

SAAP NDCA REPORT SERIES 9

# **Homeless people in SAAP**

**SAAP National Data Collection  
Annual Report  
2003–04**

**Australia**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 126

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

Board Chair

Hon. Peter Collins, AM, QC

Director

Dr Richard Madden

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

Manager

SAAP National Data Collection Agency

Australian Institute of Health and Welfare

GPO Box 570

Canberra ACT 2601

Phone: 02 6244 1206

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# Preface

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

A productive and cooperative partnership has continued between the SAAP National Data Collection Agency (managed by the Australian Institute of Health and Welfare), SAAP agencies and the SAAP Information Subcommittee. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of SAAP.

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

The fact that 93% of agencies in Australia provided data in 2003–04 is testimony to their collective commitment to, and confidence in, the collection. A 94% participation rate was recorded in 2002–03. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency increased from 88% in 2002–03 to 90% in 2003–04.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this eighth annual report and the release of 2003–04 data are one step towards this goal.

Richard Madden

Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

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

# Abbreviations and symbols

## Abbreviations

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

## Symbols in tables

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

# Glossary

<b>Accompanying child</b>	A person aged under 18 years who accompanies a <i>client</i> to a SAAP <i>agency</i> during a <i>support period</i> or who requires and/or receives assistance from a SAAP <i>agency</i> as a result of their parent or guardian being a client of the same <i>agency</i> . An accompanying child may or may not require or receive assistance.
<b>Accompanying child support period</b>	<p>An <i>accompanying child support period</i> refers to each <i>support period</i> in which the child either accompanies their parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of their parent or guardian's <i>support period</i>.</p> <p>Within an <i>accompanying child support period</i> the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of their parent's or guardian's <i>support period</i>, it is not possible to assess the length of support for an <i>accompanying child</i>.</p>
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
<b>Alpha code</b>	A predetermined combination of letters from a <i>client's</i> name, together with a letter designating the <i>client's</i> gender. A 'valid <i>alpha code</i> ' is a legitimate <i>alpha code</i> (that is, one containing only letters from the alphabet and ending in either M or F) joined to the <i>client's</i> reported year of birth and encrypted to create a unique <i>client</i> indicator, or statistical linkage key.
<b>Case</b>	A <i>support period</i> provided to a SAAP <i>client</i> . The terms <i>case</i> and <i>support period</i> are used interchangeably in this report.
<b>Client</b>	<p>A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who:</p> <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker's time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or</li><li>• is accommodated by a SAAP <i>agency</i>; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.</li></ul>
<b>Closed accompanying child support period</b>	An <i>accompanying child support period</i> associated with a <i>closed support period</i> .
<b>Closed support period</b>	A <i>support period</i> that had finished on or before the end of the reporting period – 30 June.
<b>English proficiency group 1 countries</b>	Canada, Ireland, New Zealand, South Africa, the United Kingdom and the United States of America.
<b>English proficiency group 2–4 countries</b>	Countries, excluding Australia, that are not included in <i>English proficiency group 1</i> .

<b>Homeless person</b>	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them through failing to provide access to: <ul style="list-style-type: none"> <li>- adequate personal amenities, or</li> <li>- the economic and social supports that a home normally affords; or</li> </ul> </li> <li>• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure – that is, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
<b>Occasion of support</b>	See <i>support period</i> .
<b>Ongoing support relationship</b>	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the <i>agency</i> for the purpose of providing additional assistance.</p> <p>An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i>.</p> <p>This definition is used to help establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
<b>Record</b>	A unit of analysis. In any particular situation, it can refer to a <i>client</i> , an <i>occasion of support</i> , and so on.
<b>Recurrent allocations</b>	<p>Amounts of money specifically allocated during the reporting period by a state or territory department either:</p> <ul style="list-style-type: none"> <li>• to SAAP <i>agencies</i> to fund salaries and associated on-costs, and ongoing operating costs; or</li> <li>• for use by each state or territory for such purposes as training, research, evaluation, administration, and asset replacement or purchase.</li> </ul>
<b>Referral</b>	<p>For the purposes of the National Data Collection, a referral involves a formal process – not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.</p>

<b>Support</b>	Assistance, other than <i>supported accommodation</i> , provided to a client as part of an <i>ongoing support relationship</i> between a SAAP agency and the <i>client</i> . For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a <i>client</i> for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.
<b>Support period</b>	<p>A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP agency. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> <li>• the <i>client</i> ends the relationship with the <i>agency</i>; or</li> <li>• the <i>agency</i> ends the relationship with the <i>client</i>.</li> </ul> <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>
<b>Supported accommodation</b>	Accommodation paid for or provided directly by a SAAP agency. The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds – at a motel, for example.
<b>Unmet need</b>	An unmet need occurs when a <i>client</i> expresses a need for a particular support service, or either directly or indirectly acknowledges a need for a particular support service during their <i>support period</i> , and that service is not provided or referred.
<b>Young client (or young person)</b>	A <i>client</i> aged under 25 years at the commencement of <i>support</i> .

# Summary

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

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

This national report is accompanied by state and territory supplements. State and territory data appear in this national report; however, more detailed tables are included in the supplements. A further report, *Demand for SAAP Assistance by Homeless People 2002–03* (AIHW 2004b) that included coverage of the unmet needs of clients, unmet demand for accommodation and casual client information was published in October 2004.

## Funding

Funding for the 1,300 SAAP agencies operating across Australia during 2003–04 was provided jointly by the Australian Government, and the state and territory governments. For the 2003–04 financial year, the total recurrent allocation under SAAP was \$321.4m (Table 2.1). Included in this amount are recurrent allocations of \$17.6 m provided by four jurisdictions that were in addition to the funding agreements between the Australian Government and each state and territory government. Recurrent funding to agencies was \$308.7m; in real terms, this was 26% more than the funding provided in 1996–97 (Table 9.1).

## Level of support

It is estimated that 1 in every 130 Australians received substantial SAAP support at some time during 2003–04. More specifically, SAAP agencies supported an estimated 152,900 people during 2003–04. Of these, 100,200 were adults or unaccompanied children (clients) and 52,700 were accompanying children (Tables 3.1 and 3.2).

Clients were provided with 187,200 occasions of support during 2003–04 (Table 3.1). The average number of support periods per client was 1.9. On average there were between 20,600 and 22,500 support periods active on any day during 2003–04 (Table 3.3).

There were 73,200 accompanying child support periods in 2003–04, with accompanying children averaging 1.3 support periods each. On average, there were approximately 12,600 accompanying child support periods active each day during 2003–04.

## Age, gender, and cultural and linguistic diversity

There were more female clients (58%) than male clients (42%). The average age of female clients was 31 years and the average for male clients was 34 years (Table 4.1). Most SAAP

clients (74%) were born in Australia (Table 4.5). However, Indigenous clients were over-represented as SAAP clients relative to their population size: 2% of Australians aged 10 years or over were estimated to be Indigenous Australians in June 2003, but Indigenous Australians made up 17% of SAAP clients in 2003–04 (Table 4.7).

Repeat use of SAAP services was less likely among female clients than male clients: males averaged 2.1 support periods each whereas females averaged 1.7 (Table 4.3). There were also some differences in repeat usage within age groups: males aged 45–64 years had the highest average number of support periods (2.3), and males and females aged under 15 years and females aged over 45 years had the lowest average of 1.6 support periods per client. On average, Australian-born non-Indigenous clients had more support periods each (1.9) than other clients (Table 4.7).

Overall, for every 10,000 people aged 10 and over, there were 58 SAAP clients (Table 4.3). The highest prevalence of SAAP use was among people aged 18–19 years, for whom there were 139 SAAP clients for every 10,000 in the general population. The next highest rates of use were by 15–17 year-olds and 20–24 year-olds, for whom there were 114 and 110 SAAP clients, respectively, for every 10,000 people in these age groups.

The proportion of people accessing SAAP services also varied by gender. Females were more likely to use SAAP services than males: there were 67 female clients for every 10,000 females aged 10 and over in the general population and 48 male clients per 10,000 males. The highest rate of use was by 18–19-year-old females among whom there were 174 clients per 10,000 females; in this age group there were 107 male clients per 10,000 males.

Of accompanying children, 88% were 12 years of age or under and 9% were aged 13–15 years (Table 4.2). The remaining 3% of children were aged 16–17. Accompanying children were divided evenly between girls and boys, and 95% were born in Australia (Table 4.6).

Most of the 52,500 accompanying children had only 1 accompanying child support period during 2003–04 (84%), but 11% had 2 periods of support. There was an average of 1.3 accompanying child support periods per accompanying child (Table 4.4). For every 10,000 people aged 0–17 years in the general population, 106 children accompanied their parent(s) or guardian(s) to a SAAP agency. The highest rate of use was for 0–4-year-olds, with 186 children per 10,000 children in this age group accompanying a SAAP client, followed by 5–12-year-olds (104 per 10,000).

### **Client groups and reasons for seeking assistance**

Nationally, males aged 25 years and over presenting alone at SAAP agencies accounted for the largest proportion of all support periods (31%), followed by 22% for female clients with children (Table 5.1). Overall, 6% of support periods were for couples with or without children, and males with children accounted for just 2% of all support periods.

The most common main reasons clients gave for seeking assistance were domestic violence (in 20% of support periods), financial difficulty (14%), usual accommodation was unavailable (11%), eviction or the ending of previous accommodation (10%), and relationship or family breakdown (9%) (Figure 5.2). Reasons varied considerably according to the composition of the assisted client group: for example, unaccompanied males aged 25 years and over most commonly cited financial difficulty (21%) or that their usual accommodation was unavailable (12%) as their main reason for seeking assistance. For unaccompanied females aged 25 years and over, the most common main reason was domestic violence (39%).



## **Length of support and accommodation**

Of the 187,200 support periods in 2003–04, around 168,300 finished before 30 June 2004 (Chapter 6). Of these closed support periods, 40% lasted for 1 day or less, and a further 16% lasted from 2 to 7 days (Table 6.1). A significant proportion (16%) of closed support periods lasted from 1 to 3 months. This pattern was not consistent across the states and territories. For example, 52% of closed support periods in Victoria lasted 1 day or less and only 12% were for more than 3 months. In contrast, in the Australian Capital Territory only 10% of closed support periods were for 1 day or less, and 25% lasted longer than 3 months. Tasmania had the longest median length of support, at 31 days, and Victoria the shortest, at 1 day.

Of the 168,300 closed support periods, 76,200 involved a period of accommodation at a SAAP agency (Table 6.3). Around 5,900 of these involved total accommodation of less than 1 day and 70,300 included accommodation of 1 day or longer. In 19% of these latter support periods, the accommodation was for 1 day only and in 30% it was for 2 to 7 days; in 11%, accommodation lasted for over 3 months. Males with children and couples with children were accommodated for longer than other clients (median length of accommodation of 41 days and 70 days, respectively, compared with a median of 8 days for all client groups).

## **Support provided to clients and accompanying children**

The services commonly provided to clients varied markedly according to the person or group being assisted, because of their varying needs. However, the three broad types of support services most often provided during 2003–04 were general support and advocacy (in 74% of all support periods), housing and accommodation services (65%), and basic support services (60%) (Table 6.4). SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation assistance, being provided in 51% of support periods.

The two broad types of services most commonly provided to accompanying children were accommodation and basic support services (including meals, transport and hygiene-related facilities) – provided in 72% and 69% of closed accompanying child support periods, respectively (Table 6.5).

## **Meeting the needs of clients and accompanying children**

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. On average, clients requested approximately 6 different types of services during a support period (derived from Table 7.3). SAAP agencies directly provided services for 90% of requests during 2003–04. In addition to this, agencies were able to refer clients to other organisations for a further 6% of requests. Consequently, 879,300 (or 96%) of the 914,700 expressed needs were met at least to some extent.

Direct provision of requested services was particularly high for basic support services such as meals and shower facilities (provided in 98% of cases), and general support and advocacy services (95%). Requests for housing or accommodation were met in 83% of cases. Agencies were least successful in meeting requests for specialist services (provided in 73% of cases): 8% of such needs were neither provided for nor referred to other organisations, and a further 19% were referred.

Overall, there were 35,400 requests for services, or 4%, that were not provided or referred (Table 7.3). Housing and accommodation services accounted for the largest proportion of these unmet needs (31%), followed by specialist services (18%) and general support and

advocacy (17%) (Table 7.5). Unaccompanied males aged 25 or over had the highest number of closed support periods with unmet needs throughout the year, at 4,000 support periods, followed by females with children (3,600).

Agencies reported that accompanying children required some 151,300 distinct service types in 35,700 closed accompanying child support periods. On average, accompanying children received four different types of services in each closed accompanying child support period where services were requested (derived from Table 7.4, Part b).

Just over 94% of the services requested for accompanying children were able to be provided directly (Table 7.4). In addition to this, agencies were able to refer accompanying children for another 4% of the services they required, resulting in 98% of requested services being met to some extent and leaving just under 2% of required services that were neither provided nor referred to other organisations.

Basic support services were the group of services most often provided directly by the agency (in 98% of instances where these types of services were requested), followed by accommodation (96%), and general support and advocacy (95%). Specialist services were the least likely to be provided directly by agencies (81%) but the most likely to be referred (in 16% of requests for this service type).

Accompanying children had some needs remaining unmet after support in 1,500 closed accompanying child support periods – with around 2,600 unmet needs distributed across all service types (Tables 7.4 and 7.6). The most common unmet need involved counselling (27% of unmet needs), with basic support services and school liaison or child care contributing 21% and 18%, respectively, to the total unmet needs (Table 7.6). General support or advocacy and accommodation contributed 14% and 11%, respectively, to children's unmet needs. Specialist services made up the lowest proportion of unmet needs for accompanying children (9% of unmet needs).

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

Across all closed support periods, clients' source of income did not vary much from before to after support (Table 8.1). However, among clients who specifically requested assistance with obtaining or maintaining a government pension or benefit, the proportion of closed support periods in which clients had no income and were not awaiting a government payment fell from 17% before support to 6% after support.

Across all closed support periods, the most common accommodation types immediately before support were SAAP or other emergency housing (16%), private rental (16%) and public or community housing (13%) (Table 8.2). After support, the most common types of client accommodation were private rental (18%), public or community housing (17%) and SAAP or other emergency housing (17%).

For clients who specifically requested assistance to obtain or maintain independent housing, there were more marked changes for several accommodation types. In particular, accommodation in public or community housing more than doubled, rising from 8% of closed support periods before support to 20% after (Table 8.2). In addition, accommodation in privately rented dwellings increased from 18% before support to 27% after support.

How long a client was accommodated in SAAP or CAP accommodation had an effect on the type of accommodation clients moved into following support. Clients who were accommodated for longer periods in SAAP or CAP accommodation were more likely to move into independent forms of housing. Following 13 weeks of accommodation, clients more often exited into public or community housing after support than into other types of

accommodation. Conversely, the proportions living in a car, park, tent, street or squat after support generally decreased as the length of SAAP or CAP accommodation provided to the client increased.

The most common living situations for clients before receiving SAAP support were living alone or with their spouse or partner either with or without children (both in around 23% of closed support periods each), and living short-term with relatives or friends (16%) (Table 8.4). After support, it was most common for clients to be living alone (in 28% of closed support periods); or alone with their children (19%).

Overall, there was little difference in the profile of clients' employment status before and after receiving support. However, for clients who specifically requested employment assistance, the proportion of closed support periods in which they were employed in some capacity more than doubled from around 9% before support to 19% after support.

### **Support from 1996–97 to 2003–04**

The number of support periods has fluctuated throughout the 8 years of the National Data Collection. In 1996–97 there were an estimated 156,500 support periods (Table 9.2). This increased to 164,300 in 1997–98, but dropped back over the next 2 years, returning almost to the 1996–97 level in 1999–00 (Figure 9.1). In 2000–01 there was a rise to 170,700 support periods. The number of support periods increased further in 2002–03 to 176,300 and then to 187,200 in 2003–04.

The number of clients provided with SAAP services showed a similar pattern to support periods. The highest number of clients was recorded in 2003–04 and the lowest in 1996–97 (Table 9.2). The prevalence of SAAP use in the community for the past 5 years was highest in 2003–04, with 58 SAAP clients for every 10,000 people aged 10 years and over, and lowest in 1996–97, with 55 SAAP clients per 10,000 people aged 10 years and over (Table 9.4).

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, there was a decrease in the percentage of closed support periods in which support plans have been used. The decrease was steady from 61% in 1999–00 to 59% in 2002–03; however, in 2003–04 there was a sharp decrease to 51%. The variation reported in 2003–04 is mainly due to the participation of a large agency that provided short periods of support that didn't have support plans in place.



# 1 Introduction

## The Supported Accommodation Assistance Program

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program (SAAP). SAAP was established in 1985 to consolidate a number of Australian Government and state and territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence.

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

In 2003–04, 1,300 non-government, community or local government agencies were funded nationally under the program (Table 2.3). Such agencies 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.

## The SAAP National Data Collection

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

This report mainly presents analysis of the Client Collection. Some analysis of funding using the Administrative Data Collection is also presented to provide context. The Client Collection consists of information about all clients receiving SAAP support lasting more than 1 hour, whereas the Administrative Data Collection consists of general information about the agencies providing the services used by these clients. Appendix 1 provides an overview of these collections; further details are available in the *Demand for SAAP Assistance by Homeless People 2002–03* report (AIHW 2004b).

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. A glossary of terms is therefore included at the beginning of this report. In addition, readers are encouraged to consult Appendix 1, which contains important information about estimation methods, measurement of concepts, examples for table interpretation, and counting rules used in the analyses in this report. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 2003–04. The National Data Collection Agency's (NDCA) collectors' manual (AIHW 2001) also contains information that can aid in the use and interpretation of the data presented here.

## Structure and content of this report

Data in this report relate to the financial year ending 30 June 2004. Although most tables provide information about both completed and ongoing support periods, analyses of the

duration of support and accommodation and of data items relating to client circumstances after support are necessarily limited to completed support periods only. In addition, some tables contain data for the 8 years that the National Data Collection has been conducted, and others report for the past 5 years. Note that although most estimates are adjusted for client non-consent and/or agency non-participation (see Appendix 1), no allowance has been made for agencies that provide forms for some but not all of their support periods. Estimates of accompanying children have also been adjusted for client non-consent and agency non-participation.

The analyses in this report are divided into eight main areas. Chapter 2 provides details of resources allocated under SAAP; Chapter 3 presents a discussion of the number of support periods and accompanying child support periods provided by SAAP agencies; Chapter 4 outlines the demographic characteristics of clients and accompanying children; Chapter 5 analyses client groups and explores why clients sought assistance; and Chapter 6 provides analyses of the length of support periods and accommodation for clients, and the type of support provided to clients and accompanying children. Chapter 7 contains analyses of the services required by clients and for accompanying children and how agencies met these needs. The circumstances of clients before and after support periods in terms of income source, accommodation, living situation and employment are examined in Chapter 8. Finally, Chapter 9 presents comparisons of data from 1996-97 to 2003-04. Detailed tables follow the discussion in each chapter.

Estimates presented in this report are subject to revision. Revised tables, along with the reports themselves, are posted on the web site of the Australian Institute of Health and Welfare (AIHW) ([www.aihw.gov.au](http://www.aihw.gov.au)). Regional tables and counts for all data items collected are available in hard copy or electronic format on request from the NDCA ([ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)).

A further report that includes coverage of the Demand for Accommodation and Casual Client Collections for 2003-04, and a thematic report on a yet-to-be decided topic, will be released in 2005.

## 2 Funding

In 2003–04 funding for the SAAP agencies operating across Australia was provided jointly by the Australian Government (through the Department of Family and Community Services) and the state and territory governments. This chapter analyses information about the resources allocated to the 1,300 SAAP agencies funded during 2003–04. Not all of these agencies were operating throughout the year: at 30 June 2004, 1,291 were operating.

### Total funding

Data provided by Australian Government and state and territory government departments responsible for administering SAAP show that the total recurrent allocation for SAAP nationally was \$303.8m in 2003–04 (Table 2.1). Current funding is based on a combination of funding levels that were agreed on and implemented at SAAP's inception in 1985 and growth funds for SAAP IV which are based on state and territory populations. However, in 2003–04, four jurisdictions reported recurrent allocations in addition to the amounts determined in the agreements between those jurisdictions and the Australian Government. Table 2.1 shows that an additional \$17.6m was provided by Victoria (78%), Queensland (3%), Western Australia (7%) and the Australian Capital Territory (13%). When this is taken into account, the total recurrent SAAP allocations nationally were 321.4m.

Of the total recurrent allocations, \$308.7m represented recurrent allocations to SAAP agencies (Table 2.3); the remaining \$12.7m was allocated for purposes such as administration, training, data collection, research and evaluation.<sup>1</sup>

Table 2.2 shows the distribution of all recurrent SAAP funds by state and territory, and compares this with the distribution of the Australian population and of support periods and accompanying child support periods provided by agencies. As population numbers and characteristics vary across the states and territories, population figures allow more meaningful comparisons of the level of SAAP use across Australia. Note that the number of support periods and accompanying child support periods are not indicative of the per capita size of the homeless population. They are only indicative of the number of people accessing SAAP and are used only as a broad summary measure of the amount of support provided by agencies, recognising that the level of assistance provided varies considerably with each support period.

The distribution of funds varied from the proportions of the population in the various states and territories, with some jurisdictions getting relatively more funding than other states (Table 2.2). In particular, Tasmania, the Australian Capital Territory and the Northern Territory had 10% of the funding but only 5% of the population at 30 June 2003. On the other hand, 19% of the population lived in Queensland, but that state had only 15% of SAAP funding.

The level of support provided in a jurisdiction does not always reflect the level of funding. In particular, whereas New South Wales had 35% of the funding allocation, agencies in this state supplied 24% of the total support periods and accompanying child support periods.

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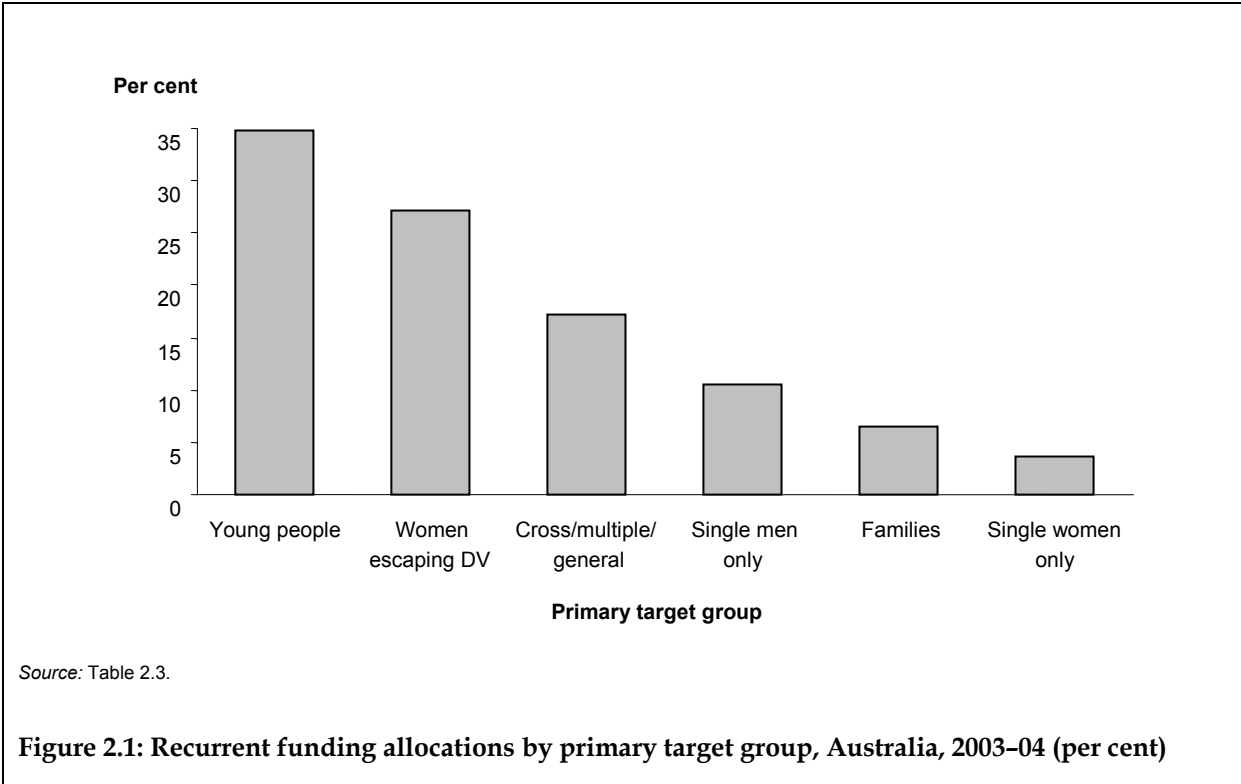
<sup>1</sup> The amount that can be used for administrative purposes by state and territory funding departments is determined by a formula set out under their bilateral SAAP agreements with the Australian Government.

Conversely, agencies in Victoria provided 36% of the total support periods and accompanying child support periods, but had 23% of the funds. These differences between the distributions of support and funding may reflect different approaches to service provision, rather than differences in the relative amount of support provided.

**Funding to agencies**

Agencies receive recurrent funds for salaries and ongoing operating costs to enable them to provide support to clients. The size of an agency and the types of services it provides affect the level of funding allocated. Caution is therefore recommended when comparing average funding per agency or using such figures to measure efficiency, since different agencies provide different services.

As noted, the total recurrent allocation for all SAAP agencies across Australia in 2003–04 was \$308.7m. Table 2.3 shows recurrent allocations to SAAP agencies and mean (average) funding per agency by state and territory, region and primary target group. In general, the number of agencies funded increases with the level of funding. The average level of funding per agency was \$237,500. There was, however, a considerable range in the average funding level per agency across the states and territories. Agencies in Tasmania received the highest average funding per agency at \$323,800, whereas agencies in Victoria received the lowest at \$191,600. Average funding was between \$199,500 and \$293,900 per agency in the other states and territories.



