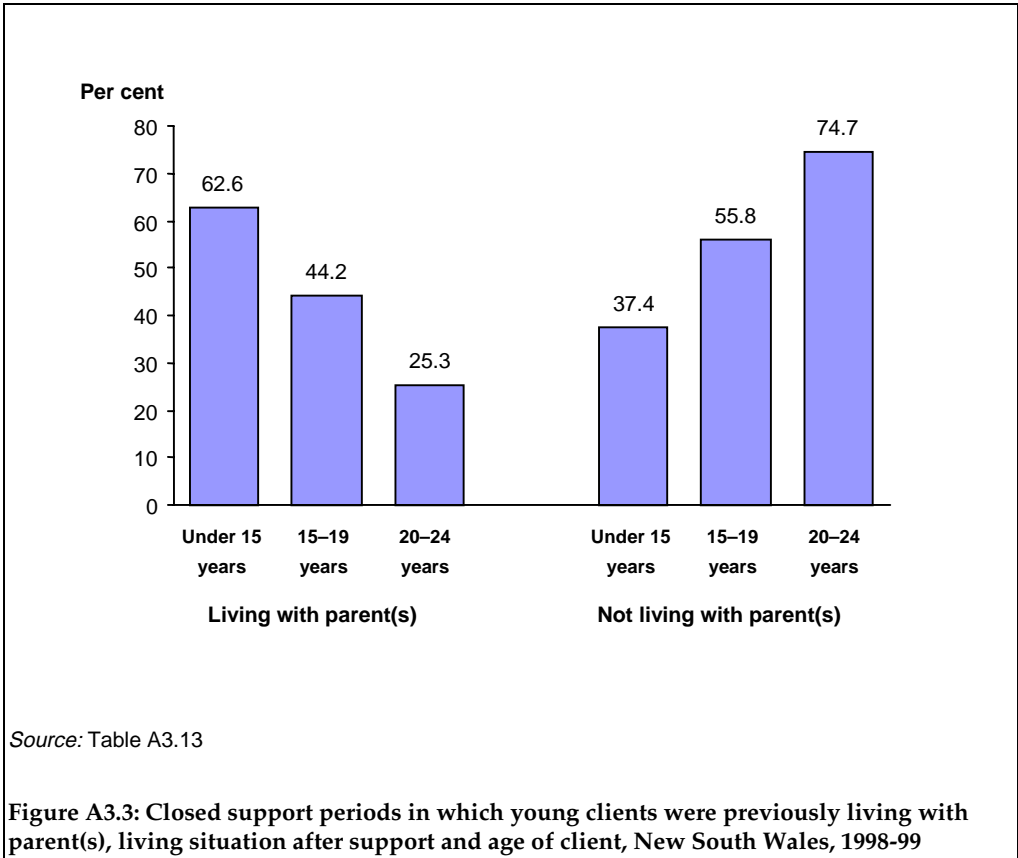
The analysis presented here examines whether young SAAP clients (those less than 25 years of age) who were living with parents before becoming homeless or at risk of homelessness and receiving support returned to live with their parent(s) immediately after receiving support.

Findings vary according to the age of clients. In 63% of cases involving young people aged less than 15 years, clients did return to live with parents. The comparable figures for those aged 15–19 years and those aged 20–24 years were 44% and 25% respectively (Figure A3.3). The proportion of all cases across New South Wales involving young clients who were living with parents before receiving support and who returned to live with them immediately after receiving support was 42% (Table A3.15).

Data from the national collection can also be used to examine the number of young SAAP clients who were wards of the State or who were the subject of a supervision order, and when such orders were obtained. Approximately 6% of young clients were subject to guardianship or protection orders, almost all of which existed before the commencement of support services (Figure A3.4).

A3.2 Key charts





A3.3 Detailed tables

A3.3.1 Survivors of domestic violence

Table A3.1: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by service delivery model, New South Wales, 1998–99 (%)

Living situation after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Living with spouse/partner	34.9	29.0	48.8	28.1	33.4
Not living with spouse/partner	65.1	71.0	51.2	71.9	66.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,500	100	<25	650	3,250

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 1,006
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.2: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by region, New South Wales, 1998–99 (%)

Living situation after support	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Living with spouse/partner	22.0	31.9	33.3	28.4	38.2	33.6	12.5	30.7	32.4
Not living with spouse/partner	78.0	68.1	66.7	71.6	61.8	66.4	87.5	69.3	67.6
<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>