Over half (56%) of all agencies were located in capital cities and 22% were located in other rural areas. This compares with 7% in other metropolitan centres, 9% in large rural centres and 7% in remote areas. In capital city areas, agencies were funded at an average cost of \$268,900, and agencies in other metropolitan areas received average funding of \$240,800.



Agencies in large rural centres were allocated, on average, \$235,300. The allocation of funds to agencies in other rural areas and remote areas was lower per agency than for other regions, with average allocations of \$175,100 and \$181,800 respectively.

As expected from their large number, and as Figure 2.1 illustrates, agencies targeting young people (37% of agencies) received the largest proportion of SAAP recurrent allocations, with 35% of the total funds, or \$107.3m (Table 2.3). Agencies targeting women escaping domestic violence (22 % of agencies) received the next largest allocation of recurrent funds, at 27% or \$83.7m. The small number of agencies targeting single women only (4%, or 47) received the smallest overall proportion of recurrent funds, at 4% or around \$11.5m. In terms of funding per agency, agencies targeting single men had the highest average allocation (\$338,900). Agencies for women escaping domestic violence also tended to have relatively large allocations, averaging \$289,800, whereas family agencies and agencies with cross-target, multiple or general target groups were allocated the lowest average amounts per agency (\$161,900 and \$199,300 respectively). Agencies for single women and young people were allocated an average of \$245,100 and \$225,500, respectively.

## 2.1 Tables

**Table 2.1: SAAP funding: total recurrent allocations, by state and territory, Australia, 2003–04**

State/ territory	Australian–state government agreement recurrent allocations		State-only recurrent allocations		Total recurrent allocations	
	\$'000	%	\$'000	%	\$'000	%
NSW	110,873,000	36.5	n.a.	0.0	110,873,000	34.5
Vic	60,783,000	20.0	13,615,000	77.5	74,398,000	23.1
Qld	47,066,000	15.5	465,000	2.6	47,531,000	14.8
WA	28,407,000	9.3	1,137,000	6.5	29,544,000	9.2
SA	26,114,000	8.6	n.a.	0.0	26,114,000	8.1
Tas	12,194,000	4.0	n.a.	0.0	12,194,000	3.8
ACT	10,465,000	3.4	2,360,000	13.4	12,825,000	4.0
NT	7,935,000	2.6	n.a.	0.0	7,935,000	2.5
<b>Total</b>	<b>303,837,000</b>	<b>100.0</b>	<b>17,576,000</b>	<b>100.0</b>	<b>321,413,000</b>	<b>100.0</b>

### Notes

1. 'Total recurrent allocations' include funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation. Included in this amount is \$2,300,000 for National Research and Development.
2. 'State-only recurrent allocations' as shown in the table are in addition to the SAAP funding agreement between that state and the Australian Government. The states and territories generally provide additional funds for supporting SAAP activities which are not part of the SAAP agreement. Additional funds provided by other states and territories were not reported and are not shown here.

Sources: SAAP Client Collection; FaCS unpublished data; ABS 2004d.

**Table 2.2: SAAP funding: support periods, accompanying child support periods, Australian population and total recurrent allocations, by state and territory, Australia, 2003–04**

State/ territory	Total Australian population		Total recurrent allocations		Support periods		Accompanying child support periods		Total support	
	Number	%	\$	%	Number	%	Number	%	Number	%
NSW	6,682,000	33.6	110,873,000	34.5	48,600	26.0	12,900	17.6	61,500	23.6
Vic	4,911,000	24.7	74,398,000	23.1	67,200	35.9	25,700	35.1	92,900	35.7
Qld	3,801,000	19.1	47,531,000	14.8	28,400	15.2	11,100	15.2	39,500	15.2
WA	1,950,000	9.8	29,544,000	9.2	13,800	7.4	7,900	10.8	21,700	8.3
SA	1,526,000	7.7	26,114,000	8.1	14,700	7.9	9,100	12.4	23,800	9.1
Tas	477,000	2.4	12,194,000	3.8	6,600	3.5	2,700	3.7	9,300	3.6
ACT	323,000	1.6	12,825,000	4.0	3,000	1.6	1,100	1.5	4,100	1.6
NT	199,000	1.0	7,935,000	2.5	4,800	2.6	2,600	3.6	7,400	2.8
<b>Total</b>	<b>19,873,000</b>	<b>100.0</b>	<b>321,413,000</b>	<b>100.0</b>	<b>187,200</b>	<b>100.0</b>	<b>73,200</b>	<b>100.0</b>	<b>260,400</b>	<b>100.0</b>

*Notes*

1. 'Total Australian population' refers to the estimated resident population at 30 June 2003 (final estimates). Residents of external territories have been excluded from the total.
2. 'Total recurrent allocations' include funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation.
2. 'Total recurrent allocations' include funds in addition to the SAAP funding agreement between some jurisdictions and the Australian Government (see Table 2.1). The states and territories generally provide additional funds for supporting SAAP activities which are not part of the SAAP agreement. Additional funds provided by other states and territories not shown in Table 2.1 were not reported and are not shown here.
3. Support period and accompanying child support period figures have been weighted to adjust for agency non-participation.

Sources: SAAP Client Collection; FaCS unpublished data; ABS 2004d.

**Table 2.3: SAAP agencies: recurrent allocations to agencies and mean funding per agency, by state and territory, region and primary target group, Australia, 2003–04**

	<b>Agencies (number)</b>	<b>Agencies (%)</b>	<b>Recurrent allocation (\$)</b>	<b>Recurrent allocation (%)</b>	<b>Mean funding per agency (\$)</b>
<b>State/territory</b>					
NSW	394	30.3	105,710,000	34.2	268,300
Vic	375	28.8	71,847,000	23.3	191,600
Qld	197	15.2	46,206,000	15.0	234,600
WA	130	10.0	28,462,000	9.2	218,900
SA	84	6.5	24,684,000	8.0	293,900
Tas	36	2.8	11,657,000	3.8	323,800
ACT	46	3.5	12,600,000	4.1	273,900
NT	38	2.9	7,582,000	2.5	199,500
<b>Total</b>	<b>1,300</b>	<b>100.0</b>	<b>308,749,000</b>	<b>100.0</b>	<b>237,500</b>
<b>Region</b>					
Capital city	723	55.6	194,419,000	63.0	268,900
Other metropolitan centre	87	6.7	20,947,000	6.8	240,800
Large rural centre	116	8.9	27,289,000	8.8	235,300
Other rural area	282	21.7	49,370,000	16.0	175,100
Remote area	92	7.1	16,723,000	5.4	181,800
<b>Total</b>	<b>1,300</b>	<b>100.0</b>	<b>308,749,000</b>	<b>100.0</b>	<b>237,500</b>
<b>Primary target group</b>					
Young people	476	36.6	107,324,000	34.8	225,500
Single men only	97	7.5	32,869,000	10.6	338,900
Single women only	47	3.6	11,521,000	3.7	245,100
Families	124	9.5	20,074,000	6.5	161,900
Women escaping domestic violence	289	22.2	83,742,000	27.1	289,800
Cross-target/multiple/general	267	20.5	53,219,000	17.2	199,300
<b>Total</b>	<b>1,300</b>	<b>100.0</b>	<b>308,749,000</b>	<b>100.0</b>	<b>237,500</b>

*Note:* 'Recurrent allocation' excludes funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation. These amounts are included in the total recurrent allocations shown in Tables 2.1 and 2.2.

*Source:* SAAP Administrative Data Collection.



### 3 Level of support

It is estimated that 1 in every 130 Australians received substantial SAAP support at some time during 2003–04.<sup>2</sup> More specifically, SAAP agencies supported an estimated 152,900 people during 2003–04. Of these, 100,200 were adults or unaccompanied children (clients) and 52,700 were accompanying children (Tables 3.1 and 3.2).

The total number of support periods (187,200) exceeded the number of clients as each client can receive support or supported accommodation on more than one occasion. Similarly, the total number of accompanying child support periods (73,200) exceeded the number of accompanying children as individual children may accompany a parent or guardian during more than one period of support. Note also that the estimated number of accompanying children includes only those children recorded on general client forms and excludes high-volume records.<sup>3</sup> In 2003–04, there were 68,800 accompanying child support periods recorded on general client forms.

There have been changes in the distribution and number of support periods and clients overall and specifically in Victoria and Queensland from 2002–03 to 2003–04 (see Chapter 9). This is due to the participation of a large Victorian agency with a high turnover of clients with short durations of support, and a change in reporting practice by a large Queensland agency. Although support periods have increased dramatically, the number of accompanying child support periods has decreased slightly. Again the change is caused mainly by these two agencies. In particular, there were at least 2,500 forms submitted by the large Victorian agency that indicated that information on accompanying children should have been recorded but was not. In addition, the methods of delivering services differ between jurisdictions and this accounts for some of the variations reported between the states and territories.

#### Adults and unaccompanied children

Seventy-two per cent of clients had only one support period during the year (Table 3.1). The average number of support periods per client was 1.9. Agencies in New South Wales and Victoria reported the highest average number of support periods, at 1.9 per client in each state. The lowest average of 1.5 support periods per client was recorded in Tasmania, the Northern Territory and South Australia. Nationally, of every 10,000 people aged 10 years and over in the general population, 58 people became SAAP clients. The Northern Territory had the highest number of clients per 10,000 people in the general population aged over 10 years (195) and New South Wales had the lowest (43).

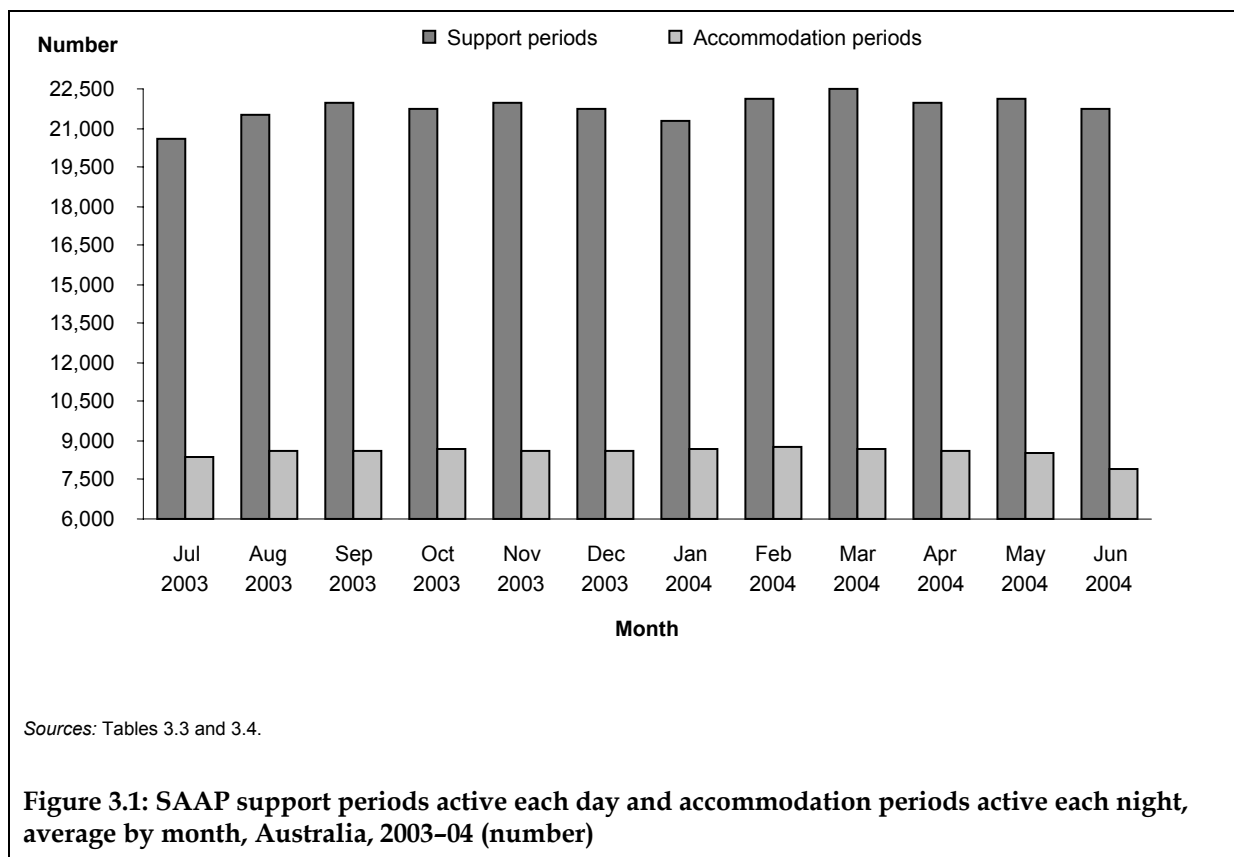
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<sup>2</sup> From tables 3.1, 3.2 and 2.2, respectively, we calculate: clients (100,200) + accompanying children (52,700) = 152,900/total Australian population (19,873,000) x 10,000 = 76.9; 10,000/76.9 = 130.

<sup>3</sup> High-volume forms were used by SAAP agencies with a high turnover of clients. As is the case for estimates of clients, alpha codes and year of birth are required to estimate the number of children. Alpha codes and year of birth for accompanying children were collected only on the general client form (see Appendix 2 for a copy of the high-volume and general client forms).

## Daily support

The daily level of support provided by SAAP agencies can be examined by looking at the average number of support periods active each day and the average number of accommodation periods active each night. Note that accommodation periods occur during support periods and are therefore not in addition to the number of support periods. Figure 3.1 shows the average number of support periods that were active each day during each month of 2003–04 and the number of accommodation periods that were active each night.



## Support periods

SAAP agencies across Australia provided a fairly constant level of service throughout 2003–04, with the average daily number of support periods ranging from 20,600 to 22,500. A total of 7,964,100 days of support were provided (Table 3.3).

Overall, agencies in Victoria provided the most support periods on a daily basis (between 7,100 and 7,800 a day). This state also reported the most days of support (2,731,600) and the highest number of support periods overall (67,200) (Tables 3.3 and 3.1). On the other hand, agencies in the Northern Territory provided the lowest average daily number of support periods, averaging around 300 to 400 support periods each day, and the Australian Capital Territory reported the second lowest daily average number of support periods (between 500 and 600 support periods each day) (Table 3.3). However, the Northern Territory reported more support periods in 2003–04 than the Australian Capital Territory (4,800 compared with 3,000) (Table 3.1). An explanation for the higher average daily number of support periods in the Australian Capital Territory is the higher median length of support in this jurisdiction (21 days) compared with the Northern Territory (6 days) (Table 6.1). The longer length of support in the Australian Capital Territory also explains why the Australian Capital

Territory provided more total days of support than the Northern Territory (200,900 compared with 138,800) (Table 3.3).

### **Accommodation periods**

A total of 3,033,100 nights of accommodation were provided by SAAP agencies in Australia during 2003–04 (Table 3.4). The average nightly number of accommodation periods ranged from 7,900 to 8,800.

Victoria reported the highest average daily number of support periods and total days of support (Table 3.3), but New South Wales provided the most nights of accommodation during 2003–04 (965,500) and reported the highest average nightly figures for accommodation (ranging from 2,500 to 2,800) (Table 3.4). An explanation for this can be found in Table 6.2 in the state and territory supplements associated with this publication. Although this table shows only closed support periods with accommodation, it still gives an indication of the number of support periods with accommodation. For example, New South Wales provided 21,500 closed support periods with accommodation lasting at least 1 day. Victoria, on the other hand, reported 10,000 closed support periods with accommodation that lasted at least 1 day. Another explanation for the lower number of accommodation nights in Victoria is that many SAAP clients in Victoria are accommodated in both crisis and medium-term accommodation by the Transitional Housing Management (THM) program. Some of the accommodation periods provided to clients at THM properties are reported to the NDCA, but an indeterminate number are not.

Tasmania reported the lowest number of nights of accommodation (62,400) and had the lowest average nightly number of accommodation periods of between 100 and 200 accommodation periods each night.

### **Accompanying children**

This section focuses on children who accompanied their parent(s) or guardian(s) to SAAP agencies, or who required or received assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. The estimates presented here relate to accompanying children and accompanying child support periods (see Glossary).

During 2003–04, there were 73,200 accompanying child support periods (Table 3.2). There was significant variation in the number of accompanying child support periods across the states and territories, ranging from 1,100 in the Australian Capital Territory to 25,700 in Victoria. Differences in agency profiles and the level of commitment to completing child data may explain why several jurisdictions reported higher numbers of accompanying child support periods than larger states or territories (for a more detailed discussion, see Appendix 1 of *Children Accompanying Homeless Clients 2002–03*, AIHW 2004a).

Eighty-four per cent of accompanying children had only one support period during the year (Table 3.2). The average number of accompanying child support periods per accompanying child was 1.3. Agencies in the Australian Capital Territory reported the highest average number of accompanying child support periods, at 1.5 per accompanying child. The lowest average of 1.1 accompanying child support periods per accompanying child was recorded in South Australia.

Across the states and territories, the number of accompanying children per 10,000 of the general population aged under 18 years generally followed the same pattern as clients per 10,000 of the population aged over 10 years. The Northern Territory reported significantly higher numbers of accompanying children per 10,000 population aged under 18 years (314),

followed by Tasmania (159) and Victoria (158). New South Wales reported the lowest number of accompanying children compared with the general population aged under 18 years (64). Nationally, 106 children per 10,000 of the general population aged under 18 years accompanied their parent or guardian to a SAAP agency.

Support and accommodation dates for accompanying children are not collected in the Client Collection and it should be noted that an accompanying child may or may not be present for the entire duration of their parent's or guardian's support period. However, if it is assumed that accompanying children had the same periods of support and accommodation as their parent(s) or guardian(s), there was an average daily number of 12,600 accompanying child support periods and an average nightly number of 5,100 periods of accommodation (Table 9.3).

## 3.1 Tables

Table 3.1: SAAP support periods and clients, by state and territory, Australia, 2003–04

State/ territory	Support periods (number)	Clients (number)	Clients		Per 10,000 population aged 10+	
			Clients with only one support period (%)	Mean no. of support periods per client (number)	Actual	Age- standardised
NSW	48,600	25,000	75.9	1.94	43	43
Vic	67,200	34,900	69.9	1.92	81	80
Qld	28,400	17,900	76.6	1.58	54	54
WA	13,800	8,400	72.8	1.63	49	48
SA	14,700	9,700	75.5	1.52	72	75
Tas	6,600	4,500	76.7	1.46	109	116
ACT	3,000	1,700	74.3	1.81	59	54
NT	4,800	3,200	75.0	1.50	195	173
<b>Australia</b>	<b>187,200</b>	<b>100,200</b>	<b>71.6</b>	<b>1.87</b>	<b>58</b>	<b>58</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. 'Per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June 2003 (final estimates). Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2003 has been used as the reference population.
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.

Sources: SAAP Client Collection; ABS 2004a.



**Table 3.2: SAAP accompanying child support periods and accompanying children, by state and territory, Australia, 2003–04**

State/ territory	Accompanying child support periods		Accompanying children			
	All (number)	General form only (number)	Accompanying children (number)	Accompanying children with only one accompanying child support period (%)	Mean no. of accompanying child support periods per accompanying child (number)	Per 10,000 population aged 0–17
NSW	12,900	12,800	10,100	89.8	1.27	64
Vic	25,700	25,700	19,700	83.0	1.30	158
Qld	11,100	10,500	8,600	90.1	1.21	88
WA	7,900	7,900	5,900	79.7	1.35	121
SA	9,100	5,500	4,900	87.6	1.14	140
Tas	2,700	2,700	2,400	85.5	1.15	159
ACT	1,100	1,100	700	90.5	1.48	103
NT	2,600	2,600	2,100	84.7	1.24	314
<b>Australia</b>	<b>73,200</b>	<b>68,800</b>	<b>52,700</b>	<b>83.8</b>	<b>1.30</b>	<b>106</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. The number of accompanying children within a state or territory relates to children who ever accompanied a client to a SAAP agency in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. 'Per 10,000 population aged 0–17' shows how many children out of every 10,000 aged 17 years and under in the general population accompany SAAP clients. The rate is estimated by comparing the number of accompanying children aged 17 years and under with the estimated resident population aged 17 years and under at 30 June 2003 (final estimates).
4. Accompanying child support period figures have been weighted to adjust for agency non-participation.
5. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent and exclude high-volume records because not all items were collected on the high-volume form.

Sources: SAAP Client Collection; ABS 2004a.

**Table 3.3: SAAP support periods: number of support periods active each day, average by month and state and territory, Australia, 2003–04**

<b>Date</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
July 2003	5,400	7,300	2,600	1,200	2,200	1,000	600	300	20,600
August 2003	5,500	7,700	2,700	1,200	2,300	1,100	600	300	21,500
September 2003	5,600	7,800	2,700	1,300	2,400	1,200	600	400	22,000
October 2003	5,700	7,600	2,700	1,300	2,400	1,200	600	400	21,700
November 2003	5,800	7,600	2,800	1,300	2,400	1,200	600	400	22,000
December 2003	5,800	7,400	2,700	1,300	2,400	1,100	600	400	21,700
January 2004	5,800	7,300	2,800	1,300	2,300	1,000	500	400	21,300
February 2004	6,000	7,500	2,900	1,300	2,400	1,000	500	400	22,100
March 2004	6,300	7,600	2,900	1,400	2,400	1,000	500	400	22,500
April 2004	6,100	7,400	2,900	1,400	2,300	1,000	500	400	22,000
May 2004	6,200	7,300	2,800	1,500	2,400	1,000	500	400	22,100
June 2004	6,100	7,100	2,700	1,500	2,400	1,100	500	300	21,700
<b>Support periods: total number of days</b>	<b>2,140,000</b>	<b>2,731,600</b>	<b>1,014,700</b>	<b>485,700</b>	<b>859,400</b>	<b>392,900</b>	<b>200,900</b>	<b>138,800</b>	<b>7,964,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 75.
2. Figures have been weighted to adjust for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4) for the method used to calculate the monthly average.

*Source:* SAAP Client Collection.

**Table 3.4: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and state and territory, Australia, 2003–04**

<b>Date</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
July 2003	2,700	2,300	1,400	700	700	200	200	200	8,400
August 2003	2,800	2,400	1,500	700	800	200	300	200	8,600
September 2003	2,700	2,400	1,500	600	800	200	300	200	8,600
October 2003	2,700	2,400	1,500	700	800	200	300	200	8,700
November 2003	2,700	2,400	1,500	700	800	100	200	200	8,600
December 2003	2,700	2,300	1,500	700	800	200	300	200	8,600
January 2004	2,800	2,400	1,500	700	800	200	200	200	8,700
February 2004	2,800	2,400	1,600	700	800	200	200	200	8,800
March 2004	2,800	2,300	1,500	700	800	200	200	200	8,700
April 2004	2,700	2,300	1,500	700	800	200	200	200	8,600
May 2004	2,700	2,300	1,500	600	800	200	200	200	8,500
June 2004	2,500	2,100	1,400	600	800	200	200	200	7,900
<b>Accommodation periods: total number of nights</b>	<b>965,500</b>	<b>821,000</b>	<b>531,700</b>	<b>231,100</b>	<b>275,100</b>	<b>62,400</b>	<b>82,800</b>	<b>63,600</b>	<b>3,033,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 7,579.
2. Figures have been weighted to adjust for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4) for the method used to calculate the monthly average.

*Source:* SAAP Client Collection.



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

This chapter discusses the demographic characteristics of SAAP clients (adults and unaccompanied children) and accompanying children. In addition, patterns of service use are examined according to age, gender, and cultural and linguistic diversity.

### Client characteristics

Figure 4.1 shows the age and gender distribution of SAAP clients in Australia during 2003–04. In all age groups of clients under 50 years there were more female than male clients. As a consequence, more females (58,300) than males (41,300) received services (Table 4.1). The largest group of clients was aged 20–24 years, with 15% of all clients being in this age group (Table 4.1). In contrast, only 6% of all clients were over the age of 54. The average age of clients was 34 for males and 31 for females.

Eighty-five per cent of SAAP clients were born in Australia (Table 4.5). The next most common places of birth were 'Other Europe and the former Soviet Union' and Oceania (just under 3% each), and South-East Asia (just over 2%). Just under 2% of SAAP clients were born in the United Kingdom, Ireland and associated islands. Less than 1% of SAAP clients were born in the Americas.

People born in Australia were more likely to become SAAP clients than those born elsewhere: 74% of the Australian population aged 10 years and over were Australian-born, but this group made up 85% of SAAP clients. On the other hand, people born in the United Kingdom and Ireland, 'other Europe and the former Soviet Union', North America and various parts of Asia were underrepresented among SAAP clients.

The distributions of male and female clients by country of birth were generally similar. However, the percentages of female clients from South-East Asia and North-East Asia were more than double those for males.

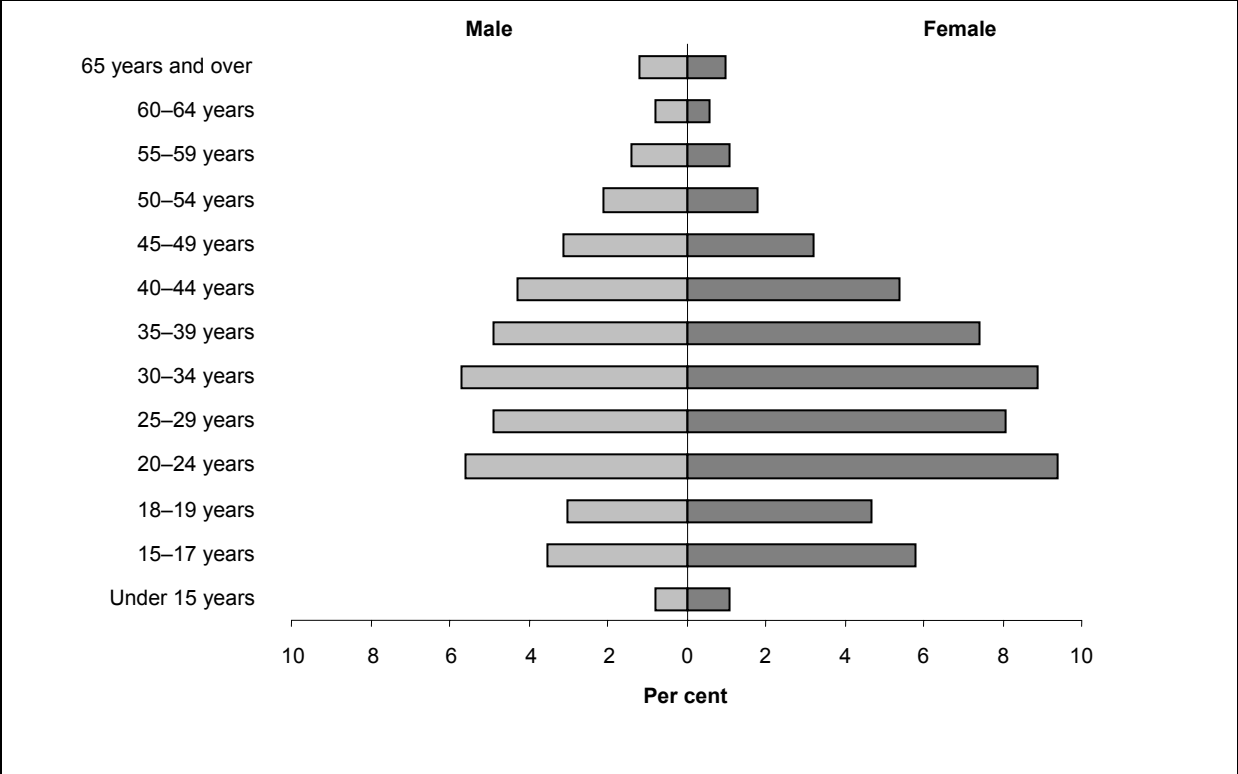
There was some variation between male and female clients in terms of cultural and linguistic diversity. While a slightly higher proportion of male clients (5%) than female clients (4%) were born in English proficiency group 1 countries, clients born overseas in other countries (English proficiency groups 2–4) had a higher percentage of female clients than male clients.<sup>4</sup> Twelve per cent of the 56,500 female clients were born in these countries, compared with 8% of the 40,000 male clients (Table 4.7).

A higher proportion of female clients than male clients were Indigenous Australians (20% of female clients compared with 11% of male clients). Overall, Indigenous Australians were overrepresented as SAAP clients relative to their population size: 2% of Australians aged 10 years and over were estimated to be Indigenous Australians in June 2002, but this group made up around 17% of SAAP clients in 2003–04. The overrepresentation of Indigenous

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<sup>4</sup> English proficiency group 1 countries are Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America. English proficiency groups 2–4 refer to all other countries (excluding Australia).

Australians influences the relative proportions of other cultural and linguistic groups in SAAP, in particular the large proportion of Australian-born people as shown in Table 4.5.



Source: Table 4.1.

**Figure 4.1: SAAP clients by age and gender, Australia, 2003-04 (per cent of all clients)**

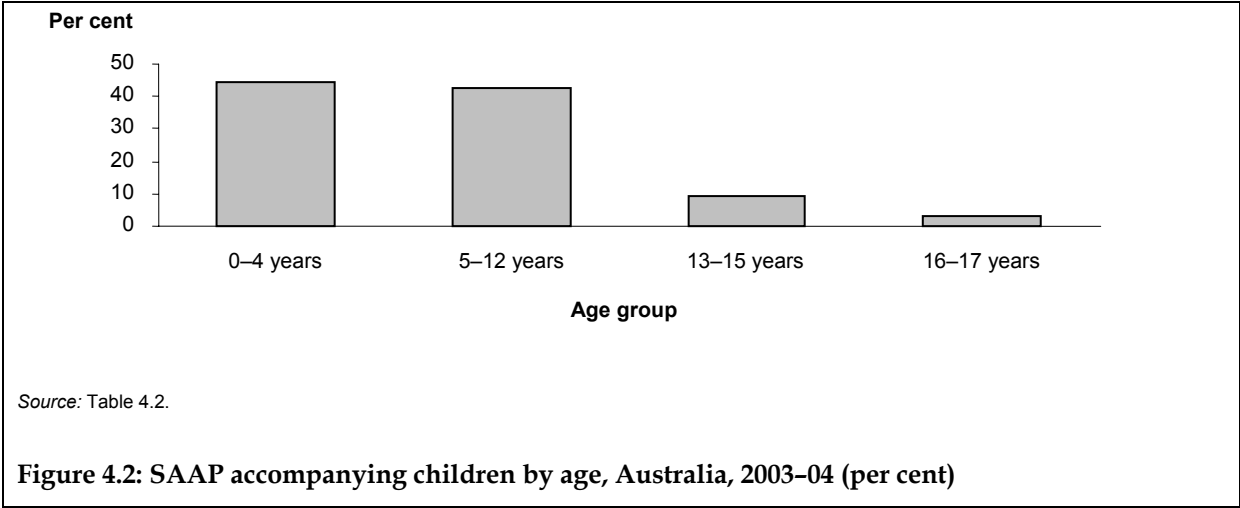
Table 4.8 shows the cultural and linguistic diversity of SAAP clients across the states and territories. Reflecting the large proportion of Indigenous people in the general population, the Northern Territory had the largest proportion of Indigenous clients, 57%, whereas the national proportion was 17%. This overrepresentation was even more pronounced among female clients: 72% of female clients in the Northern Territory were Indigenous Australians, whereas the national proportion was 20%. The lowest percentage of Aboriginal and Torres Strait Islander clients was recorded in Victoria (5%). On the other hand, Victoria had the highest proportion of clients born overseas in countries in English proficiency groups 2-4 (15% compared with 10% nationally). The percentage of male clients who were born in these countries was smaller than the corresponding percentage of female clients in all jurisdictions except the Northern Territory.

**Characteristics of accompanying children**

In 2003-04, there were at least 52,700 accompanying children (Table 4.2). As noted in Chapter 3, the number of accompanying children is likely to be an underestimate as it excludes high-volume records. Not all necessary items to count children were collected on the high-volume form.

Eighty-eight per cent of accompanying children were 12 years of age and under, with children aged 4 years and under accounting for slightly more accompanying children than

5–12 year-olds (45% compared with 43%). Nine per cent of accompanying children were aged 13–15 years. The remaining 3% of children were aged 16–17 years. There was little difference reported in the gender of accompanying children, with the proportions divided evenly between girls and boys.



Just under 95% of accompanying children were born in Australia (Table 4.6). Just over 1% per cent of children were born in Oceania. All other birthplaces accounted for the remaining 4% of accompanying children.

**SAAP use**

As mentioned in Chapter 3, 72% of all clients had just one support period during 2003–04, and clients averaged 1.9 support periods each (Table 3.1). The pattern of repeat use varied with age and gender (Table 4.3). Overall, 73% of female clients had one support period and the corresponding figure for male clients was 69%. Males averaged slightly more support periods, at 2.1 each, with females averaging around 1.7 support periods each.

Clients aged 25–44 years made up nearly 50% of all SAAP clients. They also returned to SAAP agencies more often than other clients (averaging 1.9 support periods each). This was due to the relatively high average number of support periods per client for males in this age category (2.2). In comparison, females aged 25–44 years averaged 1.7 support periods each. In contrast, clients under 15 years of age made up less than 2% of all clients. They returned less often than others to SAAP services, averaging around 1.6 support periods each; 79% of this client group had only one support period.

The average number of support periods per client also varied according to cultural and linguistic diversity. Clients from Australian-born non-Indigenous backgrounds had the highest number of support periods each, averaging 1.9 (Table 4.7). In comparison, clients from countries in English proficiency groups 2–4 had fewer support periods per client, averaging 1.6. Indigenous Australian clients averaged 1.8 support periods each. This is a change from the average number of support periods per client reported in 2002–03, where Indigenous clients reported more support periods per client than the other groups (AIHW 2003:19). This is due mainly to a change in reporting practices resulting from increased data collection training to SAAP agencies around Australia. In preparation for the introduction of the SAAP NDC core data set in 2005, some agencies have started applying the refined definition of a support period in which clients who regularly return (such as

every day or every week) have their support period left open rather than closed after each return. In particular, a large agency in Queensland which deals primarily with Indigenous clients has changed its reporting practices in this way. As such, the decrease in the number of support periods per client in 2003–04 does not necessarily indicate that Indigenous clients are using SAAP less often, but that they are being supported for longer in each support period. SAAP agencies will be kept informed by the NDCA and the SAAP Information Subcommittee about the introduction of the core data set in 1 July 2005.

In Australia during 2003–04, for every 10,000 people aged 10 years and over in the general population, 58 people used SAAP services (Table 4.3). There was, however, a large variation across the states and territories. After adjusting for different age distributions, the number of SAAP clients per 10,000 people aged 10 years and over ranged from 43 in New South Wales to 195 in the Northern Territory (Table 4.8). These differences largely reflect the varying usage of SAAP services by clients of different cultural backgrounds and the different population profiles in the states and territories. It may also reflect the availability of SAAP services across the states and territories.

The proportion of people accessing support varied considerably by age. People aged from 15 to 24 years were more likely to go to SAAP agencies than people in other age groups (Table 4.3). The highest rate of use was by 18–19-year-olds, with 139 clients for every 10,000 people in this age bracket. The next highest usage rates were by 15–17-year-olds and 20–24-year-olds, among whom there were 114 and 110 clients, respectively, for every 10,000 people. Only 9 people per 10,000 aged 65 years and over and 12 people per 10,000 aged under 15 years became SAAP clients.

The proportion of people accessing SAAP services also varied by gender. Females were more likely to use SAAP services than males: there were 67 female clients for every 10,000 females aged 10 years and over in the general population and 48 male clients per 10,000 males aged 10 years and over. The highest rate of use was by 18–19-year-old females among whom there were 174 clients per 10,000 females in this age bracket, compared with 107 male clients. Females were more likely to use SAAP services in all states and territories (Table 4.8).

### **SAAP use by accompanying children**

As mentioned in Chapter 3, 84% of all accompanying children had just one accompanying child support period during 2003–04, and accompanying children averaged 1.3 accompanying child support periods each (Table 3.2). The pattern of repeat use for children accompanying a parent(s) or guardian(s) to a SAAP agency varied with age. On average, accompanying children aged 0–4 years generally had more occasions where their parent(s) or guardian(s) were supported (1.3) than accompanying children in other age groups (Table 4.4). Accompanying children aged 16–17 years had the lowest average number of accompanying child support periods (1.2).

In Australia during 2003–04, for every 10,000 people aged 0–17 years in the general population, 106 children accompanied a parent(s) or guardian(s) who used SAAP services (Table 4.4). The highest rate of use was for 0–4-year-olds, with 186 children for every 10,000 children in this age bracket accompanying a SAAP client. The next highest usage rate was for 5–12-year-olds, for whom there were 104 accompanying children for every 10,000 children. There were 59 children per 10,000 children aged 13–15 years and 31 children per 10,000 children aged 16–17 years that accompanied a client to a SAAP agency.

There was a large variation across the states and territories. After adjusting for different age distributions, the number of accompanying children per 10,000 children aged 0–17 years ranged from 63 in New South Wales to 349 in the Northern Territory (see the state and



territory supplementary reports). This is a result of the varying usage by and availability of SAAP services to the parent(s) and guardian(s) of these children.

## 4.1 Tables

Table 4.1: SAAP clients by age and gender, Australia, 2003–04

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	
Under 15 years	0.8	1.1	1.9	1.9	1.9	1,900
15–17 years	3.5	5.8	8.5	9.9	9.3	9,300
18–19 years	3.0	4.7	7.3	8.0	7.7	7,700
20–24 years	5.6	9.4	13.5	16.1	15.0	14,900
25–29 years	4.9	8.1	11.9	13.9	13.1	13,000
30–34 years	5.7	8.9	13.6	15.2	14.5	14,500
35–39 years	4.9	7.4	11.9	12.6	12.3	12,300
40–44 years	4.3	5.4	10.5	9.2	9.7	9,700
45–49 years	3.1	3.2	7.5	5.5	6.3	6,300
50–54 years	2.1	1.8	5.1	3.1	4.0	4,000
55–59 years	1.4	1.1	3.4	1.8	2.5	2,500
60–64 years	0.8	0.6	2.0	1.1	1.5	1,500
65 years and over	1.2	1.0	3.0	1.8	2.3	2,300
<i>Total</i>	<i>41.5</i>	<i>58.5</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>41,300</b>	<b>58,300</b>	<b>41,300</b>	<b>58,300</b>	<b>..</b>	<b>99,700</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>33.8</b>	<b>31.2</b>	<b>..</b>	<b>32.3</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>32</b>	<b>30</b>	<b>..</b>	<b>31</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 562.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 4.2: SAAP accompanying children by age and gender of child, Australia, 2003–04**

<b>Accompanying children</b>		
<b>Age</b>	<b>%</b>	<b>Number</b>
0–4 years	44.7	23,500
5–12 years	42.9	22,600
13–15 years	9.2	4,800
16–17 years	3.2	1,700
<b>Total</b>	<b>100.0</b>	<b>52,500</b>
<b>Gender</b>		
Male	49.9	26,300
Female	50.1	26,400
<b>Total</b>	<b>100.0</b>	<b>52,700</b>

*Notes*

1. Number excluded due to errors and omissions in age (weighted): 226.
2. Number excluded due to errors and omissions in gender (weighted): 72.
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 4.3: SAAP clients: number of support periods per client, by age and gender of client, Australia, 2003–04 (per cent)**

Number of support periods	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
								%	Number
<b>Male clients</b>									
1	78.9	68.0	74.4	71.3	67.0	69.2	74.5	69.0	28,500
2	12.1	15.6	13.0	13.6	15.1	14.6	13.8	14.6	6,000
3	4.2	6.8	5.2	6.1	6.5	6.4	5.2	6.3	2,600
4	1.3	2.9	2.9	2.6	3.4	3.2	1.9	3.1	1,300
5	1.0	2.4	1.2	1.9	2.2	1.7	1.3	2.0	800
6+	2.6	4.3	3.4	4.3	5.9	5.0	3.4	5.1	2,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.9</b>	<b>8.5</b>	<b>7.3</b>	<b>13.5</b>	<b>47.9</b>	<b>18.1</b>	<b>3.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>800</b>	<b>3,500</b>	<b>3,000</b>	<b>5,600</b>	<b>19,800</b>	<b>7,500</b>	<b>1,200</b>	<b>..</b>	<b>41,300</b>
<b>Mean number of support periods</b>	<b>1.56</b>	<b>1.89</b>	<b>1.72</b>	<b>1.87</b>	<b>2.24</b>	<b>2.25</b>	<b>2.15</b>	<b>..</b>	<b>2.11</b>
<b>Per 10,000 population</b>	<b>10</b>	<b>84</b>	<b>107</b>	<b>80</b>	<b>68</b>	<b>31</b>	<b>11</b>	<b>..</b>	<b>48</b>
<b>Female clients</b>									
1	79.2	70.4	72.5	71.3	73.0	78.5	76.0	73.2	42,700
2	9.6	14.9	15.5	14.8	14.5	12.4	16.4	14.4	8,400
3	5.7	7.2	5.4	6.1	5.5	4.4	3.8	5.6	3,300
4	2.2	3.0	2.9	3.0	2.7	2.0	1.3	2.7	1,600
5	1.1	1.6	1.3	1.6	1.5	1.0	0.8	1.4	800
6+	2.1	2.8	2.4	3.1	2.8	1.7	1.7	2.7	1,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.9</b>	<b>9.9</b>	<b>8.0</b>	<b>16.1</b>	<b>50.8</b>	<b>11.5</b>	<b>1.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,100</b>	<b>5,800</b>	<b>4,700</b>	<b>9,400</b>	<b>29,600</b>	<b>6,700</b>	<b>1,000</b>	<b>..</b>	<b>58,300</b>
<b>Mean number of support periods</b>	<b>1.60</b>	<b>1.77</b>	<b>1.69</b>	<b>1.76</b>	<b>1.71</b>	<b>1.55</b>	<b>1.57</b>	<b>..</b>	<b>1.70</b>
<b>Per 10,000 population</b>	<b>14</b>	<b>145</b>	<b>174</b>	<b>140</b>	<b>100</b>	<b>28</b>	<b>7</b>	<b>..</b>	<b>67</b>
<b>All clients</b>									
1	79.1	69.5	73.3	71.3	70.6	73.6	75.2	71.5	71,200
2	10.6	15.2	14.5	14.4	14.7	13.6	15.0	14.5	14,400
3	5.1	7.0	5.3	6.1	5.9	5.5	4.5	5.9	5,900
4	1.8	3.0	2.9	2.9	3.0	2.6	1.6	2.8	2,800
5	1.1	1.9	1.3	1.7	1.8	1.4	1.1	1.7	1,700
6+	2.3	3.4	2.8	3.6	4.0	3.4	2.6	3.7	3,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.9</b>	<b>9.3</b>	<b>7.7</b>	<b>15.0</b>	<b>49.6</b>	<b>14.2</b>	<b>2.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,900</b>	<b>9,300</b>	<b>7,700</b>	<b>14,900</b>	<b>49,400</b>	<b>14,200</b>	<b>2,300</b>	<b>..</b>	<b>99,700</b>
<b>Mean number of support periods</b>	<b>1.59</b>	<b>1.82</b>	<b>1.70</b>	<b>1.80</b>	<b>1.93</b>	<b>1.92</b>	<b>1.88</b>	<b>..</b>	<b>1.87</b>
<b>Per 10,000 population</b>	<b>12</b>	<b>114</b>	<b>139</b>	<b>110</b>	<b>84</b>	<b>30</b>	<b>9</b>	<b>..</b>	<b>58</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 562.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 2003 (final estimates). For the age group under 15 years, only those aged 10–14 are included in the calculations.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004a.

**Table 4.4: SAAP accompanying children: number of accompanying child support periods per accompanying child, by age of child, Australia, 2003–04 (per cent)**

Number of accompanying child support periods	0–4 years	5–12 years	13–15 years	16–17 years	Total	
					%	Number
1	82.2	84.1	86.5	90.9	83.7	44,000
2	12.0	11.0	10.3	7.2	11.2	5,900
3	3.3	2.9	2.1	1.4	3.0	1,600
4	1.4	1.1	0.6	0.3	1.2	600
5	0.6	0.5	0.2	0.1	0.5	300
6+	0.5	0.4	0.2	0.1	0.4	200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>44.7</b>	<b>42.9</b>	<b>9.2</b>	<b>3.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>23,500</b>	<b>22,600</b>	<b>4,800</b>	<b>1,700</b>	<b>..</b>	<b>52,500</b>
<b>Mean number of accompanying child support periods</b>	<b>1.33</b>	<b>1.30</b>	<b>1.24</b>	<b>1.18</b>	<b>..</b>	<b>1.30</b>
<b>Per 10,000 population aged 0–17 years</b>	<b>186</b>	<b>104</b>	<b>59</b>	<b>31</b>	<b>..</b>	<b>106</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 226.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. 'Per 10,000 population' shows how many children out of every 10,000 in the general population aged 17 years and under accompany SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 2003 (final estimates).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 2004a.

**Table 4.5: SAAP clients: birthplace by gender, Australia, 2003-04**

Birthplace	Male	Female	Total	Australian population 10+		
	%	%	%	Number	%	Number
Australia	86.6	84.4	85.3	83,400	73.8	12,565,500
Oceania (excluding Australia)	2.8	2.8	2.8	2,800	2.9	500,100
UK, Ireland and associated islands	2.4	1.4	1.8	1,800	6.8	1,165,500
Other Europe and the former Soviet Union	2.8	3.0	2.9	2,800	6.7	1,142,200
Middle East and North Africa	1.3	1.8	1.6	1,600	1.4	237,500
South-East Asia	1.3	2.9	2.2	2,200	3.2	546,800
North-East Asia	0.3	0.9	0.7	600	1.9	331,400
Southern Asia	0.6	0.7	0.6	600	1.2	204,700
North America	0.3	0.2	0.2	200	0.5	85,600
South and Central America and Caribbean	0.3	0.6	0.5	500	0.5	85,500
Africa (excluding North Africa)	1.2	1.3	1.2	1,200	0.9	158,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>41.5</b>	<b>58.5</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>40,500</b>	<b>57,200</b>	<b>..</b>	<b>97,800</b>	<b>..</b>	<b>17,023,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,457.
2. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2002 and includes people resident in the external territories.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004c.

**Table 4.6: SAAP accompanying children: birthplace of child, Australia, 2003-04**

Birthplace	Accompanying children		Australian population 0-17	
	%	Number	%	Number
Australia	94.7	48,300	93.4	4,479,200
Oceania (excluding Australia)	1.4	700	1.4	67,600
Europe and the former Soviet Union	0.6	300	1.6	76,400
South-East, North-East and Southern Asia	1.0	500	2.3	109,100
Other (including the Middle East, Africa, the Americas and Caribbean)	2.3	1,200	1.4	65,800
<b>Total</b>	<b>100.0</b>	<b>51,000</b>	<b>100.0</b>	<b>4,798,100</b>

*Notes*

1. Number excluded due to errors and omissions in birthplace (weighted): 1,760.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. 'Australian population 0-17' refers to the estimated resident population aged 17 years and under at 30 June 2002 and includes people resident in the external territories.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection ABS 2004c.

**Table 4.7: SAAP clients and support periods per client, by cultural and linguistic diversity and gender of client, Australia, 2003–04**

<b>Cultural and linguistic diversity</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Australian population 10+</b>		
<b>Clients</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>
Indigenous Australians	11.1	20.3	16.5	15,900	2.0	345,000
Australian-born non-Indigenous people	75.6	64.2	68.9	66,500	71.8	12,220,500
People born overseas, English proficiency group 1	5.1	3.7	4.3	4,100	10.2	1,730,700
People born overseas, English proficiency groups 2–4	8.3	11.8	10.4	10,000	16.0	2,727,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>41.4</b>	<b>58.6</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>40,000</b>	<b>56,500</b>	<b>..</b>	<b>96,500</b>	<b>..</b>	<b>17,023,700</b>
<b>Support periods</b>	<b>Mean number per client</b>		<b>Total number</b>			
Indigenous Australians	2.01	1.76	1.83	28,900	..	..
Australian-born non-Indigenous people	2.18	1.71	1.92	128,300	..	..
People born overseas, English proficiency group 1	2.00	1.68	1.84	7,400	..	..
People born overseas, English proficiency groups 2–4	1.73	1.52	1.59	16,000	..	..
<i>Total</i>	<i>2.11</i>	<i>1.70</i>	<i>1.87</i>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>46.8</b>	<b>53.2</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>84,500</b>	<b>96,100</b>	<b>..</b>	<b>180,700</b>	<b>..</b>	<b>..</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,747 clients; 6,497 support periods.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4). English proficiency groups are based on country of birth—see Glossary.
3. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2002. The figures for Indigenous Australians are from experimental estimates based on the 2001 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived from the Australian-born population minus the number of Indigenous Australians.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004b; ABS 2004c.

**Table 4.8: SAAP clients: cultural and linguistic diversity and gender of clients, by state and territory, Australia, 2003–04 (per cent)**

Cultural and linguistic diversity	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Male clients</b>										
Indigenous Australians	12.0	3.7	17.2	16.3	10.5	8.2	10.0	32.9	11.1	4,400
Australian-born non-Indigenous people	73.9	82.2	72.2	64.9	78.6	84.8	76.7	54.4	75.6	30,200
People born overseas, English proficiency group 1	6.1	3.2	5.7	9.5	4.6	4.2	4.3	6.1	5.1	2,000
People born overseas, English proficiency groups 2–4	7.9	11.0	4.9	9.3	6.2	2.8	9.0	6.6	8.3	3,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>29.2</b>	<b>33.2</b>	<b>19.2</b>	<b>7.0</b>	<b>8.7</b>	<b>4.7</b>	<b>1.9</b>	<b>3.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>11,700</b>	<b>13,300</b>	<b>7,700</b>	<b>2,800</b>	<b>3,500</b>	<b>1,900</b>	<b>800</b>	<b>1,200</b>	<b>..</b>	<b>40,000</b>
<b>Per 10,000 population</b>	<b>42</b>	<b>65</b>	<b>49</b>	<b>34</b>	<b>54</b>	<b>96</b>	<b>56</b>	<b>140</b>	<b>..</b>	<b>48</b>
<b>Female clients</b>										
Indigenous Australians	22.5	5.1	27.2	50.3	20.0	10.3	15.6	72.4	20.3	11,500
Australian-born non-Indigenous people	61.6	74.7	61.8	35.3	68.8	83.1	70.5	22.3	64.2	36,200
People born overseas, English proficiency group 1	3.7	3.4	4.3	5.0	3.5	2.8	2.8	2.1	3.7	2,100
People born overseas, English proficiency groups 2–4	12.2	16.8	6.7	9.5	7.8	3.8	11.2	3.2	11.8	6,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>21.8</b>	<b>36.3</b>	<b>17.0</b>	<b>9.5</b>	<b>10.2</b>	<b>4.3</b>	<b>1.5</b>	<b>3.5</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>12,300</b>	<b>20,500</b>	<b>9,600</b>	<b>5,400</b>	<b>5,800</b>	<b>2,500</b>	<b>900</b>	<b>2,000</b>	<b>..</b>	<b>56,500</b>
<b>Per 10,000 population</b>	<b>43</b>	<b>96</b>	<b>59</b>	<b>65</b>	<b>89</b>	<b>121</b>	<b>62</b>	<b>257</b>	<b>..</b>	<b>67</b>
<b>All clients</b>										
Indigenous Australians	17.4	4.5	22.7	38.7	16.4	9.4	12.9	57.3	16.5	15,900
Australian-born non-Indigenous people	67.6	77.7	66.4	45.4	72.5	83.8	73.4	34.5	68.9	66,500
People born overseas, English proficiency group 1	4.9	3.3	4.9	6.5	3.9	3.4	3.5	3.7	4.3	4,100
People born overseas, English proficiency groups 2–4	10.1	14.5	5.9	9.4	7.2	3.3	10.2	4.5	10.4	10,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>24.8</b>	<b>35.0</b>	<b>17.9</b>	<b>8.5</b>	<b>9.6</b>	<b>4.5</b>	<b>1.7</b>	<b>3.3</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>24,000</b>	<b>33,800</b>	<b>17,300</b>	<b>8,200</b>	<b>9,200</b>	<b>4,300</b>	<b>1,600</b>	<b>3,200</b>	<b>..</b>	<b>96,500</b>
<b>Per 10,000 population</b>	<b>43</b>	<b>81</b>	<b>54</b>	<b>49</b>	<b>72</b>	<b>109</b>	<b>59</b>	<b>195</b>	<b>..</b>	<b>58</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,747.
2. Number of clients in a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. 'Per 10,000 population' refers to the estimated resident population aged 10 years and over at 30 June 2003 (final estimates).
4. For derivation of cultural and linguistic diversity see the counting rules (Appendix 1, Section A1.4).
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2003a.