Table A3.2 (continued): Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by region, New South Wales, 1998–99 (%)

Living situation after support	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Living with spouse/partner	33.8	45.5	20.0	45.7	27.9	40.7	26.1	21.3	32.4
Not living with spouse/partner	66.2	54.5	80.0	54.3	72.1	59.3	73.9	78.7	67.6
<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>

Notes

1. Number excluded due to errors (unweighted): 6
2. Number excluded due to omissions (unweighted): 692
3. Number of records excluded because consent was not obtained: 2,021
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for agency non-participation and client non-consent. 2,200 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.3: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by age of client, New South Wales, 1998–99 (%)

Living situation after support	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Living with spouse/partner	31.8	30.5	33.2	39.2	55.6	33.4
Not living with spouse/partner	68.2	69.5	66.8	60.8	44.4	66.6
<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>
Total number	200	500	2,250	300	<25	3,250

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 1,011
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. There were very few closed support periods for clients who were aged under 15 years escaping domestic violence and who were previously living with a spouse or partner. To ensure confidentiality, these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.4: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by ethnicity of client, New South Wales, 1998–99 (%)

Living situation after support	Indigenous Australian	Non-English-speaking background	Other	Total
Living with spouse/partner	31.4	36.8	33.4	33.6
Not living with spouse/partner	68.6	63.2	66.6	66.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	600	550	2,050	3,150

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 1,107
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.5: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by duration of support, New South Wales, 1998–99 (%)

Living situation after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Living with spouse/partner	56.5	37.7	30.6	32.6	28.1	24.4	19.5	34.6	19.1	33.4
Not living with spouse/partner	43.5	62.3	69.4	67.4	71.9	75.6	80.5	65.4	80.9	66.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	350	950	450	300	350	550	200	100	50	3,250

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 1,010
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.6: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation after support by duration of current homelessness of client, New South Wales, 1998–99 (%)

Living situation after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Living with spouse/partner	35.8	23.7	27.0	35.8	23.9	27.9	41.6	32.9
Not living with spouse/partner	64.2	76.3	73.0	64.2	76.1	72.1	58.4	67.1
<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>
Total number	650	150	400	200	250	400	600	2,600

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 1,687
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.7: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by service delivery model, New South Wales, 1998–99 (%)

Existence of a restraining order	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Restraining order obtained before support	16.3	20.5	11.6	19.2	17.1
Restraining order obtained during support	6.1	2.9	3.9	7.3	6.0
Restraining order not obtained	77.6	76.5	84.5	73.4	76.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	7,350	750	50	1,600	9,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 262
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.8: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by region, New South Wales, 1998–99 (%)

Existence of a restraining order	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Restraining order obtained before support	18.2	20.8	15.7	22.3	19.3	19.3	19.7	21.4	17.1
Restraining order obtained during support	4.5	8.6	2.9	6.9	4.6	2.7	7.7	9.3	6.2
Restraining order not obtained	77.3	70.6	81.4	70.8	76.0	78.0	72.5	69.3	76.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

Table A3.8 (continued): Closed support periods in which clients were escaping domestic violence, existence of a restraining order by region, New South Wales, 1998–99 (%)

Existence of a restraining order	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Restraining order obtained before support	18.0	14.9	25.3	23.5	15.4	30.5	7.4	15.8	17.1
Restraining order obtained during support	6.9	4.3	14.7	6.4	13.1	16.7	1.1	7.4	6.2
Restraining order not obtained	75.1	80.9	60.0	70.0	71.5	52.8	91.6	76.8	76.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 183
3. Number of records excluded because consent was not obtained: 2,021
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for agency non-participation and client non-consent. 6,600 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.9: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by age of client, New South Wales, 1998–99 (%)

Existence of a restraining order	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Restraining order obtained before support	11.6	9.8	17.6	20.1	9.4	7.1	17.1
Restraining order obtained during support	1.7	3.0	5.1	7.2	5.6	1.6	6.0
Restraining order not obtained	86.7	87.3	77.3	72.8	85.0	91.3	76.9
<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>
Total number	150	1,200	1,550	5,800	950	100	9,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 271
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.10: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by ethnicity of client, New South Wales, 1998–99 (%)

Existence of a restraining order	Indigenous Australian	Non-English-speaking background	Other	Total
Restraining order obtained before support	15.7	24.0	16.4	17.3
Restraining order obtained during support	4.8	12.3	5.1	6.0
Restraining order not obtained	79.5	63.7	78.5	76.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,900	1,300	6,300	9,450