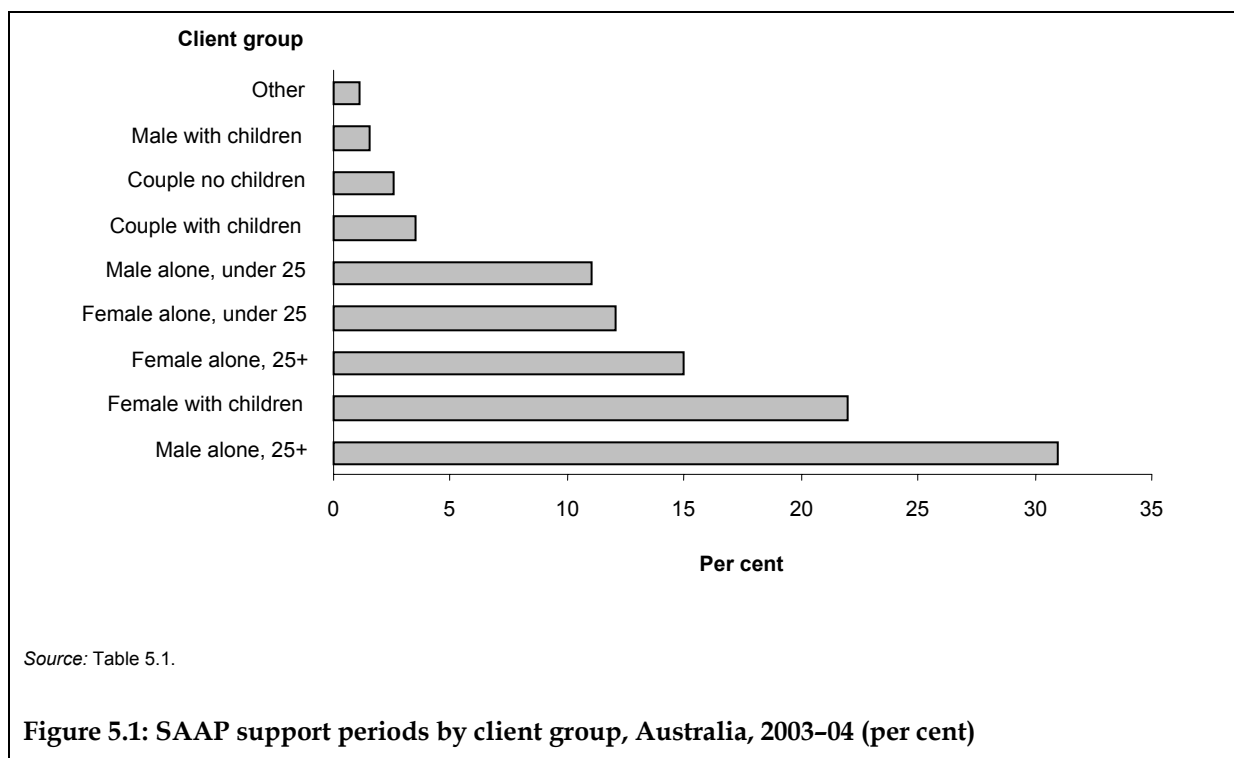


# 5 Client groups and reasons for seeking assistance

This chapter contains information about the number of support periods for 9 main client groups. For client groups presenting at SAAP agencies with accompanying children, the number of accompanying child support periods associated with each client group is also reported. Data about the main reason for seeking assistance reported in each support period for the different client groups is also included in this chapter.

## Client groups

Figure 5.1 gives a breakdown of the number of support periods provided to the main client groups. Nationally, nearly one-third (31%) of support periods were provided to males aged 25 years and over presenting alone at SAAP agencies and 22% were provided to female clients with children. Unaccompanied females aged 25 years and over accounted for 15%, and unaccompanied females under 25 years accounted for around 12% of support periods. This was followed by unaccompanied males aged under 25 years (11% of support periods), couples with children (4%) and couples without children (3%). Males with children accounted for just 2% of all support periods.



Client group profiles varied between states and territories. For example, agencies in New South Wales more commonly supported unaccompanied males compared with other states and territories, with 58% of their support periods being for this client group (Table 5.1). At the same time, agencies in New South Wales had the lowest percentage of support periods

for unaccompanied females, at 23%. Agencies in South Australia and Western Australia provided the lowest percentage of support periods to unaccompanied males (31% in each state), and agencies in the Australian Capital Territory provided the highest proportion of support periods to unaccompanied females (37%). Support periods provided to females with children ranged from 14% in the Australian Capital Territory to 31% in South Australia. Agencies in Victoria and Tasmania provided relatively more support periods to couples with or without children (9%).

The client profile within agencies of various target groups is shown in Table 5.2. As might be expected, agencies with specific target groups tended to provide services predominantly to that client group. Consequently, 80% of support periods at agencies targeting young people were for people under 25 presenting on their own, and agencies targeting single men were overwhelmingly used by unaccompanied males aged 25 or over (87% of their support periods). Similarly, agencies that targeted women escaping domestic violence were mainly used by females with children (accounting for 56% of support periods in these agencies) and unaccompanied females (41%). Forty-one per cent of the support periods provided by cross-target group agencies were to unaccompanied males aged 25 years and over.

### **Support periods for clients with accompanying children**

There were 35,700 support periods where SAAP clients presented with accompanying children in 2003–04 (Table 5.3). There were 73,300 accompanying child support periods associated with these support periods, giving an average of 2 accompanying child support periods per SAAP client support period.

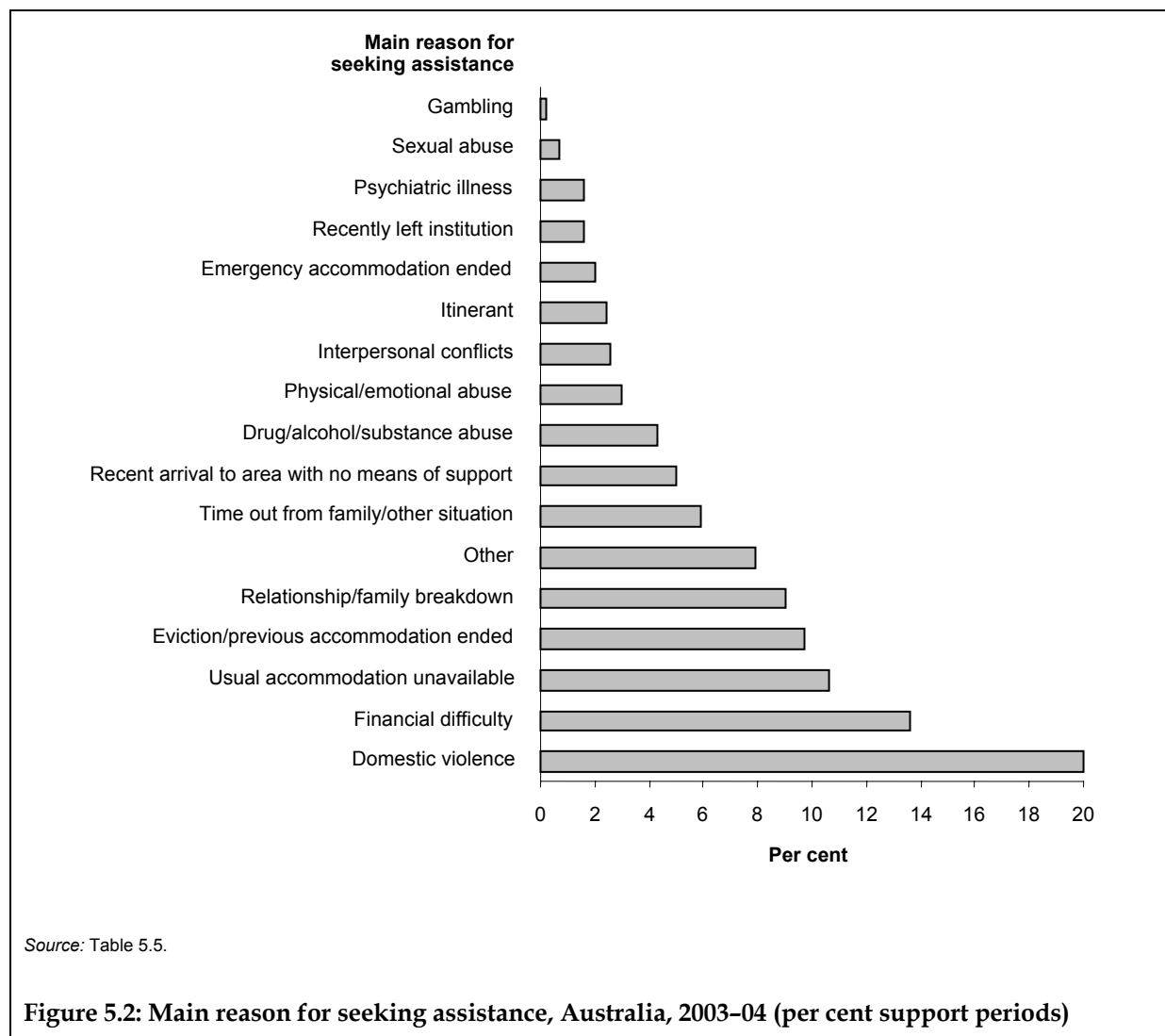
Couples with children had the highest average number of accompanying child support periods per client support period (2.2), followed by females with children (2.0), males with children (1.8) and 'other' groups with children (1.7).

There were some significant variations in the number of support periods reported for client groups with accompanying children and the associated accompanying child support periods. For example, the Australian Capital Territory had higher proportions of support periods for couples with children (15%) and males with children (19%) than the national averages of 9% and 4%, respectively. Correspondingly, the proportion of accompanying child support periods reported for these client groups was also highest in the Australian Capital Territory (16% for couples with children and 18% for males with children) compared with the national averages (10% for couples with children and 4% for males with children).

The Northern Territory and Western Australia had the highest proportion of support periods for females with children (both 93%) compared with 65% of support periods for this client group in the Australian Capital Territory. The proportions of accompanying child support periods for this client group in these jurisdictions followed the same pattern. The highest average number of accompanying child support periods per support period was recorded in Queensland and Western Australia (2.1 each).

### **Main reason for seeking assistance**

In addition to recording client characteristics, the SAAP Client Collection collects information on the main reasons clients seek assistance from SAAP agencies. Overall, the most common main reasons that clients gave for seeking assistance in 2003–04 were domestic violence (in 20% of support periods), financial difficulty (14%), and usual accommodation unavailable (11%) (Figure 5.2).



Drug, alcohol or substance abuse was cited as the main reason for seeking assistance in 4% of support periods. Substance abuse and some other presenting reasons may be understated, however, because data on reasons for seeking assistance are not collected from high-volume agencies, which most often support single men (see Table 5.5 for reasons given by unaccompanied males).

The main reason given for seeking support varied considerably according to the client group. In 48% of support periods for females with children and 39% for unaccompanied females aged 25 years and over, assistance was sought primarily because of domestic violence (Table 5.5). Unaccompanied females aged under 25 years most often reported relationship or family breakdown as their main reason for seeking assistance (in 20% of their support periods), and unaccompanied males aged under 25 years most often reported that the main reason they sought assistance was because their usual accommodation was unavailable, or because of a relationship or family breakdown (in around 17% of their support periods each). For unaccompanied male clients aged 25 years and over, the most common main reason for seeking assistance was financial difficulty (in 21% of support periods for this client group). Drug, alcohol or substance abuse was cited as the main reason for seeking assistance by this client group in 9% of support periods, compared with between 1% and 4% for the other client groups. Among couples with children, eviction or the ending

of previous accommodation was the most common main reason for seeking assistance (in 24% of support periods for this client group). Couples without children most commonly reported that the main reason they sought assistance was due to financial difficulty (in 25% of their support periods).

In general, there were only small variations across the states and territories in the proportions for most of the main reasons for seeking assistance. However, some main reasons showed marked variation. Most notably, domestic violence ranged from 12% of cases in Tasmania to 34% in the Northern Territory (Table 5.4). There was also substantial variation in the proportions of support periods for which financial difficulty was cited as the main reason for seeking assistance, ranging from 5% in the Australian Capital Territory and South Australia to 22% in Victoria. Eviction or the ending of previous accommodation was given as the main reason in 5% of support periods in the Northern Territory and in 16% in the Australian Capital Territory, and the proportions in which relationship and family breakdown was reported ranged from 4% in the Northern Territory to 14% in South Australia.

Other main reasons for seeking assistance varied across the states and territories, including drug, alcohol or substance abuse, from 2% of support periods in Victoria and Tasmania to 8% in New South Wales; time out from their family or another situation, from 4% in New South Wales and Tasmania to 10% in Queensland; and recent arrival in the area with no means of support, from 4% in Victoria to 9% in the Northern Territory. Sexual abuse was reported as the main reason for seeking assistance in 1% or less of support periods in all states and territories except Tasmania where it was cited in 5% of support periods.

## 5.1 Tables

**Table 5.1: SAAP support periods: client group by state and territory, Australia, 2003–04 (per cent)**

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male alone, under 25	11.8	9.1	13.3	11.1	12.3	13.4	16.3	6.5	11.0	20,300
Male alone, 25+	46.6	26.6	29.5	19.8	18.3	27.1	20.5	27.7	31.0	56,900
Female alone, under 25	10.8	10.7	15.7	11.0	14.0	13.0	26.6	10.3	12.1	22,200
Female alone, 25+	11.8	16.1	14.7	21.6	15.4	11.8	10.1	21.8	15.0	27,500
Couple, no children	1.3	4.5	1.5	1.8	1.4	3.9	1.6	1.5	2.6	4,900
Couple with children	1.4	4.9	3.3	3.3	4.7	4.6	5.0	2.5	3.5	6,500
Male with children	0.6	2.5	0.8	0.6	1.7	2.2	4.5	0.5	1.5	2,800
Female with children	14.7	24.0	20.6	29.6	31.4	23.1	14.4	28.1	22.0	40,400
Other	1.0	1.6	0.6	1.1	0.9	1.0	1.0	1.1	1.1	2,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>25.8</b>	<b>36.0</b>	<b>15.2</b>	<b>7.3</b>	<b>7.9</b>	<b>3.6</b>	<b>1.6</b>	<b>2.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>47,400</b>	<b>66,200</b>	<b>27,900</b>	<b>13,400</b>	<b>14,400</b>	<b>6,500</b>	<b>2,900</b>	<b>4,800</b>	<b>..</b>	<b>183,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,611.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 5.2: SAAP support periods: client group by primary target group of agency, Australia, 2003–04 (per cent)**

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	36.8	9.6	0.4	1.3	0.3	7.1	11.0	20,300
Male alone, 25+	2.0	86.6	0.6	4.2	0.7	41.4	31.0	56,900
Female alone, under 25	43.6	0.4	14.6	2.6	7.1	5.9	12.1	22,200
Female alone, 25+	1.1	1.7	56.1	5.7	33.9	16.1	15.0	27,500
Couple, no children	2.9	0.8	0.2	4.0	0.3	5.0	2.6	4,900
Couple with children	2.1	0.1	0.4	24.1	0.6	5.2	3.5	6,500
Male with children	0.5	0.2	0.2	7.7	0.2	2.8	1.5	2,800
Female with children	9.0	0.4	26.8	48.2	56.1	15.4	22.0	40,400
Other	2.0	0.2	0.6	2.2	0.9	1.2	1.1	2,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>18.2</b>	<b>18.5</b>	<b>2.7</b>	<b>5.1</b>	<b>21.1</b>	<b>34.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>33,400</b>	<b>34,000</b>	<b>5,000</b>	<b>9,300</b>	<b>38,700</b>	<b>63,100</b>	<b>..</b>	<b>183,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,611.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client and Administrative Data Collections.

**Table 5.3: SAAP support periods for clients with accompanying children and associated accompanying child support periods, client group by state and territory, Australia, 2003–04 (per cent)**

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Support periods (%)</b>										
Couple with children	6.0	11.2	9.5	5.6	8.6	11.6	14.8	4.7	8.9	3,200
Male with children	2.5	5.8	3.8	1.0	4.1	6.6	19.3	1.9	4.4	1,600
Female with children	90.3	82.4	86.0	92.9	86.9	81.2	65.2	93.0	86.0	30,700
Other with children	1.2	0.6	0.6	0.5	0.5	0.6	0.7	0.4	0.7	200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>17.6</b>	<b>35.6</b>	<b>14.7</b>	<b>10.4</b>	<b>12.4</b>	<b>4.0</b>	<b>1.7</b>	<b>3.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,300</b>	<b>12,700</b>	<b>5,200</b>	<b>3,700</b>	<b>4,400</b>	<b>1,400</b>	<b>600</b>	<b>1,300</b>	<b>..</b>	<b>35,700</b>
<b>Accompanying child support periods (%)</b>										
Couple with children	5.9	12.1	11.6	6.4	9.5	11.9	15.7	4.8	9.8	7,100
Male with children	2.1	5.5	3.2	0.9	3.6	5.4	18.3	2.2	3.9	2,800
Female with children	90.8	81.9	84.7	92.4	86.5	82.0	65.5	92.7	85.7	62,000
Other with children	1.2	0.5	0.5	0.3	0.3	0.7	0.6	0.3	0.6	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>17.4</b>	<b>35.2</b>	<b>15.2</b>	<b>10.9</b>	<b>12.4</b>	<b>3.7</b>	<b>1.5</b>	<b>3.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>12,600</b>	<b>25,400</b>	<b>11,000</b>	<b>7,800</b>	<b>9,000</b>	<b>2,700</b>	<b>1,100</b>	<b>2,600</b>	<b>..</b>	<b>72,300</b>
<b>Mean number of accompanying child support periods per support period (number)</b>										
Couple with children	1.97	2.17	2.57	2.41	2.24	1.96	1.97	2.03	..	2.21
Male with children	1.65	1.89	1.76	1.78	1.82	1.57	1.77	2.35	..	1.82
Female with children	2.01	1.99	2.07	2.11	2.02	1.93	1.88	1.98	..	2.02
Other with children	2.09	1.53	1.66	1.44	1.40	2.11	1.67	1.40	..	1.72
<b>Total</b>	<b>2.00</b>	<b>2.00</b>	<b>2.10</b>	<b>2.12</b>	<b>2.03</b>	<b>1.91</b>	<b>1.87</b>	<b>1.99</b>	<b>..</b>	<b>2.03</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 448 support periods.
2. Number excluded due to errors and omissions (weighted): 876 accompanying child support periods.
3. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only 1 support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 5.4: SAAP support periods: main reason for seeking assistance by state and territory, Australia, 2003–04 (per cent)**

Main reason for seeking assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Usual accommodation unavailable	9.7	9.4	14.3	11.8	10.8	14.7	9.1	10.2	10.7	16,400
Time out from family/other situation	4.2	5.3	9.6	8.0	5.2	4.3	7.0	6.7	5.9	9,000
Relationship/family breakdown	9.0	8.7	8.8	7.4	13.9	11.1	12.3	3.8	9.0	13,900
Interpersonal conflict	2.5	2.1	3.1	3.5	3.4	3.7	3.8	1.6	2.6	4,100
Physical/emotional abuse	1.8	2.3	3.5	6.4	4.0	2.8	2.9	8.1	3.0	4,600
Domestic violence	17.0	18.5	22.8	27.5	25.6	11.6	12.7	34.3	20.0	30,700
Sexual abuse	0.7	0.4	0.6	0.4	1.1	4.6	1.1	0.4	0.7	1,100
Financial difficulty	9.6	22.0	8.1	5.5	4.9	12.0	4.8	6.5	13.5	20,800
Gambling	0.5	0.1	0.2	—	0.3	0.1	0.1	0.1	0.2	300
Eviction/previous accommodation ended	8.0	11.1	8.7	7.1	9.2	14.5	15.9	5.2	9.6	14,800
Drug/alcohol/substance abuse	8.4	2.1	3.3	6.7	3.5	2.0	3.7	2.7	4.3	6,600
Emergency accommodation ended	1.1	3.3	1.1	0.7	1.3	1.5	3.1	0.8	2.0	3,000
Recently left institution	1.7	1.4	1.3	1.2	2.5	1.9	3.9	1.9	1.6	2,400
Psychiatric illness	2.1	1.6	1.1	1.1	1.5	1.3	2.8	0.5	1.6	2,400
Recent arrival to area with no means of support	4.8	3.6	7.7	5.4	5.2	7.0	5.1	9.4	5.0	7,800
Itinerant	2.1	2.1	2.5	3.0	4.1	2.1	3.6	2.8	2.4	3,700
Other	16.7	5.9	3.2	4.1	3.6	4.7	8.1	5.0	7.8	12,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>24.3</b>	<b>38.9</b>	<b>13.2</b>	<b>8.4</b>	<b>6.4</b>	<b>4.2</b>	<b>1.9</b>	<b>2.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>37,400</b>	<b>59,900</b>	<b>20,300</b>	<b>13,000</b>	<b>9,900</b>	<b>6,400</b>	<b>2,900</b>	<b>4,200</b>	<b>..</b>	<b>153,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 12,407.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 5.5: SAAP support periods: main reason for seeking assistance by client group, Australia, 2003–04 (per cent)**

Main reason for seeking assistance	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	17.2	12.4	12.8	6.3	14.7	13.2	14.8	5.9	11.5	10.6
Time out from family/other situation	8.0	5.8	9.1	5.4	3.9	4.5	3.0	4.1	6.0	5.9
Relationship/family breakdown	17.0	4.7	19.9	4.7	6.5	5.6	14.3	7.1	12.1	9.0
Interpersonal conflict	4.3	1.9	4.4	2.2	2.2	2.3	2.2	1.9	4.5	2.6
Physical/emotional abuse	1.5	0.5	4.2	4.8	1.0	1.1	1.3	5.1	4.2	3.0
Domestic violence	1.0	0.6	12.0	39.1	2.4	3.5	3.8	47.9	12.4	20.0
Sexual abuse	0.4	0.1	2.1	1.1	0.4	0.6	0.4	0.7	0.5	0.7
Financial difficulty	10.4	21.1	6.8	12.2	25.0	19.4	22.7	8.9	11.1	13.6
Gambling	0.1	0.6	—	0.1	0.1	—	—	0.1	0.1	0.2
Eviction/previous accommodation ended	14.6	7.3	11.9	5.0	18.2	23.6	16.2	7.7	13.8	9.7
Drug/alcohol/substance abuse	4.2	9.2	2.5	4.3	1.9	0.7	1.6	1.0	1.7	4.3
Emergency accommodation ended	2.9	2.1	2.3	1.6	3.0	3.4	2.4	1.1	1.2	2.0
Recently left institution	3.1	3.0	1.1	1.1	0.6	0.7	1.2	0.3	0.3	1.6
Psychiatric illness	1.4	3.0	1.1	2.1	0.7	0.3	0.8	0.3	0.9	1.6
Recent arrival to area with no means of support	5.6	8.5	2.9	3.2	7.5	9.8	5.3	2.2	8.3	5.0
Itinerant	3.3	3.4	2.6	2.0	4.1	2.0	2.0	1.1	2.7	2.4
Other	4.9	15.8	4.2	4.7	8.0	9.2	8.0	4.6	8.9	7.9
<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>
<b>Total (%)</b>	<b>11.7</b>	<b>25.7</b>	<b>13.0</b>	<b>15.9</b>	<b>2.9</b>	<b>3.9</b>	<b>1.6</b>	<b>24.1</b>	<b>1.3</b>	<b>100.0</b>
<b>Total (number)</b>	<b>17,700</b>	<b>39,000</b>	<b>19,700</b>	<b>24,200</b>	<b>4,400</b>	<b>5,900</b>	<b>2,400</b>	<b>36,700</b>	<b>1,900</b>	<b>151,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 14,432.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.



## 6 Support provided

The diverse nature of client needs is reflected in the considerable range of services SAAP agencies provide for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally provided on an ongoing basis to clients. This chapter presents an overview of the types of services provided to clients by SAAP agencies across all support periods. The types of services provided to accompanying children in accompanying child support periods are also examined.

Some 187,200 support periods were provided in Australia during 2003–04 (Table 3.1). Approximately 168,300 of these were closed support periods – that is, they finished before 30 June 2004 (Table 6.1; figure includes 75 closed support periods with missing data in the table [see note 1]). In this chapter, the length of support and accommodation for clients are examined for closed support periods. As support period and accommodation period dates are not collected for accompanying children, data about lengths of support and accommodation for accompanying child support periods are not presented here.

Note that the number of accompanying child support periods presented in Table 6.5 (68,800, including 26,600 excluded due to errors and omissions) excludes high-volume records because information on the types of support provided to accompanying children were not collected on the high-volume form.

### Length of support

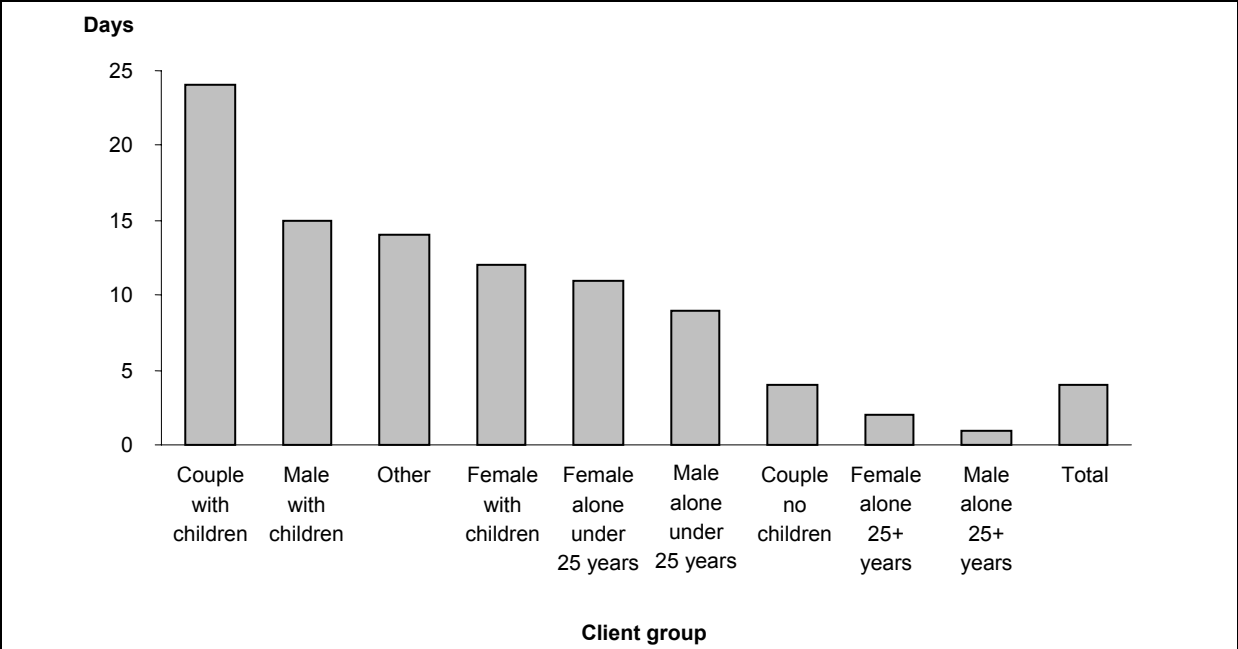
Nationally, 40% of all closed support periods lasted for 1 day or less, a further 16% lasted from 2 to 7 days, and 16% lasted for between 1 week and 1 month (Table 6.1). At the longer end of the spectrum, 16% of closed support periods lasted for 1–3 months and 12% lasted more than 3 months.

Support period lengths were not consistent across the states and territories. In particular, in Victoria 52% of closed support periods lasted for 1 day or less (with 47% of these lasting less than 1 day). This compares with between 10% and 44% for the other states and territories for this duration of support. Further, Victoria reported lower proportions of support periods than the other states and territories for clients supported for 2–7 days (8% compared with between 13% and 35%) and between 1 week and 1 month (12% compared with between 16% and 24%). In contrast, Tasmania reported a significantly higher proportion of closed support periods than the other states and territories for support lasting between 1 and 3 months (36% compared with between 12% and 21% for the other states and territories). The Australian Capital Territory had the highest proportion of support periods for clients who were supported for longer than 3 months (25%).

These differences across the states and territories are reflected in the mean and median lengths of support. The national median length of support was 4 days – Tasmania had the longest median, at 31 days, and Victoria the shortest, at 1 day. Because means are affected much more than medians by a small number of large values, the mean, or average, number of days of support is considerably longer than the median. The average length of support ranged from 31 days in Western Australia to 79 days in the Australian Capital Territory. Overall, the average length of support was 44 days.

Patterns of support length also varied between client groups. As illustrated in Figure 6.1, clients with children tended to have longer periods of support than other clients, with couples with children having the longest periods of support among all client groups. More particularly, 48% of closed support periods for couples with children were for more than 1 month, resulting in a median length of support of 24 days (Table 6.2). In comparison, couples without children had shorter durations of support, with 54% of closed support periods for this group lasting for 1 week or less, resulting in a median length of support of 4 days.

Unaccompanied females tended to have slightly longer support periods than their male counterparts. Unaccompanied males aged under 25 years had a median length of support of 9 days compared with unaccompanied females aged under 25 years who had a median length of support of 11 days. Unaccompanied males aged 25 years and over had a median length of support of 1 day, with 53% of their support periods lasting for 1 day or less, compared with a median length of support of 2 days for unaccompanied females aged 25 years and over.



Source: Table 6.2.

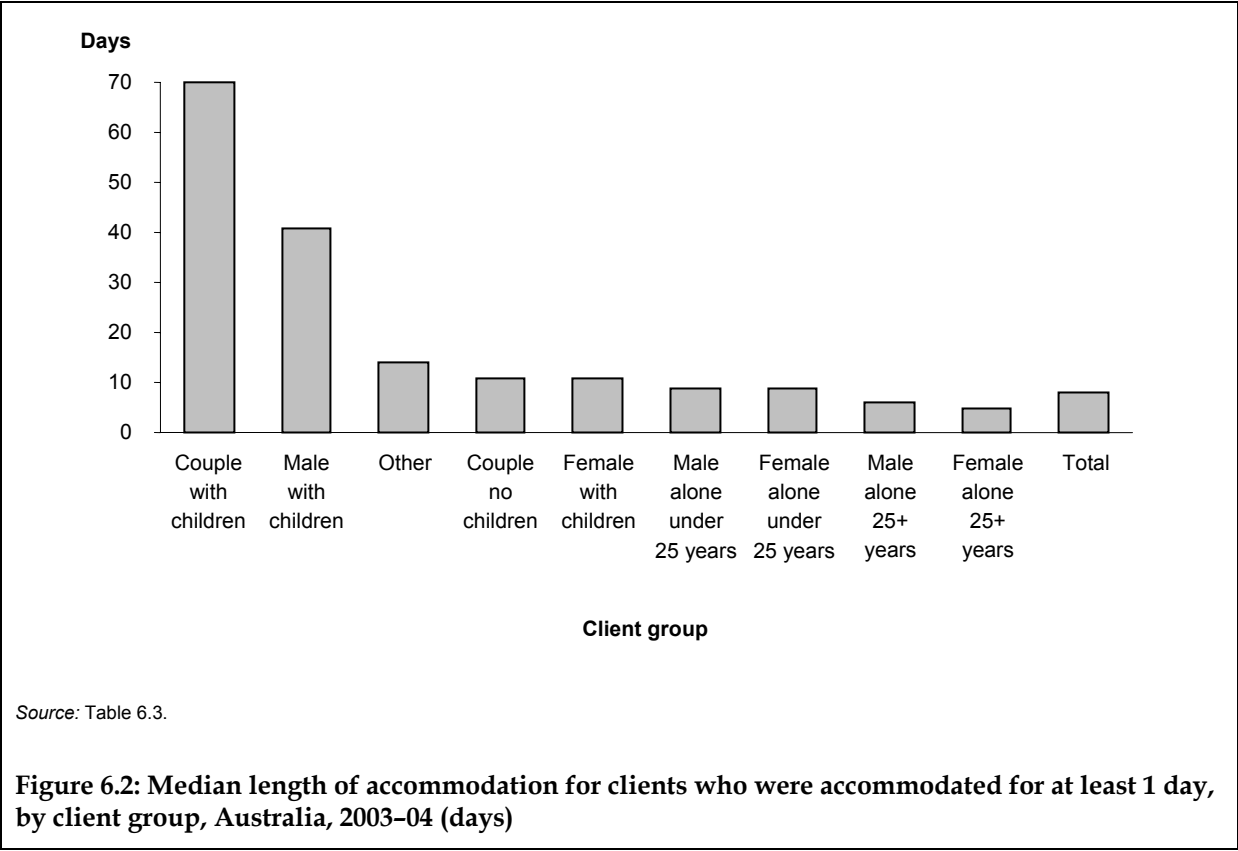
Figure 6.1: Median length of support, by client group, Australia, 2003-04 (days)

**Length of accommodation**

Of the 168,300 closed support periods, there were at least 76,200 during which the client was accommodated. There was a further 8,137 support periods where accommodation details should have been recorded but were not (Table 6.3). There were 5,900 closed support periods that had accommodation that started and ended on the same date, and 70,300 involved accommodation of 1 day or longer. In 19% of these latter closed support periods the accommodation was for 1 day only, in 30% it was for 2-7 days, and in 24% clients were accommodated for 1-4 weeks. Just under 16% of closed support periods during which accommodation lasted for 1 day or more were 1-3 months in duration and 11% lasted for

longer than 3 months. Overall, in 50% of all closed support periods during which accommodation lasted at least 1 day, the accommodation lasted for 1-7 days, resulting in a median length of accommodation of 8 days.

The patterns for the duration of accommodation for the various client groups were somewhat similar to those for the duration of support. Clients with children who were accommodated tended to have relatively long stays compared with the other client groups. Thus, couples with children and males with children had relatively high median lengths of accommodation, at 70 and 41 days respectively (excluding same-day accommodation) (Figure 6.2). Unaccompanied females and males aged 25 years and over had the shortest median length of accommodation (5 and 6 days, respectively). They also had the two highest proportions of accommodation lasting only 1 day (24% and 22% of closed support periods where accommodation lasted 1 day or longer, respectively) (Table 6.3).



**Type of support**

There are six broad types of services provided to SAAP clients. The three most often provided during 2003-04 were general support or advocacy (in 74% of support periods), housing or accommodation services (65%), and basic support services (60%) (Table 6.4). The main form of general support or advocacy provided was advice or information (in 60% of support periods). The main form of housing service provided was SAAP or CAP accommodation (51%), but assistance was also provided to help clients obtain or maintain other types of short-term accommodation or independent housing (15% and 20%, respectively). The most commonly provided basic support services were meals (42%) and laundry or shower facilities (40%).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 27% of support periods. Drug and alcohol support or intervention services and health or medical services were the most commonly provided specialist services – provided in 13% and 11% of support periods respectively. In contrast, 8 of the 11 identified specialist services were provided in fewer than 2% of support periods each.

No services were provided directly to the client by the agency in 2% of support periods. However, agencies may have arranged referrals for clients in these cases. The question of how agencies meet the needs of clients is examined further in Chapter 7.

In 2003–04 the pattern of service use differed between client groups. At the broad level, unaccompanied males aged under 25 years were proportionately more often provided with accommodation services than other clients (in 73% of their support periods), whereas unaccompanied females aged 25 years and over received these services relatively less frequently (53%). Couples with and without children and clients with children were more likely than others to use financial or employment services, and female clients, either with or without children, were relatively more often provided with counselling services.

At the finer level, the clients most often provided with SAAP or CAP accommodation were unaccompanied males aged 25 years and over. Around 63% of support periods for these clients involved SAAP or CAP accommodation, followed by unaccompanied males aged under 25 years (59%). In contrast, couples with no children and males with children received SAAP or CAP accommodation in only 29% of their support periods.

Unaccompanied male clients aged 25 years and over were also the most frequent recipients of meals and laundry or shower facilities (both in 58% of their support periods), retrieval, storage or removal of belongings (37%), and drug or alcohol support (27%). The proportion of older male clients provided with drug or alcohol support or intervention was significantly higher than that for the other client groups who were provided with this type of service – from 3% to 11%. Conversely, older unaccompanied males were less likely than other clients to receive advocacy and liaison on their behalf by the agency (18%), transport (12%), assistance to obtain or maintain independent housing (11%), assistance to obtain or maintain a government payment (5%), living skills and personal development assistance (7%), financial counselling (4%), and most types of other counselling.

Female clients presenting either with or without children were more likely than male clients to receive emotional support or other counselling (in at least 51% or more of support periods compared with between 32% and 40% for male clients). Females with children and unaccompanied females aged 25 years and over were much more likely than other groups to receive domestic violence counselling – in 38% and 27% of their support periods, respectively. Further, females with children and unaccompanied females 25 years and over more often received assistance with legal issues and court support than any other client group (20% and 15% of support periods, respectively).

Couples with children were provided with basic support services in far fewer support periods compared with all other client groups with the exception of transport. They were provided with meals in 10% of support periods, laundry and shower facilities in 8% and recreation in 6%. However, they were more likely than other client groups to be provided with assistance to obtain or maintain independent housing (in 36% of support periods), financial assistance or material aid (41%), financial counselling (13%), and advice or information (69%).

Unaccompanied male clients aged 25 years and over were slightly less likely to have no services provided (2%) than the other client groups. In comparison, males with children had no services provided in 4% of support periods.

## **Support provided to accompanying children**

Of the 68,800 accompanying child support periods reported on the general client form during 2003–04, around 42,200 were for children where some information was provided on service requirements or provision (Table 6.5). Eighty-nine per cent of these child support periods occurred when children accompanied their mother or a female guardian to a SAAP agency. A further 8% of accompanying child support periods were for children accompanying couples and 3% were for children accompanying their father or a male guardian.

It is not always possible for an agency to provide the requested support directly to an accompanying child, although a referral may be arranged. Overall, agencies did not provide any services directly to children in 3% (or 1,500) of accompanying child support periods in which information was provided on service requirements or provision. In the remaining 40,700, accompanying children received direct support.

At the broad level, SAAP or CAP accommodation was the most commonly provided type of service, being provided in 72% of accompanying child support periods, followed by basic support in 69% of support periods. Specialist services were the least often provided broad group of services (only in 18% of accompanying child support periods).

At the individual service type level, after SAAP or CAP accommodation, meals were the next most commonly provided type of service (in 48% of cases), followed by transport (46%). The types of services provided least often were sexual or physical abuse counselling, skills education, assistance with access arrangements, and brokerage services – all provided in 4% or less of accompanying child support periods.

The types of support provided varied by client group. Interestingly, the client group of ‘other with children’, which includes situations where siblings or multigenerational families presented with children, had higher proportions of provision than the other client groups in all broad service types with the exception of accommodation. At the finer level, they reported higher levels of provision in 14 of the 18 individual service types recorded for accompanying children, including help with behavioural problems (in 17% of support periods), skills education (18%), access arrangements (11%), advice or information (36%), advocacy (31%), culturally sensitive services (17%), health and medical services (18%), recreation (45%) and transport (57%).

As mentioned, 89% of accompanying child support periods in which the child required and/or received assistance occurred when children accompanied their mother (or a female guardian) to a SAAP agency. These children frequently received more types of services than those accompanying male clients or couples. For example, accommodation was provided in 73% of child support periods for children accompanying female clients. This compares with 62% for children accompanying a male client, and 64% for children accompanying a couple. Children accompanying females also received meals, shower and hygiene services, recreation and transport in at least 36% of their accompanying child support periods. In contrast, children accompanying males or couples were provided with these services in a maximum of 26% of accompanying child support periods. Children accompanying females also generally received counselling services and specialist services more frequently than children accompanying a male client or a couple, with the exception of skills education which children accompanying couples received in equal proportions to children with female clients. However, children with male clients were more likely than children with female clients or couples to receive help with access arrangements (6%), advice or information (26%), brokerage services (8%) and advocacy on their behalf by the agency (23%).

The reason for higher levels of provision of the majority of service types to children accompanying females and the 'other' client group is not clear. However, children accompanying females mostly attended agencies that target women escaping domestic violence – 54% of females with children used such agencies (derived from Table 5.2). In contrast, males with children and the 'other' client group most commonly visited cross-target, multiple-target or general agencies – in around 63% and 36% of their support periods, respectively. Males with children were also more likely than females with children and the 'other' client group to use agencies targeting families. This suggests that there may be service delivery differences for accompanying children in the different kinds of agencies.

## 6.1 Tables

**Table 6.1: SAAP closed support periods: length of support by state and territory, Australia, 2003–04 (per cent)**

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Less than 1 day	17.0	47.4	18.5	8.7	13.4	4.3	2.0	2.9	26.4	44,300
1 day	26.5	4.3	14.1	22.8	10.1	7.8	7.7	17.8	13.8	23,200
2 days	4.9	1.8	6.0	11.7	5.1	3.3	4.8	12.1	4.6	7,800
3 days	3.6	1.4	4.6	7.2	4.6	2.4	4.0	7.9	3.4	5,700
4 days	2.6	1.1	3.3	4.4	3.2	1.7	3.4	4.9	2.4	4,000
5 days	2.1	0.9	2.7	2.9	2.7	1.7	3.0	3.9	1.9	3,200
6 days	1.9	1.0	2.7	2.6	2.6	1.9	2.7	3.5	1.8	3,100
7 days	2.0	1.5	3.2	2.2	2.7	1.9	2.6	2.8	2.1	3,600
>1–2 weeks	7.7	5.1	10.6	9.3	10.1	8.7	11.9	10.9	7.7	12,900
>2–4 weeks	7.8	6.5	9.9	8.4	9.7	11.0	12.7	10.1	8.1	13,600
>4–13 weeks	13.0	16.2	14.9	11.8	18.5	36.1	20.7	15.4	15.7	26,500
>13–26 weeks	5.1	6.8	5.3	3.9	8.4	11.6	10.9	4.5	6.2	10,400
>26–52 weeks	3.1	3.9	2.8	2.6	5.1	5.1	9.2	2.1	3.6	6,000
>52 weeks	2.6	2.1	1.5	1.4	3.8	2.6	4.5	1.2	2.2	3,800
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>25.6</b>	<b>36.4</b>	<b>15.5</b>	<b>7.4</b>	<b>7.5</b>	<b>3.4</b>	<b>1.5</b>	<b>2.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>43,100</b>	<b>61,200</b>	<b>26,000</b>	<b>12,400</b>	<b>12,600</b>	<b>5,700</b>	<b>2,600</b>	<b>4,600</b>	<b>..</b>	<b>168,200</b>
<b>Mean length (days)</b>	<b>43</b>	<b>43</b>	<b>36</b>	<b>31</b>	<b>64</b>	<b>66</b>	<b>79</b>	<b>32</b>	<b>..</b>	<b>44</b>
<b>Median length (days)</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>11</b>	<b>31</b>	<b>21</b>	<b>6</b>	<b>..</b>	<b>4</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 75.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 6.2: SAAP closed support periods: length of support by client group, Australia, 2003–04 (per cent)**

Length of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	17.2	31.7	18.4	32.9	37.5	27.4	33.0	20.5	24.3	26.3	43,700
1 day	11.3	21.2	9.9	11.8	6.4	4.1	3.6	9.6	8.7	13.5	22,500
2 days	5.2	4.7	4.7	5.5	2.7	1.6	2.2	4.6	2.2	4.7	7,700
3 days	3.8	3.7	3.7	3.6	2.1	1.1	1.5	3.3	2.3	3.4	5,700
4 days	2.8	2.3	2.3	2.7	1.4	1.3	1.2	2.3	2.2	2.3	3,900
5 days	2.5	2.0	1.7	2.0	0.9	0.9	0.9	1.8	1.5	1.9	3,200
6 days	2.2	2.0	2.0	1.8	0.9	1.1	0.8	1.7	1.9	1.9	3,100
7 days	2.4	2.1	2.6	2.0	2.1	1.6	1.4	2.0	1.3	2.1	3,500
>1–2 weeks	9.4	8.1	8.9	6.6	6.2	5.8	5.1	6.9	6.0	7.6	12,700
>2–4 weeks	10.5	6.7	10.6	7.2	7.3	7.5	6.7	8.4	8.4	8.1	13,400
>4–13 weeks	19.4	9.7	19.0	14.5	19.1	22.5	22.9	20.3	21.7	15.9	26,400
>13–26 weeks	6.5	3.2	7.6	5.1	7.2	12.1	11.8	9.3	8.3	6.3	10,400
>26–52 weeks	3.9	1.5	4.7	2.6	4.3	8.2	6.0	6.0	6.6	3.7	6,100
>52 weeks	2.8	0.9	3.8	1.6	1.8	4.8	3.0	3.3	4.4	2.3	3,800
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>10.8</b>	<b>32.1</b>	<b>11.7</b>	<b>15.4</b>	<b>2.6</b>	<b>3.3</b>	<b>1.5</b>	<b>21.5</b>	<b>1.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>18,000</b>	<b>53,400</b>	<b>19,400</b>	<b>25,700</b>	<b>4,400</b>	<b>5,400</b>	<b>2,500</b>	<b>35,700</b>	<b>1,700</b>	<b>..</b>	<b>166,200</b>
<b>Mean length (days)</b>	<b>52</b>	<b>23</b>	<b>62</b>	<b>34</b>	<b>45</b>	<b>83</b>	<b>63</b>	<b>61</b>	<b>74</b>	<b>..</b>	<b>44</b>
<b>Median length (days)</b>	<b>9</b>	<b>1</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>24</b>	<b>15</b>	<b>12</b>	<b>14</b>	<b>..</b>	<b>4</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,958.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.3: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Australia, 2003–04 (per cent)**

Length of accommodation	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	16.8	21.8	18.2	23.8	14.6	6.2	5.7	16.7	15.7	19.3	13,500
2 days	8.5	9.2	8.4	11.7	9.1	3.0	6.0	8.7	5.0	9.0	6,300
3 days	6.0	6.9	6.0	7.4	6.1	2.1	3.7	6.1	5.7	6.4	4,500
4 days	4.3	4.6	4.2	5.5	4.1	2.0	2.4	4.0	4.1	4.4	3,100
5 days	3.7	4.0	3.0	3.8	2.5	1.2	1.9	3.2	3.0	3.5	2,500
6 days	3.4	3.8	3.2	3.4	3.1	1.6	1.7	2.9	3.6	3.4	2,400
7 days	3.5	3.9	3.4	3.4	4.4	3.1	3.1	2.9	2.6	3.5	2,400
>1–2 weeks	13.4	15.1	11.6	11.3	13.1	6.5	12.1	10.5	11.0	12.7	8,900
>2–4 weeks	13.3	11.3	12.8	9.6	9.9	7.3	8.4	11.0	8.9	11.3	8,000
>4–13 weeks	17.3	13.0	16.8	13.2	19.4	25.8	23.4	17.3	18.5	15.5	10,900
>13–26 weeks	4.9	3.8	5.8	3.4	7.0	20.4	17.0	8.5	8.4	5.7	4,000
>26–52 weeks	3.1	1.6	4.1	2.0	4.6	14.2	10.0	5.4	7.7	3.4	2,400
>52 weeks	1.7	0.9	2.7	1.4	1.9	6.6	4.7	2.7	5.8	1.9	1,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>13.7</b>	<b>34.8</b>	<b>12.1</b>	<b>13.6</b>	<b>1.4</b>	<b>2.3</b>	<b>0.8</b>	<b>20.5</b>	<b>0.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>9,600</b>	<b>24,500</b>	<b>8,500</b>	<b>9,500</b>	<b>1,000</b>	<b>1,600</b>	<b>600</b>	<b>14,400</b>	<b>600</b>	<b>..</b>	<b>70,300</b>
<b>Mean length (days)</b>	<b>39</b>	<b>28</b>	<b>48</b>	<b>30</b>	<b>49</b>	<b>123</b>	<b>87</b>	<b>54</b>	<b>89</b>	<b>..</b>	<b>41</b>
<b>Median length (days)</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>11</b>	<b>70</b>	<b>41</b>	<b>11</b>	<b>14</b>	<b>..</b>	<b>8</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>400</b>	<b>3,800</b>	<b>400</b>	<b>600</b>	<b>100</b>	<b>100</b>	<b>&lt; 50</b>	<b>600</b>	<b>&lt; 50</b>	<b>..</b>	<b>5,900</b>
<b>Total accommodation</b>	<b>10,000</b>	<b>28,200</b>	<b>8,800</b>	<b>10,200</b>	<b>1,100</b>	<b>1,700</b>	<b>600</b>	<b>15,100</b>	<b>600</b>	<b>..</b>	<b>76,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 8,137.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 6.4: SAAP support periods: services provided to clients, by client group, Australia, 2003–04 (per cent)**