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 610
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

A3.11: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by duration of support, New South Wales, 1998–99 (%)

Existence of a restraining order	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Restraining order obtained before support	18.8	14.3	16.6	16.0	16.8	18.5	23.0	21.7	20.3	17.1
Restraining order obtained during support	7.2	4.0	4.6	5.3	7.0	8.5	10.0	7.4	3.5	6.0
Restraining order not obtained	74.1	81.7	78.8	78.7	76.2	73.0	67.0	70.9	76.2	76.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,100	2,600	1,300	1,050	1,000	1,550	550	300	250	9,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 282
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.12 Closed support periods in which clients were escaping domestic violence, existence of a restraining order by duration of client's current homelessness, New South Wales, 1998–99 (%)

Existence of a restraining order	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Restraining order obtained before support	12.4	16.1	19.3	22.8	17.3	25.3	13.6	17.0
Restraining order obtained during support	3.3	8.6	6.6	8.8	11.9	6.7	6.1	6.4
Restraining order not obtained	84.3	75.4	74.1	68.5	70.8	68.0	80.2	76.6
<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>
Total number	1,900	450	1,250	550	600	1,100	1,700	7,500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,552
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

A3.3.2 Young people previously living with parents

Table A3.13: Closed support periods in which young clients were previously living with parent(s), living situation after support by age of client, New South Wales, 1998–99 (%)

Living situation after support	Under 15 years	15–19 years	20–24 years	Total
Living with parent(s)	62.6	44.2	25.3	43.9
Not living with parent(s)	37.4	55.8	74.7	56.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	350	1,550	350	2,250

Notes

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 1,360
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.14: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by service delivery model, New South Wales, 1998–99 (%)

Living situation after support and age	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
<i>Living with parent(s)</i>					
Under 15 years	11.2	5.4	17.9	6.5	9.7
15–19 years	28.6	24.4	54.0	30.0	30.0
20–24 years	2.9	4.9	—	7.7	4.2
<i>Not living with parent(s)</i>					
Under 15 years	7.5	4.7	—	4.1	5.8
15–19 years	37.1	49.5	23.2	37.4	37.9
20–24 years	12.7	11.1	4.9	14.3	12.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,250	300	150	550	2,250

Notes

1. Number excluded due to errors (weighted): 10
9. Number excluded due to omissions (weighted): 1,360
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.15: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by region, New South Wales, 1998–99 (%)

Living situation after support and age	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Living with parent(s)									
Under 15 years	8.3	11.6	7.6	11.9	15.3	8.9	1.5	4.5	9.5
15–19 years	23.6	20.9	19.0	19.0	25.0	30.7	47.1	40.9	27.7
20–24 years	1.4	2.3	6.3	2.4	0.7	3.0	2.9	0.8	4.5
Not living with parent(s)									
Under 15 years	6.9	9.3	8.9	3.6	4.9	6.9	1.5	5.3	6.2
15–19 years	56.9	51.2	39.2	53.6	42.4	31.7	26.5	38.6	38.6
20–24 years	2.8	4.7	19.0	9.5	11.8	18.8	20.6	9.8	13.4
<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>

Table A3.15 (continued): Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by region, New South Wales, 1998–99 (%)

Living situation after support and age	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Living with parent(s)									
Under 15 years	10.8	16.5	13.0	2.0	9.6	4.5	4.2	20.4	9.5
15–19 years	23.1	35.8	30.4	26.5	28.9	23.9	18.5	28.6	27.7
20–24 years	7.7	4.6	—	30.6	8.4	6.0	5.4	2.0	4.5
Not living with parent(s)									
Under 15 years	12.3	4.6	4.3	2.0	8.4	9.0	3.6	11.2	6.2
15–19 years	38.5	25.7	34.8	24.5	38.6	43.3	41.7	30.6	38.6
20–24 years	7.7	12.8	17.4	14.3	6.0	13.4	26.8	7.1	13.4
<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>

Notes

1. Number excluded due to errors (unweighted): 6
2. Number excluded due to omissions (unweighted): 790
3. Number of records excluded because consent was not obtained: 0
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with valid alpha codes. Estimates have not been adjusted for agency non-participation and client non-consent. 1,400 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.16: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by gender, New South Wales, 1998–99 (%)

Living situation after support and age	Female	Male	Total
Living with parent(s)			
Under 15 years	8.6	11.0	9.7
15–19 years	30.2	30.1	30.1
20–24 years	4.5	3.7	4.1
Not living with parent(s)			
Under 15 years	4.5	7.3	5.8
15–19 years	39.4	35.8	37.7
20–24 years	12.8	12.1	12.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,200	1,050	2,250

Notes

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 1,369
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.17: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by ethnicity, New South Wales, 1998–99 (%)

Living situation after support and age	Indigenous Australian	Non-English-speaking background	Other	Total
Living with parent(s)				
Under 15 years	10.0	3.9	10.2	9.8
15–19 years	27.2	39.9	29.7	29.9
20–24 years	12.2	5.0	2.7	4.1
Not living with parent(s)				
Under 15 years	7.3	3.8	5.7	5.8
15–19 years	33.3	32.7	39.1	37.9
20–24 years	10.1	14.7	12.6	12.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	300	100	1,800	2,200

Notes

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 1,404
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.18: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by duration of support, New South Wales, 1998–99 (%)

Living situation after support and age	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Living with parent(s)										
Under 15 years	9.1	14.0	12.8	9.1	6.7	6.3	9.4	7.7	9.4	9.7
15–19 years	46.2	31.4	23.7	21.6	25.9	32.2	21.4	18.1	39.4	30.0
20–24 years	4.3	8.1	4.9	1.3	2.4	2.4	7.2	1.6	—	4.2
Not living with parent(s)										
Under 15 years	2.8	8.3	5.2	8.3	5.2	5.6	4.7	5.0	1.4	5.8
15–19 years	25.4	27.6	39.8	43.6	45.3	43.1	47.6	47.9	38.8	38.0
20–24 years	12.2	10.6	13.5	16.1	14.6	10.4	9.8	19.7	11.0	12.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	250	500	200	250	250	450	150	100	100	2,250

Notes

1. Number excluded due to errors (weighted): 10
2. Number excluded due to omissions (weighted): 1,362
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.19: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by duration of current homelessness, New South Wales, 1998–99 (%)

Living situation after support and age	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Living with parent(s)								
Under 15 years	10.0	1.8	6.5	9.8	2.6	6.0	15.9	10.5
15–19 years	27.6	23.3	21.5	27.3	38.4	17.5	28.0	26.4
20–24 years	5.0	4.3	3.5	5.3	2.8	3.1	3.9	4.2
Not living with parent(s)								
Under 15 years	5.4	6.9	4.0	7.8	13.9	10.5	5.3	5.9
15–19 years	35.4	41.2	53.1	47.7	32.9	44.0	37.7	39.9
20–24 years	16.6	22.5	11.4	2.2	9.5	18.9	9.2	13.0
<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>
Total number	600	100	250	100	50	100	550	1,750

Notes

1. Number excluded due to errors (weighted): 6
2. Number excluded due to omissions (weighted): 1,866
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

A3.3.3 Young people—legal processes

Table A3.20: Closed support periods for young clients, existence of a protection or guardianship order by service delivery model, New South Wales, 1998–99 (%)

Existence of a protection or guardianship order	Crisis/ short-term accommodation	Medium/ long-term accommodation	Outreach support	Other	Total
Order existed before support	5.2	7.2	0.6	2.7	4.8
Order made during support	0.4	0.2	0.6	0.6	0.5
Order did not exist	94.3	92.7	98.7	96.6	94.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	6,800	1,750	350	2,950	11,900

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 280
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.21: Closed support periods for young clients, existence of a protection or guardianship order by region, New South Wales, 1998–99 (%)

Existence of a protection or guardianship order	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Order existed before support	4.6	8.3	10.2	2.2	4.6	6.5	5.1	4.1	5.0
Order made during support	—	0.8	0.9	0.2	0.1	0.6	1.1	0.2	0.5
Order did not exist	95.4	90.9	88.9	97.6	95.2	92.9	93.8	95.7	94.5
<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>

Table A3.21 (continued): Closed support periods for young clients, existence of a protection or guardianship order by region, New South Wales, 1998–99 (%)

Existence of a protection or guardianship order	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Order existed before support	9.3	2.2	12.2	0.8	2.0	7.1	2.2	7.6	5.0
Order made during support	1.6	0.2	0.8	0.8	0.8	1.1	0.2	—	0.5
Order did not exist	89.1	97.6	87.0	98.5	97.2	91.8	97.6	92.4	94.5
<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>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 159
3. Number of records excluded because consent was not obtained: 0
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for agency non-participation and client non-consent. 7,650 records contributed to this table.
8. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.22: Closed support periods for young clients, existence of a protection or guardianship order by gender of client, New South Wales, 1998–99 (%)