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
<b>Housing/accommodation</b>	<b>73.3</b>	<b>70.2</b>	<b>65.2</b>	<b>52.8</b>	<b>58.5</b>	<b>62.1</b>	<b>55.6</b>	<b>61.7</b>	<b>58.6</b>	<b>64.5</b>
SAAP/CAP accommodation	59.3	62.8	49.0	41.7	29.1	38.2	29.3	45.7	38.9	51.3
Assistance to obtain/maintain short-term accommodation	20.2	13.4	17.8	12.0	24.1	19.9	19.2	14.7	15.4	15.4
Assistance to obtain/maintain independent housing	20.3	10.6	23.7	15.7	28.9	36.4	33.7	27.5	27.0	19.6
<b>Financial/employment</b>	<b>36.6</b>	<b>28.0</b>	<b>36.9</b>	<b>35.7</b>	<b>42.9</b>	<b>47.3</b>	<b>43.3</b>	<b>42.0</b>	<b>37.2</b>	<b>35.7</b>
Assistance to obtain/maintain government payment	11.8	4.5	13.5	7.7	6.2	8.0	6.3	13.0	10.6	9.0
Employment/training assistance	9.3	1.6	8.5	1.5	3.1	5.2	3.2	2.4	5.5	3.7
Financial assistance/material aid	26.9	24.2	26.5	30.6	36.5	40.6	38.2	34.6	30.3	29.2
Financial counselling	8.7	4.3	8.6	5.1	6.8	13.1	9.8	8.9	8.0	6.9
<b>Counselling</b>	<b>42.7</b>	<b>33.0</b>	<b>58.4</b>	<b>57.4</b>	<b>28.8</b>	<b>40.1</b>	<b>39.7</b>	<b>67.9</b>	<b>45.6</b>	<b>48.8</b>
Incest/sexual assault	0.9	0.3	3.3	2.7	0.8	1.1	0.5	3.0	1.1	1.7
Domestic violence	1.9	0.8	10.0	27.2	2.5	4.3	3.5	38.2	10.3	14.5
Family/relationship	11.7	3.5	18.2	11.7	7.0	15.1	14.9	22.4	17.6	12.4
Emotional/other	40.0	32.0	53.4	50.6	26.3	36.6	35.4	59.8	40.8	44.5
Assistance with problem gambling	0.3	0.6	0.2	0.4	0.1	0.4	0.3	0.3	0.1	0.4
<b>General support/advocacy</b>	<b>75.7</b>	<b>69.6</b>	<b>76.3</b>	<b>70.5</b>	<b>70.4</b>	<b>77.8</b>	<b>72.1</b>	<b>78.5</b>	<b>69.7</b>	<b>73.5</b>
Living skills/personal development	29.4	7.3	31.3	10.1	8.2	8.6	7.5	10.9	14.4	14.0
Assistance with legal issues/court support	7.0	2.5	8.0	15.2	3.6	7.4	8.2	19.5	7.7	9.7
Advice/information	63.0	50.9	65.9	57.9	63.1	68.9	62.6	68.0	59.6	60.1
Retrieval/storage/removal of belongings	21.8	36.5	16.7	12.7	8.1	8.8	7.9	11.3	11.1	20.9
Advocacy/liaison on behalf of client	32.7	18.4	36.7	33.5	38.0	45.8	43.5	46.8	35.7	32.7
Brokerage services	6.2	2.6	7.6	4.5	7.4	9.4	9.4	7.1	6.0	5.4
<b>Specialist services</b>	<b>22.9</b>	<b>35.8</b>	<b>24.1</b>	<b>25.3</b>	<b>13.8</b>	<b>16.6</b>	<b>12.2</b>	<b>25.3</b>	<b>20.5</b>	<b>27.3</b>
Psychological services	1.4	0.9	2.2	1.5	0.7	0.5	0.8	1.2	0.8	1.3
Psychiatric services	1.7	2.1	1.3	1.8	0.8	0.6	1.0	0.7	0.8	1.5
Pregnancy support	0.1	—	3.6	0.8	2.5	3.3	0.3	2.7	3.7	1.4
Family planning support	0.5	0.1	2.3	0.3	1.0	1.4	0.9	1.4	1.3	0.8
Drug/alcohol support or intervention	11.4	26.5	7.0	7.3	4.2	3.1	4.9	3.4	3.2	12.5
Physical disability services	0.1	0.2	0.1	0.4	0.2	0.4	0.2	0.2	0.4	0.2
Intellectual disability services	0.3	0.2	0.3	0.3	0.2	0.3	0.3	0.2	1.0	0.3
Culturally appropriate support	4.6	2.3	5.9	10.3	3.0	6.0	3.4	12.5	9.2	6.7
Interpreter services	0.3	0.2	0.5	1.8	0.6	1.6	0.4	2.3	1.9	1.0
Assistance with immigration issues	0.3	0.1	0.5	1.5	0.4	0.8	0.1	1.2	1.6	0.7
Health/medical services	10.6	12.4	12.1	10.3	6.5	6.6	4.7	10.4	7.4	10.9
<b>Basic support and other services n.e.s.</b>	<b>66.4</b>	<b>72.8</b>	<b>60.1</b>	<b>52.8</b>	<b>38.4</b>	<b>34.9</b>	<b>36.7</b>	<b>50.3</b>	<b>44.3</b>	<b>59.5</b>
Meals	52.0	58.2	42.5	36.5	16.9	10.3	12.9	29.0	21.2	42.1
Laundry/shower facilities	47.8	57.6	36.1	34.1	13.8	7.5	9.8	27.4	18.8	39.7
Recreation	34.7	23.6	29.8	17.5	6.6	5.9	7.0	17.9	13.7	22.0
Transport	34.5	11.5	39.4	26.7	19.2	19.8	17.4	35.3	25.9	25.6
Other	17.3	11.8	14.7	13.0	12.2	13.1	14.8	13.2	13.9	13.4
<b>No services provided directly</b>	<b>2.6</b>	<b>2.1</b>	<b>2.4</b>	<b>2.3</b>	<b>3.6</b>	<b>3.0</b>	<b>4.3</b>	<b>2.2</b>	<b>3.3</b>	<b>2.4</b>
<b>Total (number)</b>	<b>19,600</b>	<b>55,700</b>	<b>21,500</b>	<b>26,900</b>	<b>4,700</b>	<b>6,300</b>	<b>2,700</b>	<b>39,300</b>	<b>2,000</b>	<b>178,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 8,518 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.5: SAAP accompanying child support periods: services provided to accompanying children, by client group, Australia, 2003–04 (per cent)**

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
<b>Accommodation</b>	<b>63.5</b>	<b>61.7</b>	<b>72.5</b>	<b>70.4</b>	<b>71.5</b>	<b>30,200</b>
SAAP/CAP accommodation	63.5	61.7	72.5	70.4	71.5	30,200
<b>School liaison/child care</b>	<b>18.6</b>	<b>22.1</b>	<b>32.9</b>	<b>45.7</b>	<b>31.6</b>	<b>13,400</b>
School liaison	12.0	17.1	14.5	18.8	14.5	6,100
Child care	8.7	6.7	24.2	34.4	22.6	9,500
<b>Counselling</b>	<b>14.2</b>	<b>19.5</b>	<b>26.0</b>	<b>35.8</b>	<b>25.0</b>	<b>10,600</b>
Help with behavioural problems	6.1	7.0	10.2	17.3	9.9	4,200
Sexual/physical abuse counselling/support	1.5	1.9	3.0	2.0	2.8	1,200
Skills education	2.9	2.6	2.9	18.1	3.0	1,300
General counselling/support	10.7	15.8	18.7	19.7	18.0	7,600
<b>General support/advocacy</b>	<b>31.1</b>	<b>40.8</b>	<b>33.4</b>	<b>46.1</b>	<b>33.5</b>	<b>14,200</b>
Access arrangements	1.6	5.8	3.2	10.8	3.2	1,400
Advice/information	16.8	25.8	21.8	35.8	21.6	9,100
Brokerage services	6.1	8.0	3.9	6.4	4.2	1,800
Advocacy	17.9	22.6	19.0	31.3	19.1	8,100
<b>Specialist services</b>	<b>11.1</b>	<b>8.7</b>	<b>18.6</b>	<b>31.9</b>	<b>17.9</b>	<b>7,600</b>
Culturally sensitive services	5.2	3.3	11.5	17.4	10.8	4,600
Health/medical services	6.7	5.5	9.2	18.1	9.0	3,800
<b>Basic support and other services n.e.s.</b>	<b>43.3</b>	<b>51.4</b>	<b>71.8</b>	<b>79.0</b>	<b>69.1</b>	<b>29,200</b>
Meals	16.4	25.6	51.1	26.8	47.6	20,100
Showers/hygiene	8.4	16.7	45.4	49.9	41.9	17,700
Recreation	12.0	17.2	35.8	44.8	33.5	14,200
Transport	21.0	26.0	48.3	57.4	45.6	19,300
Other	16.8	17.7	14.5	29.5	14.9	6,300
<b>No services provided directly by agency</b>	<b>4.4</b>	<b>4.1</b>	<b>3.4</b>	<b>1.6</b>	<b>3.4</b>	<b>1,500</b>
<b>Total accompanying child support periods (%)</b>	<b>7.6</b>	<b>2.7</b>	<b>89.0</b>	<b>0.7</b>	<b>100.0</b>	<b>..</b>
<b>Total accompanying child support periods (number)</b>	<b>3,200</b>	<b>1,100</b>	<b>37,600</b>	<b>300</b>	<b>..</b>	<b>42,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 26,602 accompanying child support periods (including cases with no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Accompanying children were able to receive multiple services, so percentages do not total 100.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

# 7 Meeting the needs of clients and accompanying children

One way that SAAP's performance can be assessed is by measuring the ability of agencies to meet the needs of their clients. This can be measured only after a client has finished receiving support. Therefore, it is necessary to look at closed support periods when examining the provision of requested services. This chapter focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away – that is, who did not receive any services – are not included since this topic is covered in a separate publication to be released in the near future (the 2002–03 data was published in October 2004).

A client might request many services in a single support period. In some cases SAAP agencies might not be able to meet all of a client's requests directly. In these instances referrals to appropriate organisations might be arranged. However, for some required services it might not be possible either to provide the service or to refer the client on.

Note that there has been a significant shift in the level and types of services requested compared with the previous year's data (see AIHW 2003). This can be attributed to several factors: a change in the volume of contributions being made to the national data collection mainly by two large agencies; the client groups and the way in which agencies deliver services to clients vary between the jurisdictions; the increased use of electronic reporting (e.g. SMART); and the provision of data collection training to SAAP agencies around Australia, which has improved data quality in question responses about service provision.

## Expressed requests for services

Agencies provided information on the action they took to meet the needs of clients for 163,900 of the 168,300 support periods that finished during 2003–04 (Table 7.1). In 99% of these support periods, or 162,200, agencies recorded at least one service type as being requested by the client. In many cases several types of services were sought within a closed support period, so that overall 914,700 different service types were requested (Table 7.3, Part b).

As expected, the pattern observed for service provision in all support periods active in 2003–04 was largely repeated for services requested throughout completed support periods (Tables 6.4 and 7.1). At the broad level, general support and advocacy services were requested in 72% of closed support periods, and services relating to housing and accommodation were required in 70% and those relating to basic support services in 59% (Table 7.1). Counselling services and financial and employment services were required less frequently, being requested in 48% and 40% of closed support periods respectively. Specialist services were requested least, with 32% of closed support periods involving such requests.

The pattern of expressed requests varied considerably across the states and territories. At the broad service level, the Australian Capital Territory recorded the highest level of requests in five of the six broad groups presented, the exception being basic support services such as meals. Moreover, the level of identified need was at least 31 percentage points higher in the Australian Capital Territory than in the jurisdiction with the lowest recorded percentage of needs in each of the six broad groups.

Looking at individual service types, advice and information was requested more often than any other type of service, having been required in 58% of closed support periods. SAAP or CAP accommodation was identified as being needed in 56% of closed support periods, followed by emotional support or other counselling and meals (both in 43% of closed support periods). Nine service types were requested in 3% of cases or less; all but one of these related to specialist services.

The expressed need for services also varied by state and territory at the individual service level. For example, in around one-third of all closed support periods in New South Wales and the Australian Capital Territory, drug or alcohol support or intervention was requested by clients. This compares with between 4% and 11% for the other states and territory. The Australian Capital Territory also reported significantly higher levels of requirements than the other states or territory for the other specialist service types. On the other hand, the Northern Territory reported higher proportions of closed support periods than the other states or territory in which a need was expressed for culturally appropriate services (28% compared with between 1% and 14%). Interestingly, Tasmania recorded a higher percentage of closed support periods where brokerage services were requested by clients (20% compared with between 1% and 14%).

Some of the differences between the jurisdictions may be explained by different approaches to service provision in the various states and territories, and by different types of agencies dominating service provision. For example, SAAP or CAP accommodation was required in at least 45% of closed support periods in all jurisdictions except Victoria (30%). However, in Victoria a large proportion of around 3,500 properties in the parallel Transitional Housing Management program accommodate tenants provided with SAAP support. Consequently, these clients may not identify SAAP or CAP accommodation as being needed. Instead, these clients may seek assistance to obtain accommodation or housing. Victoria had relatively high needs identified for this type of assistance.

### **Expressed requests for services for accompanying children**

During 2003–04, agencies reported 59,800 closed accompanying child support periods on the general Client form (Table 7.2; figure includes 22,586 cases with missing information [see note 1]). Of these, around 37,200 included information about service requirements and provision for accompanying children and 35,700 reported that assistance was requested for accompanying children.

At the broad level, housing and accommodation services were requested in 72% of closed accompanying child support periods, and services relating to basic support, such as meals, were required in 70% and those relating to school liaison or child care services in 33%. General support and advocacy services were also requested in 33% of accompanying child support periods. Counselling services were required less frequently (28%). The broad type of service requested least often for accompanying children was specialist services (requested in 21%). No services were requested in 4% of closed accompanying child support periods.

As with clients, the pattern of expressed requests for accompanying children varied considerably across the states and territories. For example, at the broad level, Tasmania reported a significantly lower proportion of closed accompanying child support periods in which specialists services were requested for accompanying children. These services were requested in only 5% of closed accompanying child support periods, compared with between 16% and 43% for the other states and territories. Requests for SAAP or CAP accommodation services ranged from 52% in Victoria to 91% in the Northern Territory. The Northern Territory also reported higher levels of requests for basic support services (in 89%

of closed accompanying child support periods) than the other states and territory. The Australian Capital Territory reported higher proportions of expressed need for counselling services (in 54%), general support or advocacy (in 58%), and specialist services (in 43%) than the other states and territory, and New South Wales reported high percentages of closed accompanying child support periods in which assistance with school liaison and child care were requested (46%).

Looking at individual service types, other than SAAP or CAP accommodation (72%), meals were requested more often than any other type of service, having been reported as needed in 49% of closed accompanying child support periods. This was followed by transport (in 46%) and showers or hygiene services (in 43%). The individual service types that were least often requested were skills education (in 3%), assistance with access arrangements and sexual or physical abuse counselling or support (both in 4%), and brokerage services (in 5%). All other individual service types were requested in at least 11% of closed accompanying child support periods.

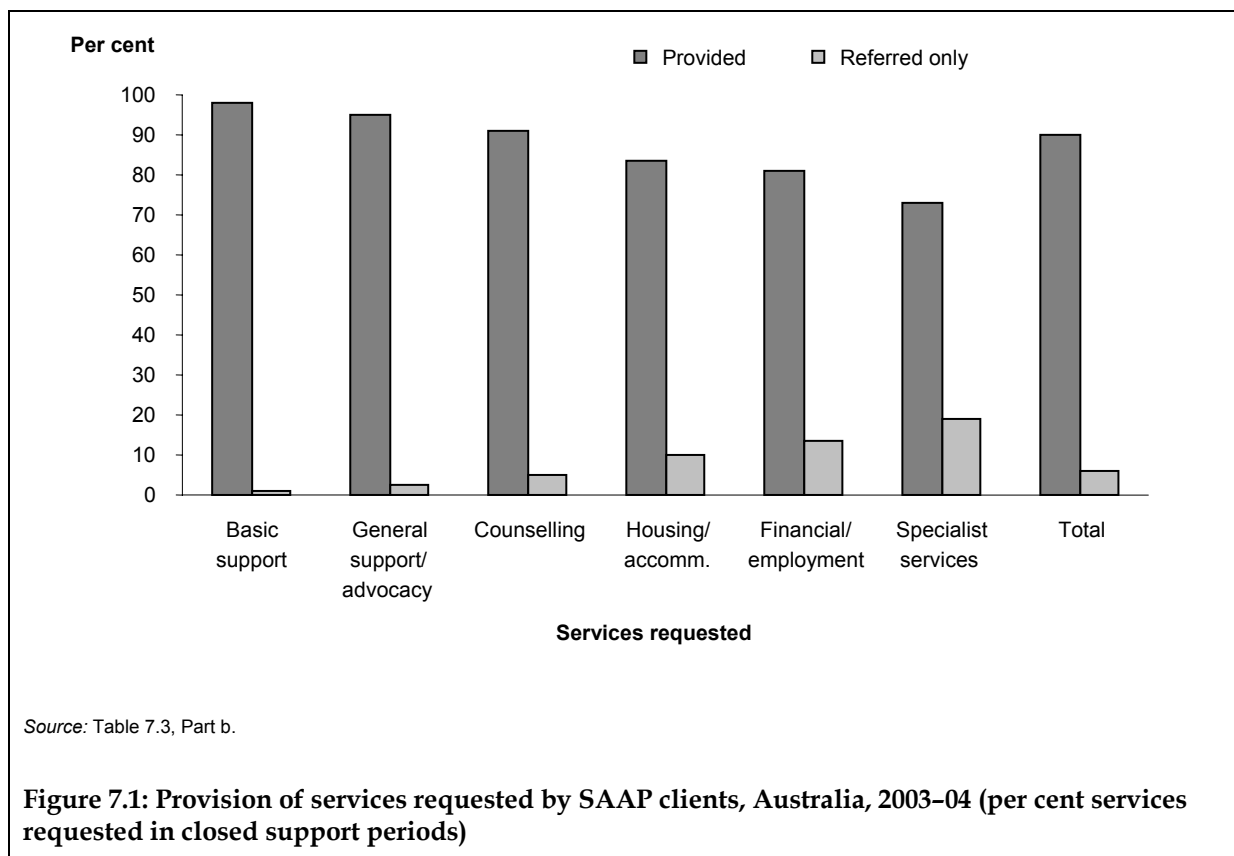
Again, the expressed needs for individual service types varied between the states and territories. For example, in the Australian Capital Territory help with behavioural problems was reported as required in 29% of closed accompanying child support periods and in between 2% and 19% in the other states and territory, skills education was requested in 19% compared with between 1% and 6%, general counselling in 45% compared with between 8% and 22%, and access arrangements in 14% compared with between 1% and 6%. Child care was needed in 37% of closed accompanying child support periods in New South Wales, compared with between 13% and 26% in the other states and territories. As for clients, brokerage services were requested in higher proportions in Tasmania, being requested in 21% of closed accompanying child support periods compared with between 1% and 13% in the other states and territories.

## **Service provision and referral**

Overall, as mentioned, 914,700 different service types were requested by clients in 162,300 closed support periods, so that on average six different types of services were requested in each closed support period (derived from Table 7.3, Part b). Services were provided directly by SAAP agencies for 90% of these requests (Table 7.3, Part b). In addition to this, agencies were able to refer clients to other organisations for a further 6% of requests. Consequently, 879,300 (or 96%) of the 914,700 expressed needs were met at least to some extent.

As illustrated in Figure 7.1, in all service groups the requested services were provided directly in at least 73% of requests. Basic support services, such as meals and laundry or shower facilities, and general support and advocacy were provided directly in an overwhelming majority of requests (98% and 95%, respectively, of these requested services were provided when requested). In particular, by individual service type, all basic support services were provided in 96% or more of closed support periods where they were requested, with the highest service provision being for meals and laundry or shower facilities (both provided in around 99% of cases where requested).

Specialist services (provided in around 73% of requested services) were the least likely group of services to be provided directly. Some particular specialist services (psychological, psychiatric, and intellectual disability services) were provided directly by agencies in less than half of the cases in which the services were sought (Table 7.3, Part a).



Housing and accommodation services were identified as needed in 115,400 (or 70%) of closed support periods during 2003-04 (Table 7.1). Some clients had more than one requirement for housing-related services, resulting in a total of 163,500 requests in this area (Table 7.3, Part b). In 83% of these instances, some housing or accommodation services were provided within the support period and a further 10% of housing needs were met through referral. More specifically, SAAP or CAP accommodation was provided in 91% of the closed support periods in which it was requested, with requests being referred in an additional 6% of cases.

Although services vary considerably in terms of the number of clients who may require them, an inability to provide a particular service can have a significant impact on the client requiring that service. In these circumstances, an agency's ability to refer clients to other appropriate service providers assumes added importance. Figure 7.1 shows that, generally, as direct provision of requested services falls the use of referrals increases, so that clients received referrals for 19% of requests for specialist services compared with only 1% for requests for basic support services.

In the case of individual support services, psychological, psychiatric, and intellectual disability services could not be provided directly in at least 52% of the closed support periods in which they were required (Table 7.3, Part a). However, in well over half of the cases in which these services could not be provided directly, agencies were able to refer the clients to other services. On the other hand, clients were referred to appropriate services in less than a quarter (600) of the 2,800 cases when living skills or personal development was required but could not be provided by an agency (which occurred in 13% of cases).

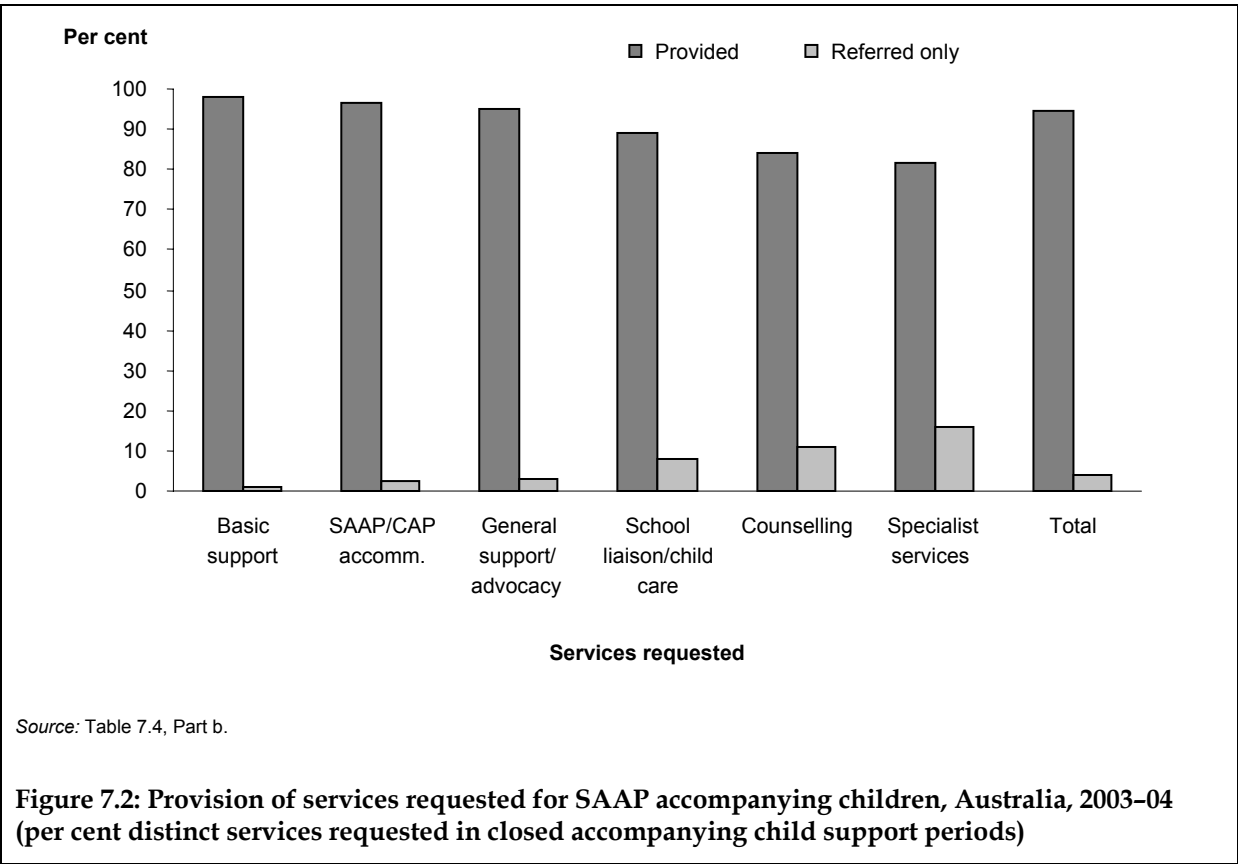
**Service provision and referral for accompanying children**

Agencies reported that accompanying children required some 151,300 distinct service types in 35,700 closed accompanying child support periods, so that, on average, accompanying children received four different types of services in each closed accompanying child support period where services were requested (derived from Table 7.4, Part b).

Just over 94% of the services requested for accompanying children were able to be provided directly (Table 7.4, Part b). In addition to this, agencies were able to refer accompanying children for another 4% of the services they required, resulting in 98% of requested services being met to some extent and leaving just under 2% of required services that were neither provided nor referred to other organisations.

In broad terms, as for clients, some types of requests made during closed accompanying child support periods were met more often than others. As illustrated in Figure 7.2, basic support services were the group of services most often provided directly by the agency (in 98% of instances where these types of services were requested), followed by accommodation (96%), and general support and advocacy (95%). Specialist services were the least likely to be provided directly by agencies, being provided in 81% of instances where specialist services were requested.

Not surprisingly, the less likely a service was to be provided, the more likely it was to be referred. Thus, the most likely group of services to be referred were specialist services – such services were referred for 16% of requests for this service type. Similarly, counselling was not provided as often as some other services, being provided in 84% of requests for counselling. However, accompanying children were referred for counselling in a further 11% of the instances in which it was required.



When considered individually as a proportion of closed accompanying child support periods, those services most likely to be provided to accompanying children were generally the basic support services: meals, showers and hygiene services, recreation, and transport were all provided in 98% or more of the closed accompanying child support periods in which they were required (Table 7.4, Part a). Apart from SAAP or CAP accommodation, which was required in 26,800 closed accompanying child support periods, these were also the types of services that were required most frequently. Children needed these basic support services in between 12,400 closed accompanying child support periods (for recreation) and 18,200 closed accompanying child support periods (for meals).

Advice or information, advocacy, accommodation, culturally sensitive services, and brokerage services were all provided for between 93% and 98% of the closed accompanying child support periods in which they were required. Other types of services that were also frequently provided to children when required were child care (provided in 91% of closed accompanying child support periods in which it was required), general counselling or support (90%), school liaison (86%), and skills education (84%).

Assistance with access arrangements, health or medical services, and sexual and physical abuse counselling were the types of services that agencies were least likely to provide when they were needed. However, these services were still provided directly in the majority of closed support periods where they were requested (73%, 69% and 64%, respectively). These services were also the types of individual services that were most often referred. Assistance with access arrangements was referred to other organisations in a further 21% of the closed accompanying child support periods in which it was needed and health or medical services and sexual or physical abuse counselling or support were each referred in 27% of the closed accompanying child support periods where they were required.

## **Unmet needs**

Although 96% of needs expressed by clients were met at least to some extent, around 35,400 requests for services had not been met by the end of support (Table 7.3, Part b). These unmet needs were spread over 16,800 closed support periods (Table 7.5; figure includes approximately 200 closed support periods with missing data in the table [see note 2]). Overall, the most common forms of support that were neither provided nor referred were housing or accommodation services (accounting for 31% of all unmet needs), followed by specialist services (18%), and general support and advocacy (17%).

Housing and accommodation services were also the most likely services to remain unmet across all client groups. In particular, couples both with and without children, male clients with children, and clients in the 'other' client group, although only fairly small groups, all reported relatively high levels of unmet need in the area of housing and accommodation (in 55%, 46%, and 44%, respectively). In contrast, females under the age of 25 years had the lowest level of unmet needs in this area – around 25% of their unmet needs related to housing services.