Existence of a protection or guardianship order	Female	Male	Total
Order existed before support	4.8	4.8	4.8
Order made during support	0.5	0.4	0.5
Order did not exist	94.7	94.8	94.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	6,100	5,750	11,800

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 332
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.23: Closed support periods for young clients, existence of a protection or guardianship order by age of client, New South Wales, 1998–99 (%)

Existence of a protection or guardianship order	Under 14 years	14–15 years	16–17 years	18 years and over	Total
Order existed before support	22.0	14.3	4.9	1.4	4.8
Order made during support	3.1	1.3	0.2	0.2	0.5
Order did not exist	74.9	84.4	94.9	98.3	94.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	350	1,650	3,150	6,700	11,850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 280
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.
7. Although protection orders relate to people under 18 years, the category '18 years and over' has been included because clients may turn 18 during a support period.

Source: SAAP NDCA Client Collection

Table A3.24: Closed support periods for young clients, existence of a protection or guardianship order by ethnicity of client, New South Wales, 1998–99 (%)

Existence of a protection or guardianship order	Indigenous Australian	Non-English-speaking background	Other	Total
Order existed before support	3.9	2.3	5.1	4.8
Order made during support	0.5	0.4	0.5	0.5
Order did not exist	95.6	97.3	94.4	94.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,650	550	9,350	11,550

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 602
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.25: Closed support periods for young clients, existence of a protection or guardianship order by duration of support of client, New South Wales, 1998–99 (%)

Existence of a protection or guardianship order	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Order existed before support	2.7	4.2	5.5	4.8	5.1	4.7	6.1	8.5	7.0	4.7
Order made during support	0.2	0.2	0.5	0.2	0.6	1.1	0.8	0.3	0.8	0.5
Order did not exist	97.2	95.6	94.0	95.0	94.4	94.2	93.1	91.1	92.3	94.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,500	3,400	1,400	1,150	1,100	1,850	650	450	350	11,850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 306
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.26: Closed support periods for young clients, existence of a protection or guardianship order of client by duration of client's current homelessness, New South Wales, 1998–99 (%)

Existence of a protection or guardianship order	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Order existed before support	3.5	4.5	4.8	8.1	9.0	8.2	5.6	5.2
Order made during support	0.2	—	0.4	—	0.6	1.0	0.8	0.4
Order did not exist	96.2	95.5	94.8	91.9	90.4	90.8	93.6	94.4
<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>
Total number	3,200	600	1,350	450	500	700	2,200	9,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,126
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Appendix 4: Corrections to Series 3 tables

This part of the report provides revised 1997–98 tables in the Series 3 reports which have been revised.

Table 5.37: Potential clients unable to be supported, type of support requested by region, New South Wales, 13–26 November 1997 (%)

Type of support requested	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Crisis/short-term accommodation	93.3	83.9	57.7	60.9	62.3	78.7	57.5	35.0	71.6
Medium/long-term accommodation	3.3	12.9	38.5	37.0	32.1	17.0	39.8	56.7	24.4
Support only	1.7	—	—	2.2	3.8	4.3	2.7	6.7	2.3
Other	1.7	3.2	3.8	—	1.9	—	—	1.7	1.8
<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>
Total number	60	30	80	50	50	50	110	60	930

Table 5.37(continued): Potential clients unable to be supported, type of support requested by region, New South Wales, 13–26 November 1997 (%)

Type of support requested	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Crisis/short-term accommodation	68.5	100.0	71.0	72.7	57.6	75.7	89.3	57.1	71.6
Medium/long-term accommodation	29.6	—	22.6	9.1	36.4	20.3	7.1	42.9	24.4
Support only	1.9	—	3.2	18.2	6.1	1.4	0.4	—	2.3
Other	—	—	3.2	—	—	2.7	3.1	—	1.8
<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>
Total number	50	10	30	10	30	70	230	10	930

Notes

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 3
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.38: Potential clients unable to be supported, type of support requested by primary target group, New South Wales, 13–26 November 1997 (%)

Type of support requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	64.2	91.8	30.3	80.0	70.5	79.0	71.6
Medium/long-term accommodation	32.8	4.1	66.7	18.9	20.8	18.6	24.4
Support only	2.7	2.0	3.0	—	3.4	1.2	2.3
Other	0.3	2.0	—	1.1	5.3	1.2	1.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	330	100	30	100	210	170	930