The types of broad services that remained unmet varied by client group. Couples without children and male clients aged under 25 years reported relatively higher levels of unmet need relating to financial and employment assistance than the other client groups. Around 18% of unmet needs for each group were for such services, compared with between 8% and 16% for the other client groups. Females aged under 25 years and clients in the 'other' client group reported a relatively higher proportion of unmet needs for counselling services (in 17% of unmet needs each) than the rest of the client groups, and female clients aged 25 years and over reported higher levels of unmet needs for general support and advocacy (19%).



Male clients aged 25 years and over had a significantly higher level of unmet need for specialist services. Just over 28% of the unmet needs reported for older male clients were for specialist services, compared with between 11% and 19% of unmet needs for the other client groups.

Among the various client groups, females with children had the highest number of unmet needs, at 7,600 outstanding requests in 3,600 closed support periods. Older male clients had the next highest number, with this group accounting for 7,300 unmet needs in 4,000 closed support periods. In contrast, there were only 300 unmet needs for males with children in 700 closed support periods. These figures mainly reflect the total number of support periods provided to each group. However, by comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that both female and male clients aged under 25 years had a relatively high level of unmet needs, accounting for 19% and 16% of unmet needs, respectively, and 12% and 11% of closed support periods, respectively. This shows that the proportion of unmet needs reported for these client groups was actually higher than their proportion of closed support periods. In contrast, older male clients had relatively few unmet needs, with 21% of unmet needs relating to this group. Older men were supported in 32% of closed support periods.

### **Unmet needs for accompanying children**

Overall, during 2003–04, children who accompanied SAAP clients had some needs remaining unmet after support in 1,500 closed accompanying child support periods – with around 2,600 unmet needs distributed across all service types (Tables 7.4 and 7.6). The most common unmet need involved counselling (27% of unmet needs), with basic support services and school liaison or child care contributing 21% and 18%, respectively, to the total unmet needs (Table 7.6). General support or advocacy and accommodation contributed 14% and 11%, respectively, to children’s unmet needs. Specialist services made up the lowest proportion of unmet needs for accompanying children (9% of unmet needs).

The number of unmet needs for children in each client group is roughly consistent with the number of accompanying child support periods for each client group. For example, children accompanying their mother (or a female guardian) accounted for 90% of closed accompanying child support periods and for 88% of unmet needs. Children accompanying couples accounted for 7% of closed accompanying child support periods and 8% of all unmet needs, and children accompanying males accounted for 3% of all closed accompanying child support periods and for 3% of unmet needs.

For children accompanying females and couples, the highest proportions of unmet needs were for counselling (in around 27% and 24% of unmet needs for each group, respectively). This accounts for the overall finding that counselling was one of the services least likely to be provided as children accompanying females constituted the vast majority of accompanying child support periods. For children accompanying males, however, the highest proportion of unmet need was for housing or accommodation services (25%). This was significantly higher than the proportion reported for housing or accommodation services for children who accompanied a female client (10%).

## 7.1 Tables

Table 7.1: SAAP closed support periods: services requested by clients, by state and territory, Australia, 2003–04 (per cent closed support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Housing/accommodation</b>	<b>82.6</b>	<b>51.6</b>	<b>76.0</b>	<b>88.5</b>	<b>78.2</b>	<b>67.3</b>	<b>94.5</b>	<b>93.6</b>	<b>70.4</b>	<b>115,400</b>
SAAP/CAP accommodation	74.3	29.5	69.7	84.2	59.6	44.8	81.1	84.7	56.4	92,400
Assistance to obtain/maintain short-term accommodation	14.3	22.7	15.9	10.5	43.0	14.4	35.3	15.9	19.8	32,500
Assistance to obtain/maintain independent housing	17.9	27.7	18.8	12.7	30.5	32.5	63.9	24.6	23.5	38,600
<b>Financial/employment</b>	<b>27.5</b>	<b>50.5</b>	<b>38.0</b>	<b>33.9</b>	<b>32.2</b>	<b>31.0</b>	<b>66.4</b>	<b>46.0</b>	<b>39.5</b>	<b>64,800</b>
Assistance to obtain/maintain govt payment	8.8	8.6	13.1	11.4	11.8	8.6	29.3	9.5	10.2	16,700
Employment/training assistance	5.1	5.1	4.5	4.0	5.0	3.2	22.5	5.2	5.1	8,400
Financial assistance/material aid	20.3	44.2	27.7	27.4	23.6	21.1	56.0	40.2	32.0	52,500
Financial counselling	6.0	8.0	6.3	5.0	10.1	8.1	27.2	10.6	7.5	12,400
<b>Counselling</b>	<b>48.7</b>	<b>41.9</b>	<b>45.1</b>	<b>50.8</b>	<b>65.8</b>	<b>52.1</b>	<b>79.1</b>	<b>62.8</b>	<b>48.1</b>	<b>78,800</b>
Incest/sexual assault	2.2	1.8	2.6	1.8	2.6	10.2	6.9	0.7	2.4	4,000
Domestic violence	12.6	15.3	14.5	15.9	29.3	11.0	20.8	17.6	15.6	25,500
Family/relationship	12.2	12.1	13.0	10.5	21.3	12.4	34.1	10.7	13.1	21,500
Emotional/other	44.9	36.7	39.0	46.4	57.4	44.6	74.7	59.1	42.9	70,300
Assistance with problem gambling	0.9	0.5	0.4	0.1	0.7	0.5	1.9	0.6	0.6	1,000
<b>General support/advocacy</b>	<b>79.7</b>	<b>69.2</b>	<b>65.8</b>	<b>57.8</b>	<b>84.0</b>	<b>66.3</b>	<b>89.0</b>	<b>70.1</b>	<b>71.9</b>	<b>117,800</b>
Living skills/personal development	15.6	8.4	21.6	10.9	10.4	7.1	47.2	23.4	13.6	22,300
Assistance with legal issues/court support	9.3	10.5	11.3	8.3	13.0	7.4	24.9	17.2	10.7	17,500
Advice/information	56.5	61.2	51.8	45.9	75.8	56.2	73.1	53.7	58.3	95,600
Retrieval/storage/removal of belongings	39.2	7.8	26.2	10.8	22.2	8.0	42.9	30.5	21.1	34,700
Advocacy/liaison on behalf of client	26.5	37.2	19.2	22.8	43.5	30.8	66.6	27.2	31.0	50,900
Brokerage services	8.7	4.1	1.5	0.8	4.7	20.2	14.0	0.5	5.3	8,700
<b>Specialist services</b>	<b>50.3</b>	<b>20.9</b>	<b>32.6</b>	<b>32.8</b>	<b>21.3</b>	<b>11.7</b>	<b>62.2</b>	<b>44.6</b>	<b>32.1</b>	<b>52,600</b>
Psychological services	2.8	3.0	1.8	1.4	2.4	1.1	15.3	2.1	2.7	4,400
Psychiatric services	3.4	3.2	2.0	2.4	3.3	1.9	19.4	1.9	3.2	5,200
Pregnancy support	1.4	1.3	1.6	1.2	1.9	0.8	7.3	1.0	1.5	2,500
Family planning support	1.0	0.8	1.3	0.9	1.0	0.6	4.2	0.9	1.0	1,600
Drug/alcohol support or intervention	36.2	6.8	9.5	10.6	7.2	4.1	32.9	7.6	15.4	25,200
Physical disability services	0.3	0.4	0.2	0.2	0.3	0.2	1.8	0.1	0.3	600
Intellectual disability services	0.5	0.5	0.4	0.3	0.5	0.2	1.5	0.3	0.5	800
Culturally appropriate support	5.2	3.9	10.4	13.8	5.0	1.0	9.6	27.8	6.7	11,000
Interpreter services	1.0	1.4	0.7	1.3	0.7	0.2	1.5	0.7	1.1	1,700
Assistance with immigration issues	0.7	0.9	0.7	0.6	0.4	0.2	1.7	0.3	0.7	1,200
Health/medical services	14.4	11.5	21.9	12.3	11.1	5.5	40.9	18.2	14.4	23,500
<b>Basic support and other services n.e.s.</b>	<b>79.4</b>	<b>40.4</b>	<b>62.9</b>	<b>76.3</b>	<b>48.3</b>	<b>48.1</b>	<b>84.2</b>	<b>86.1</b>	<b>59.3</b>	<b>97,200</b>
Meals	66.5	16.7	54.2	62.6	34.1	29.3	59.7	79.1	42.8	70,100
Laundry/shower facilities	68.3	10.7	49.0	65.1	33.5	25.2	68.1	75.8	40.3	66,000
Recreation	21.5	9.1	33.0	25.5	25.9	10.9	55.4	63.3	20.7	34,000
Transport	25.4	16.2	29.3	33.9	21.5	24.0	72.4	46.0	24.3	39,800
Other	8.4	17.7	8.6	16.0	7.0	13.7	22.9	31.1	13.3	21,800
<b>No needs recorded</b>	<b>0.7</b>	<b>0.9</b>	<b>1.3</b>	<b>0.4</b>	<b>1.1</b>	<b>6.0</b>	<b>—</b>	<b>0.3</b>	<b>1.0</b>	<b>1,700</b>
<b>Total (%)</b>	<b>25.5</b>	<b>36.3</b>	<b>15.7</b>	<b>7.4</b>	<b>7.5</b>	<b>3.4</b>	<b>1.6</b>	<b>2.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>41,800</b>	<b>59,500</b>	<b>25,700</b>	<b>12,100</b>	<b>12,300</b>	<b>5,500</b>	<b>2,600</b>	<b>4,500</b>	<b>..</b>	<b>163,900</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 4,344 closed support periods (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP closed accompanying child support periods: services requested for accompanying children, by state and territory, Australia, 2003–04 (per cent closed accompanying child support periods)**

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Accommodation</b>	<b>69.3</b>	<b>52.2</b>	<b>85.4</b>	<b>88.9</b>	<b>67.3</b>	<b>60.6</b>	<b>70.8</b>	<b>91.1</b>	<b>72.2</b>	<b>26,800</b>
SAAP/CAP accommodation	69.3	52.2	85.4	88.9	67.3	60.6	70.8	91.1	72.2	26,800
<b>School liaison/child care</b>	<b>46.1</b>	<b>27.5</b>	<b>32.7</b>	<b>28.8</b>	<b>31.4</b>	<b>28.5</b>	<b>37.0</b>	<b>20.3</b>	<b>33.0</b>	<b>12,300</b>
School liaison	18.3	19.2	14.7	8.5	11.7	8.4	18.2	18.1	15.3	5,700
Child care	36.5	12.6	26.0	24.4	24.0	23.7	24.7	15.2	24.1	8,900
<b>Counselling</b>	<b>29.9</b>	<b>29.9</b>	<b>37.0</b>	<b>13.0</b>	<b>27.6</b>	<b>26.3</b>	<b>54.2</b>	<b>11.9</b>	<b>27.5</b>	<b>10,200</b>
Help with behavioural problems	11.8	12.3	18.6	4.8	11.2	8.1	29.2	2.2	11.6	4,300
Sexual/physical abuse counselling/support	4.7	5.3	4.0	2.4	3.9	6.6	6.1	1.5	4.2	1,600
Skills education	6.2	2.2	1.3	1.9	3.1	1.7	19.2	1.9	3.2	1,200
General counselling/support	22.3	21.0	22.3	8.4	20.1	19.8	45.2	8.0	19.0	7,100
<b>General support/advocacy</b>	<b>40.6</b>	<b>48.4</b>	<b>22.3</b>	<b>12.4</b>	<b>39.6</b>	<b>36.1</b>	<b>57.5</b>	<b>6.9</b>	<b>32.7</b>	<b>12,100</b>
Access arrangements	5.9	5.5	3.0	1.1	4.5	1.0	14.1	0.6	4.1	1,500
Advice/information	23.2	31.6	14.3	7.8	30.9	15.3	41.7	3.5	20.6	7,700
Brokerage services	7.6	5.9	0.6	0.5	2.9	20.6	13.3	1.1	4.5	1,700
Advocacy	24.2	30.8	10.9	5.4	17.4	11.2	38.4	2.4	18.4	6,800
<b>Specialist services</b>	<b>24.6</b>	<b>15.5</b>	<b>16.4</b>	<b>22.4</b>	<b>17.6</b>	<b>4.6</b>	<b>42.5</b>	<b>42.4</b>	<b>20.6</b>	<b>7,700</b>
Culturally sensitive services	13.9	5.3	7.9	15.9	9.4	2.1	16.8	22.7	10.9	4,000
Health/medical services	15.3	12.0	10.4	8.4	9.2	2.7	33.1	21.4	12.2	4,500
<b>Basic support and other services n.e.s.</b>	<b>74.0</b>	<b>56.9</b>	<b>71.0</b>	<b>80.6</b>	<b>56.3</b>	<b>59.3</b>	<b>83.2</b>	<b>88.5</b>	<b>69.6</b>	<b>25,900</b>
Meals	54.9	28.2	53.9	64.3	34.1	36.0	49.5	80.6	49.0	18,200
Showers/hygiene	52.7	17.2	45.5	65.9	28.2	22.6	47.6	69.3	43.0	16,000
Recreation	42.3	21.0	41.9	32.0	19.8	9.7	45.6	58.6	33.5	12,400
Transport	51.1	32.7	55.3	49.6	30.2	29.8	52.8	63.5	45.6	16,900
Other	10.1	18.5	16.6	12.1	18.5	14.3	29.3	32.4	15.9	5,900
<b>No needs recorded</b>	<b>5.0</b>	<b>2.6</b>	<b>5.1</b>	<b>2.3</b>	<b>4.5</b>	<b>12.6</b>	<b>0.2</b>	<b>0.3</b>	<b>3.8</b>	<b>1,400</b>
<b>Total (%)</b>	<b>22.8</b>	<b>24.3</b>	<b>18.0</b>	<b>17.3</b>	<b>7.5</b>	<b>3.1</b>	<b>1.8</b>	<b>5.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>8,500</b>	<b>9,000</b>	<b>6,700</b>	<b>6,400</b>	<b>2,800</b>	<b>1,200</b>	<b>700</b>	<b>1,900</b>	<b>..</b>	<b>37,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 22,586 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. An accompanying child may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.3: SAAP services requested by clients in closed support periods, by provision, Australia, 2003–04**

**Part a: Individual types of services requested in closed support periods, by provision (per cent closed support periods)**

Type of service	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total		
<b>Housing/accommodation</b>								
SAAP/CAP accommodation	3.2	5.8	9.0	86.2	4.8	91.0	100.0	92,400
Assistance to obtain/maintain short-term accommodation	10.5	15.6	26.1	58.0	16.0	74.0	100.0	32,500
Assistance to obtain/maintain independent housing	12.5	14.9	27.4	54.9	17.7	72.6	100.0	38,600
<b>Financial/employment</b>								
Assistance to obtain/maintain government payment	5.6	17.8	23.4	54.0	22.6	76.6	100.0	16,700
Employment/training assistance	15.4	25.8	41.2	40.8	18.0	58.8	100.0	8,400
Financial assistance/material aid	3.1	10.3	13.4	75.7	11.0	86.7	100.0	52,500
Financial counselling	9.7	13.5	23.2	63.3	13.5	76.8	100.0	12,400
<b>Counselling</b>								
Incest/sexual assault	10.0	22.3	32.3	48.5	19.2	67.7	100.0	4,000
Domestic violence	4.1	7.8	11.9	74.1	14.0	88.1	100.0	25,500
Family/relationship	8.4	9.8	18.2	67.8	14.0	81.8	100.0	21,500
Emotional/other	1.8	1.4	3.2	90.7	6.1	96.8	100.0	70,300
Assistance with problem gambling	18.7	23.5	42.2	40.1	17.7	57.8	100.0	1,000
<b>General support/advocacy</b>								
Living skills/personal development	9.7	2.9	12.6	81.6	5.8	87.4	100.0	22,300
Assistance with legal issues/court support	6.2	14.3	20.5	54.6	24.9	79.5	100.0	17,500
Advice/information	0.8	0.4	1.2	90.2	8.6	98.8	100.0	95,600
Retrieval/storage/removal of belongings	1.9	1.6	3.5	94.0	2.6	96.6	100.0	34,700
Advocacy/liason on behalf of client	1.7	1.3	3.0	86.1	10.9	97.0	100.0	50,900
Brokerage services	4.3	6.8	11.1	78.9	9.9	88.8	100.0	8,700
<b>Specialist services</b>								
Psychological services	19.5	42.2	61.7	20.7	17.6	38.3	100.0	4,400
Psychiatric services	14.8	41.5	56.3	22.0	21.7	43.7	100.0	5,200
Pregnancy support	7.7	16.8	24.5	50.7	24.7	75.4	100.0	2,500
Family planning support	14.7	20.9	35.6	45.5	18.9	64.4	100.0	1,600
Drug/alcohol support or intervention	9.2	10.1	19.3	69.0	11.7	80.7	100.0	25,200
Physical disability services	16.5	32.4	48.9	30.5	20.6	51.1	100.0	600
Intellectual disability services	22.0	30.3	52.3	28.7	19.1	47.8	100.0	800
Culturally appropriate support	2.6	5.5	8.1	83.8	8.1	91.9	100.0	11,000
Interpreter services	4.2	13.8	18.0	69.7	12.3	82.0	100.0	1,700
Assistance with immigration issues	5.5	18.8	24.3	48.4	27.2	75.6	100.0	1,200
Health/medical services	5.2	24.7	29.9	49.1	21.0	70.1	100.0	23,500
<b>Basic support and other services n.e.s.</b>								
Meals	0.6	0.8	1.4	96.8	1.7	98.5	100.0	70,100
Laundry/shower facilities	0.6	0.2	0.8	98.7	0.6	99.3	100.0	66,000
Recreation	1.5	1.1	2.6	95.9	1.5	97.4	100.0	34,000
Transport	2.0	1.7	3.7	94.1	2.2	96.3	100.0	39,800
Other	1.2	3.1	4.3	87.6	8.1	95.7	100.0	21,800

(continued)

**Table 7.3 (continued): SAAP services requested by clients in closed support periods, by provision, Australia, 2003–04**

**Part b: Broad types of SAAP services requested in closed support periods, by provision**

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal			
	% distinct services requested							Number	Number
Housing/ accommodation	6.8	9.9	16.7	73.2	10.1	83.3	100.0	163,500	115,400
Financial/ employment	5.6	13.6	19.2	66.7	14.1	80.8	100.0	89,900	64,800
Counselling	3.8	5.1	8.9	81.4	9.7	91.1	100.0	122,400	78,800
General support/ advocacy	2.6	2.3	4.9	85.9	9.2	95.1	100.0	229,600	117,800
Specialist services	8.1	18.8	26.9	57.2	16.0	73.2	100.0	77,600	52,600
Basic support and other services n.e.s.	1.0	1.0	2.0	95.9	2.0	97.9	100.0	231,700	97,200
<b>Total (%)</b>	<b>3.9</b>	<b>6.2</b>	<b>10.1</b>	<b>81.2</b>	<b>8.7</b>	<b>89.9</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>35,400</b>	<b>57,000</b>	<b>92,400</b>	<b>743,000</b>	<b>79,300</b>	<b>822,300</b>	..	<b>914,700</b>	<b>162,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,344 closed support periods (including cases with no information on service requirements or provision).
2. There were approximately 1,700 closed support periods where information on service provision or referral was provided but no need was expressed by the client for those services (Table 7.1).
3. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.4: SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2003–04**

**Part a: Individual types of SAAP services requested for accompanying children in closed support periods, by provision (per cent closed accompanying child support periods)**

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Accommodation</b>								
SAAP/CAP accommodation	1.0	2.5	3.5	93.0	3.4	96.4	100.0	26,800
<b>School liaison/child care</b>								
School liaison	4.7	9.0	13.7	71.8	14.5	86.3	100.0	5,700
Child care	2.0	7.0	9.0	82.8	8.2	91.0	100.0	8,900
<b>Counselling</b>								
Help with behavioural problems	5.1	13.3	18.4	65.3	16.3	81.6	100.0	4,300
Sexual/physical abuse counselling/support	9.6	26.9	36.5	43.1	20.5	63.6	100.0	1,600
Skills education	7.1	8.5	15.6	67.5	16.8	84.3	100.0	1,200
General counselling/support	3.2	6.3	9.5	80.9	9.5	90.4	100.0	7,100
<b>General support/advocacy</b>								
Access arrangements	6.2	20.5	26.7	53.4	20.0	73.4	100.0	1,500
Advice/information	1.4	1.1	2.5	87.4	10.2	97.6	100.0	7,700
Brokerage services	2.5	4.4	6.9	78.7	14.4	93.1	100.0	1,700
Advocacy	1.8	1.2	3.0	82.0	15.0	97.0	100.0	6,800
<b>Specialist services</b>								
Culturally sensitive services	1.2	3.5	4.7	89.9	5.4	95.3	100.0	4,000
Health/medical services	4.0	26.8	30.8	47.4	21.7	69.1	100.0	4,500
<b>Basic support and other services n.e.s.</b>								
Meals	0.6	0.6	1.2	97.0	1.9	98.9	100.0	18,200
Showers/hygiene	0.7	0.2	0.9	98.8	0.3	99.1	100.0	16,000
Recreation	1.0	1.0	2.0	95.4	2.6	98.0	100.0	12,400
Transport	0.8	0.4	1.2	97.3	1.6	98.9	100.0	16,900
Other	1.0	6.4	7.4	79.1	13.4	92.5	100.0	5,900

(continued)

**Table 7.4 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2003–04**

**Part b: Broad types of SAAP services requested for accompanying children in closed support periods, by provision**

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed accompanying child support periods
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total			
	% distinct services requested							Number	Number
Accommodation	1.0	2.5	3.5	93.0	3.4	96.4	100.0	26,800	26,800
School liaison/ child care	3.1	7.8	10.9	78.5	10.6	89.1	100.0	14,600	12,300
Counselling	4.8	10.9	15.7	70.8	13.4	84.2	100.0	14,100	10,200
General support/ advocacy	2.1	3.1	5.2	81.6	13.3	94.9	100.0	17,700	12,100
Specialist services	2.7	15.8	18.5	67.4	14.0	81.4	100.0	8,600	7,700
Basic support and other services n.e.s.	0.8	1.0	1.8	95.6	2.6	98.2	100.0	69,500	25,900
<b>Total (%)</b>	<b>1.7</b>	<b>3.9</b>	<b>5.6</b>	<b>88.0</b>	<b>6.4</b>	<b>94.4</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>2,600</b>	<b>6,000</b>	<b>8,600</b>	<b>133,100</b>	<b>9,700</b>	<b>142,800</b>	..	<b>151,300</b>	<b>35,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 22,586 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. There were approximately 1,400 closed accompanying child support periods where information was recorded on the provision and referral of services for children but no need was expressed for those services by either the client or the accompanying child (Table 7.2).
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.5: SAAP services requested by the client in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2003–04**

Broad type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
	<b>% unmet needs</b>										
Housing/ accommodation	26.3	29.5	25.2	28.5	45.5	54.6	44.2	35.0	44.2	31.3	10,900
Financial/ employment	18.0	13.2	16.1	13.3	18.3	10.7	13.5	13.4	7.9	14.5	5,000
Counselling	13.8	7.7	16.9	13.1	7.3	10.1	10.5	15.8	16.7	13.1	4,500
General support/ advocacy	16.4	16.1	16.6	19.1	12.8	11.6	16.4	17.8	14.2	16.7	5,800
Specialist services	17.9	28.1	15.0	19.1	11.7	10.9	11.1	12.3	11.8	17.8	6,200
Basic support and services n.e.s.	7.5	5.4	10.2	6.9	4.4	2.1	4.2	5.7	5.2	6.7	2,300
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>34,700</b>
<b>Summary totals</b>											
Total unmet needs (%)	15.6	21.0	18.6	12.7	2.4	5.0	2.0	22.0	0.8	100.0	..
Total unmet needs (number)	5,400	7,300	6,400	4,400	800	1,700	700	7,600	300	..	34,700
Total closed support periods with unmet needs (%)	14.5	24.2	15.8	13.0	2.6	4.9	1.9	21.9	1.2	100.0	..
Total closed support periods with unmet needs (number)	2,400	4,000	2,600	2,100	400	800	300	3,600	200	..	16,600
Total closed support periods (%)	10.8	32.2	11.6	15.5	2.6	3.3	1.5	21.5	1.0	100.0	..
Total closed support periods (number)	17,500	52,500	19,000	25,200	4,300	5,300	2,400	35,000	1,700	..	163,000

**Notes**

1. Number excluded due to errors and omissions (weighted): 606 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 233 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 6,206 closed support periods, including cases with no information on service requirements or provision.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 7.6: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2003–04**

	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
<b>Broad type of service</b>	<b>% unmet needs</b>					
Accommodation	18.6	25.0	9.7	33.0	11.0	300
School liaison/child care	15.3	13.6	18.0	34.0	17.7	400
Counselling	24.0	20.1	27.2	—	26.6	700
General support/advocacy	18.7	18.7	13.8	—	14.3	400
Specialist services	11.1	4.9	9.1	33.0	9.1	200
Basic support and services n.e.s.	12.3	17.6	22.2	—	21.2	500
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>2,500</b>
<b>Summary totals</b>						
Total unmet needs (%)	8.2	3.4	88.2	0.1	100.0	..
Total unmet needs (number)	200	100	2,200	<50	..	2,500
Total closed accompanying child support periods with unmet needs (%)	8.0	3.2	88.6	0.1	100.0	..
Total closed accompanying child support periods with unmet needs (number)	100	<50	1,300	<50	..	1,500
Total closed accompanying child support periods (%)	6.7	2.6	90.1	0.6	100.0	..
Total closed accompanying child support periods (number)	2,500	1,000	33,300	200	..	37,000
Total closed support periods with accompanying children with unmet needs (%)	6.9	3.2	89.6	0.2	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	100	<50	800	<50	..	900
Total closed support periods with accompanying children requiring assistance (%)	6.3	3.0	90.0	0.7	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	1,200	600	16,600	100	..	18,500

*Notes*

1. Number excluded due to errors and omissions (weighted): 20 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 10 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 22,702 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 8 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 65 closed support periods with accompanying children requiring assistance.
6. Table excludes high-volume records because not all items were included on the high-volume form.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.