Notes

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 3
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.39: Potential clients unable to be supported, type of support requested by gender of person making request, New South Wales, 13–26 November 1997 (%)

Type of support requested	Female	Male	Total
Crisis/short-term accommodation	65.8	79.2	71.5
Medium/long-term accommodation	28.9	18.4	24.5
Support only	2.5	2.1	2.3
Other	2.9	0.3	1.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	530	390	910

Notes

1. Number excluded due to errors: 3
2. Number excluded due to omissions: 21
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.40: Potential clients unable to be supported, type of support requested by age of person making request, New South Wales, 13–26 November 1997 (%)

Type of support requested	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Crisis/short-term accommodation	71.1	62.1	66.7	75.3	88.7	71.4	69.9
Medium/long-term accommodation	25.0	34.1	31.0	19.5	9.4	14.3	26.1
Support only	1.3	3.4	1.1	2.4	1.9	—	2.3
Other	2.6	0.4	1.1	2.8	—	14.3	1.6
<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>
Total number	80	260	170	290	50	10	860

Notes

1. Number excluded due to errors: 3
2. Number excluded due to omissions: 71
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.41: Potential clients unable to be supported, type of support requested by ethnicity of person making request, New South Wales, 13–26 November 1997 (%)

Type of support requested	Indigenous Australian	Non-English-speaking background	Other	Total
Crisis/short-term accommodation	71.9	58.2	71.1	69.9
Medium/long-term accommodation	24.0	30.4	25.2	25.6
Support only	2.1	6.3	2.0	2.4
Other	2.1	5.1	1.7	2.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	80	650	820

Notes

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 114
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.42: Potential clients unable to be supported, main reason support not provided by region, New South Wales, 13–26 November 1997 (%)

Main reason support not provided	CC	CW	CP	FNC	HUN	ILL	IW	MNC	NSW
Insufficient staff	1.7	—	10.3	—	9.4	4.2	10.6	8.2	5.1
No accommodation available	88.3	83.9	80.8	91.3	66.0	62.5	68.1	83.6	78.3
Facilities for disability needs not available	—	—	1.3	—	—	10.4	0.9	—	1.2
Facilities for cultural needs not available	—	—	—	—	—	—	—	—	0.1
Facilities for other special needs not available	5.0	6.5	—	—	1.9	—	4.4	1.6	1.9
Age of male child	—	—	—	—	—	—	1.8	—	0.5
Other	5.0	9.7	7.7	8.7	22.6	22.9	14.2	6.6	12.8
<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>
Total number	60	30	80	50	50	50	110	60	940

Table 5.42 (continued): Potential clients unable to be supported, main reason support not provided by region, New South Wales, 13–26 November 1997 (%)

Main reason support not provided	NEP	NE	NS	OFW	RM	SWS	SES	SH	NSW
Insufficient staff	7.4	11.1	—	—	9.1	4.1	1.8	—	5.1
No accommodation available	75.9	77.8	58.1	81.8	81.8	81.1	82.7	87.5	78.3
Facilities for disability needs not available	1.9	—	—	—	3.0	—	0.9	—	1.2
Facilities for cultural needs not available	—	—	—	—	3.0	—	—	—	0.1
Facilities for other special needs not available	—	—	3.2	—	—	4.1	0.9	—	1.9
Age of male child	—	—	—	—	3.0	1.4	0.4	—	0.5
Other	14.8	11.1	38.7	18.2	—	9.5	13.3	12.5	12.8
<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>
Total number	60	30	80	50	50	50	110	60	940

Notes

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 0
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. See Appendix 1 for descriptions of regional codes.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.43: Potential clients unable to be supported, main reason support not provided by type of support requested, New South Wales, 13–26 November 1997 (%)

Main reason support not provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Support only	Other	Total
Insufficient staff	4.9	1.8	42.9	11.8	5.2
No accommodation available	80.2	83.7	9.5	11.8	78.2
Facilities for disability needs not available	1.2	1.3	—	—	1.2
Facilities for cultural needs not available	—	—	4.8	—	0.1
Facilities for other special needs not available	1.6	1.8	4.8	11.8	1.9
Age of male child	0.7	—	—	—	0.5
Other	11.2	11.5	38.1	64.7	12.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	670	230	20	20	930

Notes

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 3
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Appendix 5: SAAP NDCA Data Collection Forms

A5.1 Client Form

A5.2 Client Form – High Volume Agencies

A5.3 Unmet Demand Form

A5.4 Casual Client Form

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