## 8 Circumstances of clients before and after support

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

Within this aim the goals are:

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

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

Data is not collected on the circumstances of accompanying children before and after support. However, an analysis of the pathways clients with accompanying children take into SAAP, and the outcomes for these people and their children following SAAP support can be found in *Children Accompanying Homeless Clients 2002-03* (AIHW 2004a).

### Income source

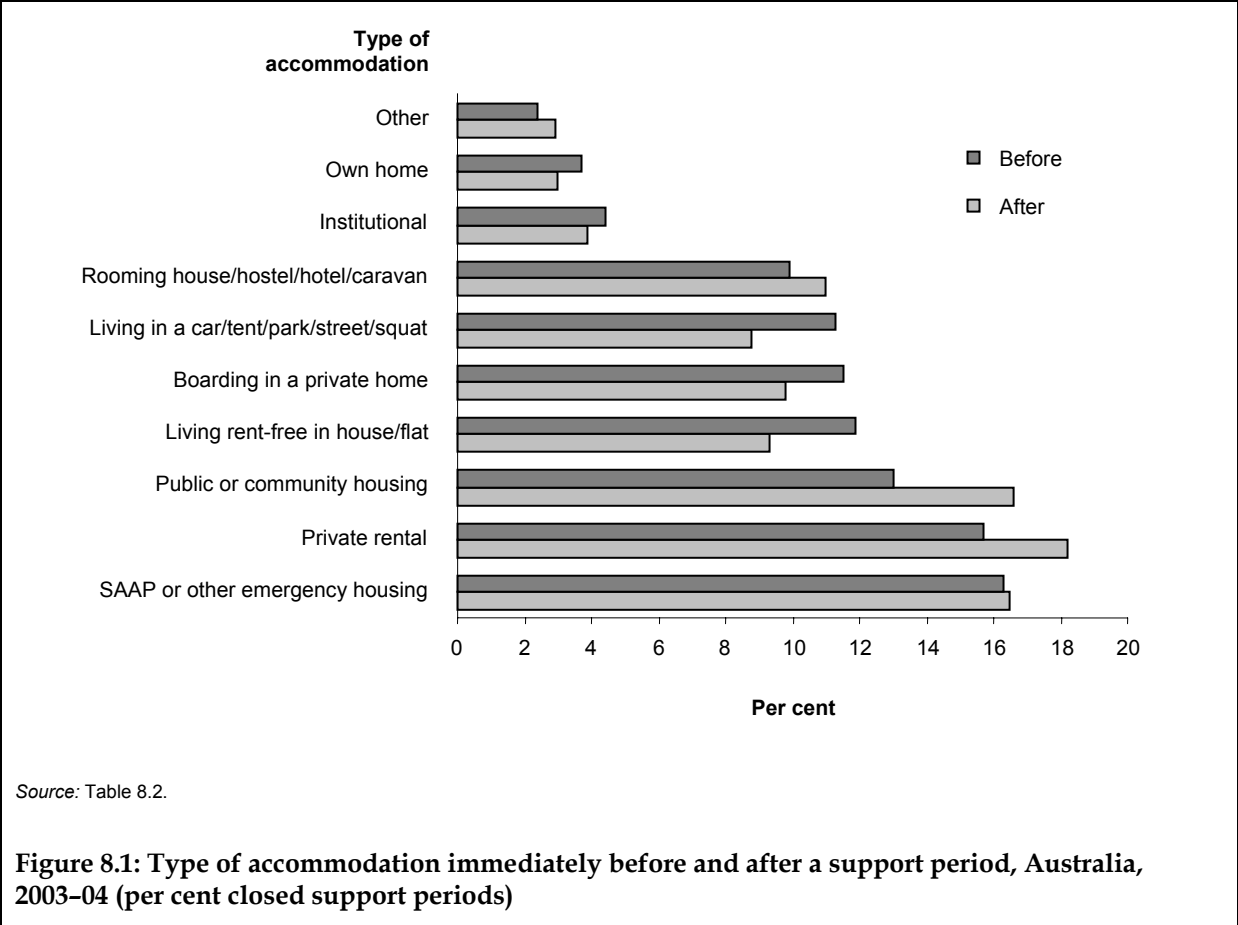
In 86% of all closed support periods, SAAP clients were recipients of a government pension or benefit before support (Table 8.1). In a further 7% of closed support periods, clients were reported as having no source of income and not awaiting a government payment; in another 6% as having 'other' sources of income; and in a final 1% as having no income but awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After having received support, clients were on a government pension or benefit in 88% of cases or had no income and were not awaiting a pension or benefit in 5% of cases. The other two categories remained relatively unchanged in percentage terms.

For those clients who specifically requested assistance with obtaining or maintaining a government pension or benefit, there were more noticeable changes. After support, these clients were receiving a government pension or benefit in 85% of closed support periods, a marked increase on the figure of 73% before support. Consequently, the proportion of closed support periods in which these clients had no income and were not awaiting a government payment had dropped from 17% before support to 6% after support.

### Accommodation

Nationally, as Figure 8.1 shows, the most common forms of client accommodation immediately before support were SAAP or other emergency housing and private rental (in around 16% of closed support periods each), followed by public or community housing (13%), and living rent-free in a house or flat and boarding in a private home (in around 12% of closed support periods each).

Generally, positive housing outcomes were reported for clients following support. For example, the most common types of accommodation after support were private rental (18%), followed by public or community housing and SAAP or other emergency accommodation (in around 17% of closed support periods each). Each of these types of accommodation reported small increases from the proportions recorded before support. There was also a shift away from living in a car or tent or other such forms of inadequate housing, with the proportions living in a car, tent, park, street or squat dropping from 11% of closed support periods before support to 9% after support.



For clients who specifically requested assistance to obtain or maintain independent housing, the changes in accommodation type before and after support followed a similar pattern to that for all closed support periods, but were more marked for several accommodation types. In particular, accommodation in public or community housing more than doubled, rising from 8% of closed support periods before support to 20% after (Table 8.2). In addition, accommodation in privately rented dwellings increased from 18% before support to 27% after. Conversely, the proportion of closed support periods in which clients were living in a

car, tent, park, street or squat decreased from 6% before support to 2% after. Living rent-free in a house or flat also decreased – from 13% of closed support periods before to 7% after. These shifts in accommodation type suggest a certain level of success for clients specifically seeking assistance from SAAP agencies to obtain or maintain independent housing.

### **Length of accommodation**

How long a client was accommodated in SAAP or CAP accommodation had an effect on the type of accommodation clients moved into following support. For example, clients who were provided with SAAP or other emergency accommodation for between 1 day and 13 weeks most commonly stayed in SAAP or other emergency housing after finishing their support, most likely moving into accommodation provided by another SAAP agency (Table 8.3). This occurred in between 20% and 26% of closed support periods in which clients received SAAP or CAP accommodation and reported the type of accommodation they moved into after support.

Clients who were accommodated for longer periods at a SAAP agency were more likely to move into independent forms of housing. Following 13 weeks of accommodation, clients more often exited into public or community housing after support than into other types of accommodation, with the proportion of closed support periods with clients exiting to this type of accommodation rising from 26% where the client was accommodated for between 13 and 26 weeks to 40% for clients who were accommodated for more than 1 year. The proportion of accommodated clients who were in the private rental market following support steadily increased as the length of accommodation at a SAAP agency increased, rising from 8% of closed support periods with accommodation for clients accommodated for 1 day to 25% for clients accommodated for longer than 1 year.

Conversely, the proportions living in a car, park, tent, street or squat after support generally decreased as the length of SAAP or CAP accommodation provided to the client increased, falling from 7% of closed support periods with accommodation for clients accommodated for 1 day to less than 1% for those accommodated for longer than 1 year.

### **Living situation**

The most common living situations for clients before receiving SAAP support were living alone or with their spouse or partner either with or without children (in around 23% of closed support periods each), and living short-term with relatives or friends (16%) (Table 8.4). By the time support had finished, the living arrangements for clients had changed considerably. There was a marked decrease to 15% in the proportion of clients living with a spouse or partner either with or without children after support. There was also a drop to 12% in the proportion of clients living short-term with relatives or friends after support. On the other hand, there were increases in the proportion of clients living alone with children (up from 11% of closed support periods before support to 19% after) and living alone (up from 23% of closed support periods before support to 28% after), making these two living situations the most common living situations for clients after support.

### **Employment status**

The employment profile of clients (that is, employed full time, part time, casual, unemployed, or not in the labour force) generally differed very little before and after support for all closed support periods. There was, however, a small reduction in the proportion of closed support periods where SAAP clients indicated they were unemployed, from 28%

before support to 26% after, and there were also small increases in the proportions of closed support periods where clients stated they were employed (from 9% before to 11% after support) (Table 8.5). Among those clients who asked for assistance in the area of employment and training during their period of support, there was an increase in the proportion who were in paid work. After support these clients were employed in some capacity in 19% of closed support periods; this was more than double the figure of 9% before support. Further, the proportion of closed support periods where these clients were unemployed or were not in the labour force dropped from 48% and 43% respectively before support to 41% and 40% after support.

## 8.1 Tables

**Table 8.1: SAAP closed support periods: source of income immediately before and after a support period, Australia, 2003–04 (per cent)**

Source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	16.7	6.0	7.1	4.9
No income, awaiting pension/benefit	3.3	2.2	1.0	0.8
Government pension/benefit	73.0	85.3	85.6	87.6
Other	6.9	6.5	6.2	6.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>16,100</i>	<i>14,400</i>	<i>135,200</i>	<i>123,800</i>
Number with missing data	600	2,300	13,500	25,000
<b>Total (number)</b>	<b>16,700</b>	<b>16,700</b>	<b>148,800</b>	<b>148,800</b>

### Notes

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

Source: SAAP Client Collection.

**Table 8.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Australia, 2003–04 (per cent)**

Type of accommodation	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	19.7	16.0	16.3	16.5
Living rent-free in house/flat	13.3	7.2	11.9	9.3
Private rental	17.7	27.2	15.7	18.2
Public or community housing	8.3	20.3	13.0	16.6
Rooming house/hostel/hotel/caravan	8.1	8.5	9.9	11.0
Boarding in a private home	18.1	12.9	11.5	9.8
Own home	2.7	1.5	3.7	3.0
Living in a car/tent/park/street/squat	6.4	1.7	11.3	8.8
Institutional	4.1	2.6	4.4	3.9
Other	1.6	2.0	2.4	2.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>36,500</i>	<i>29,700</i>	<i>133,100</i>	<i>107,200</i>
Number with missing data	1,500	8,200	15,600	41,500
<b>Total (number)</b>	<b>37,900</b>	<b>37,900</b>	<b>148,800</b>	<b>148,800</b>

*Notes*

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

*Source:* SAAP Client Collection.

**Table 8.3: SAAP closed support periods in which clients were accommodated: length of accommodation by type of accommodation after support, Australia, 2003–04 (per cent)**

Type of accommodation	1 day	>1–3 days	>3–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	> 52 weeks	Total	
										%	Number
SAAP or other emergency housing	24.5	20.2	20.6	20.8	25.2	25.6	19.9	13.1	11.5	22.0	9,100
Living rent-free in house/flat	12.4	13.2	11.5	11.9	10.1	8.7	6.7	6.1	4.4	10.4	4,300
Private rental	7.9	9.5	11.8	14.5	15.8	18.3	21.6	24.4	24.9	14.6	6,000
Public or community housing	20.9	19.4	14.6	11.9	11.7	15.9	26.2	35.9	40.1	18.4	7,600
Rooming house/hostel/hotel/caravan	6.2	7.3	11.1	11.1	9.8	7.4	5.5	2.6	3.5	7.9	3,300
Boarding in a private home	11.9	13.3	14.2	13.5	13.8	13.9	11.8	11.0	9.4	13.0	5,400
Own home	2.5	2.7	2.6	2.4	1.9	1.3	1.3	1.2	1.2	2.1	800
Living in a car/tent/park/street/squat	6.9	6.3	5.3	4.8	3.2	2.0	1.3	0.1	0.1	4.0	1,700
Institutional	5.4	6.9	7.0	7.1	7.0	4.5	3.7	3.7	2.4	5.8	2,400
Other	1.2	1.2	1.4	2.0	1.5	2.3	2.0	2.0	2.5	1.7	700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>15.8</b>	<b>13.3</b>	<b>12.9</b>	<b>11.9</b>	<b>12.0</b>	<b>18.9</b>	<b>7.5</b>	<b>4.9</b>	<b>2.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,500</b>	<b>5,500</b>	<b>5,300</b>	<b>4,900</b>	<b>5,000</b>	<b>7,800</b>	<b>3,100</b>	<b>2,000</b>	<b>1,100</b>	<b>..</b>	<b>41,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 27,135 closed support periods (type of accommodation and length of accommodation).
2. Table excludes high-volume records because not all items were included on the high-volume form and closed support periods in which clients started and ended their accommodation on the same date.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 8.4: SAAP closed support periods: living situation immediately before and after a support period, Australia, 2003–04 (per cent)**

<b>Living situation</b>	<b>Before</b>	<b>After</b>
With parent(s)	9.6	7.3
With foster family	0.5	0.4
With relatives/friends short-term	15.9	11.5
With relatives/friends long-term	3.5	5.3
With spouse/partner with/without children	22.7	14.7
Alone with children	11.0	18.8
Alone	23.3	27.8
With other unrelated persons	12.7	13.1
Other	0.8	1.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>118,000</i>	<i>97,300</i>
Number with missing data	30,800	51,500
<b>Total (number)</b>	<b>148,800</b>	<b>148,800</b>

*Notes*

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

Source: SAAP Client Collection.

**Table 8.5: SAAP closed support periods: employment status immediately before and after a support period, Australia, 2003–04 (per cent)**

<b>Employment status</b>	<b>Closed support periods in which clients needed assistance in employment and training</b>		<b>All closed support periods</b>	
	<b>Before</b>	<b>After</b>	<b>Before</b>	<b>After</b>
Employed full-time	1.8	6.1	2.7	3.5
Employed part-time/casual	7.1	13.3	6.2	7.2
Unemployed (looking for work)	48.3	40.5	28.4	26.2
Not in labour force	42.8	40.2	62.7	63.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (with valid data)</i>	<i>8,300</i>	<i>7,400</i>	<i>117,400</i>	<i>106,400</i>
Number with missing data	200	1,000	31,400	42,400
<b>Total (number)</b>	<b>8,500</b>	<b>8,500</b>	<b>148,800</b>	<b>148,800</b>

*Notes*

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

Source: SAAP Client Collection.



# 9 Support from 1996–97 to 2003–04

## Funding

Recurrent funding for SAAP in Australia has risen by 46% over the 8 years of the collection, from \$219.8m in 1996–97 to \$321.4m in 2003–04 (Table 9.1). When these figures are adjusted for inflation, in real terms funding increased by 19%. Looking at year-by-year changes, funding levels in real terms remained similar between 1996–97 and 1999–2000, except for a 5% increase in 1998–99. Funding increased by 8% in real terms in 2000–01, 3% in 2001–02 and 4% in 2002–03, before falling by 2% in 2003–04.

Recurrent funding to SAAP agencies followed a slightly different pattern. From 1996–97 to 2003–04 actual recurrent funding to agencies increased by 54%, from \$200.5m in 1996–97 to \$308.7 m in 2003–04 (Table 9.1). In real terms, this represented an increase of 26% over the 8 years, with relatively large annual increases in 1998–99 (6%), 2000–01 (8%) and 2002–03 (6%). However, funding to agencies in real terms decreased by almost 2% in 2003–04. Interestingly, the number of agencies ‘in scope’ to participate in the Client Collection increased from 1,202 in 2002–03 to 1,225 in 2003–04 (Table 9.9). However, 8 new agencies were funded late in the financial year and did not report any client data.

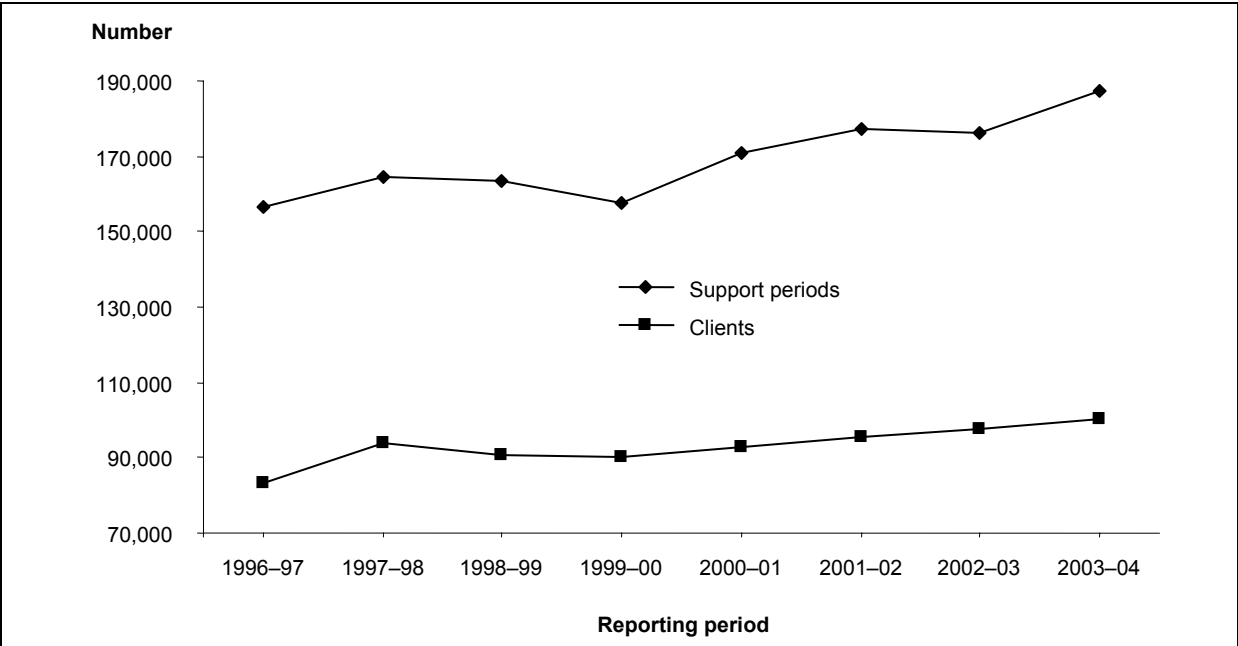
## Numbers of support periods and clients

There seems to be an obvious relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, as Table 9.1 shows, an increase in funding to agencies does not automatically translate either into more resources being spent on each support period or client or into more clients being supported on more occasions. The actual funding outcome per client or support period depends on a number of factors, among them the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, the length of time a client is supported and the costs agencies incur in providing services.

Overall, it is estimated that there were 156,500 support periods in 1996–97 (Table 9.2). This increased to 164,300 in 1997–98 but dropped back over the next 2 years, returning almost to 1996–97 levels in 1999–00 (Figure 9.1). In 2000–01 there was a sharp rise to 170,700 support periods. The main cause of this increase was the participation of one agency that had not previously participated in the Client Collection—this agency returned a very large number of forms. Although the weighting system adjusts for non-participation (see Appendix 1, Section A1.2), it does not allow for non-participating agencies, such as this one, that are quite different from other agencies. The number of support periods increased further in 2001–02 to 177,000. However, a change in reporting practice part-way through the 2002–03 financial year by the same high-volume agency decreased the number of support periods reported to 176,300. If this agency had reported consistently throughout the year, the total number of support periods in 2002–03 was estimated to be approximately 178,700. This agency reported a full year under its new guidelines in 2003–04, resulting in a substantial decrease from the previous year in the number of support periods reported by this agency. However, in 2003–04, there was still a sharp increase to 187,200 support periods. This was due to the participation of another large agency in 2003–04 that had not participated in the Client Collection since 1997–98. These variations highlight the effect on the Collection of inconsistencies in the application of the definition of a support period. It is hoped that the

introduction of the Core Data Set and refined definitions in July 2005 and continued training will minimise these inconsistencies.

Trends in the number of clients provided with SAAP services showed a pattern similar to that for support periods over the 8 years, although the changes were less pronounced in the last 5 years (Figure 9.1). In 1996-97 an estimated 83,200 clients were provided with support; the figure rose to 94,100 in 1997-98 and then fell to 90,000 in 1999-00. In 2000-01 the number of clients increased again to 93,000 and has continued to increase each year since then. The highest number of clients of any of the 8 years was recorded in 2003-04, with 100,200 clients provided with SAAP services.



Source: Table 9.2.

**Figure 9.1: Number of SAAP support periods and clients, by reporting period, Australia, 1996-97 to 2003-04**

The pattern of support over the 8 years varied across jurisdictions and did not necessarily replicate the national pattern for either support periods or clients (Table 9.2). For example, although it accounted for the greatest number of support periods for the first 2 years of the Collection, New South Wales was the only jurisdiction to show a decrease in the number of support periods provided between 1996-97 and 1997-98. Note, however, that the relatively high number of support periods recorded in New South Wales for 1996-97 was largely the result of the collection’s reporting practices for people placed by police for 8 hours with SAAP agencies because of intoxication. Between 1998-99 and 2001-02, New South Wales showed continuing decreases in the number of support periods and the number of support periods, was the same in 2002-03 as it was in 2001-02 (47,900); the number increased to 48,600 in 2003-04.

Victoria has shown continued increases in the number of support periods provided each year since 1999-00. In 2002-03, the number of support periods in Victoria exceeded the number in New South Wales for the first time. In 2003-04, Victoria reported a substantial

increase in the number of support periods, from 48,800 in 2002–03 to 67,200. This jump was due mainly to the previously mentioned participation of an agency with a very high turnover of clients that had not participated in the Collection since 1998. This agency submitted around 16,000 forms, all of same-day duration, and had a relatively high level of repeat usage by clients.

Queensland showed increases over the period 1998–99 to 2001–02, with a very large increase in 2000–01 – from 26,100 support periods in 1999–00 to 38,700 the next year. This jump was due mainly to the participation of a very high volume agency for the first time in that year. However, the number of support periods decreased from 41,400 in 2001–02 to 36,900 in 2002–03 and then to 28,400 in 2003–04. This decrease is partly attributable to the same agency which, as already mentioned, changed its reporting practices during 2002–03 and submitted a full year of data with these amended reporting practices for the first time in 2003–04. Other factors which may have caused a decrease in the number of support periods are not clear, as the number of agencies that returned data in Queensland remained relatively steady between 2002–03 and 2003–04 and there was an increase in the agency participation rate.

The number of support periods reported in Western Australia increased from 12,400 in 1998–99 to 15,200 in 2000–01, falling to 14,700 in 2001–02, before rising slightly to 14,900 in 2002–03. However, the number of support periods then dropped to 13,800 in 2003–04. The reasons for this decrease are unclear. However, a possible contributing factor is that although the number of Western Australian agencies that submitted data increased in 2003–04, the participation rate in this state decreased by around four percentage points from the previous year (see Table 9.8 in the Western Australian supplementary report).

The decrease in the number of support periods in Western Australia has meant that in 2003–04, South Australia had more support periods than Western Australia, reporting 14,700 support periods. South Australia also reported more support periods than Western Australia in 1997–98.

In general terms, in 2003–04 the number of clients receiving support over time reflected the pattern observed for support periods within each jurisdiction. However, there were some variations. For example, although agencies in New South Wales and the Australian Capital Territory reported an increase in the number of support periods from 2002–03 to 2003–04, there was a decrease in the number of clients. The number of clients in New South Wales decreased from 25,400 in 2002–03 to 25,000 in 2003–04. Likewise, the number of clients in the Australian Capital Territory decreased from 1,800 in 2002–03 to 1,700 in 2003–04. Conversely, although the number of support periods in Tasmania remained constant for the last two reporting periods, the number of clients increased from 4,300 in 2002–03 to 4,500 in 2003–04. In all other jurisdictions, increases or decreases in client numbers in 2003–04 from the previous year followed the same pattern as support periods in each jurisdiction.

Analysing the patterns of support periods and clients in the states and territories across previous years shows that between 1999–00 and 2000–01, although the number of support periods changed in Tasmania and the Northern Territory, the number of clients in these jurisdictions remained static. Furthermore, support periods in Queensland increased by 48% between 1999–00 and 2000–01, but client numbers increased by only 12%, reflecting that clients of the newly reporting high-volume agency tended to access the service repeatedly during the year. The same can be said for Victoria in 2003–04, where support periods increased from the numbers reported in 2002–03 by 38% and clients by only 14%. Although New South Wales accounted for the greatest number of support periods in all reporting periods except for 2002–03 and 2003–04, since 1998–99 Victoria has reported the greatest

number of clients. Likewise, Western Australia reported more support periods in 2002–03, but South Australia reported more clients.

Table 9.2 also shows the daily average number of support periods and nightly average support periods with accommodation. The average number of support periods active on any day of a reporting year gradually increased from 13,600 in 1996–97 to 21,900 in 2002–03 despite the actual daily number of support periods fluctuating during that period. Likewise, although there was an increase in the number of support periods in 2003–04, the number of support periods active each day decreased slightly. These variations can be partly explained by variations in the length of support periods between the years – in addition to the total number of support periods active in a reporting year, the length of support periods may also influence the daily average number of support periods. For example, the larger increase in the average daily number of support periods between 2000–01 and 2001–02 may be explained by the significant increase in support periods between the years (6,300) as well as the increase in the mean length of support (from 40 to 44 days) (see Table 9.7). The higher mean length of support in 2001–02 indicates that it is likely there were more long support periods in that year than in 2000–01. Conversely, the decrease in the daily average number of support periods in 2003–04 is likely to be due to the high number of single-day support periods reported in 2003–04, with the mean length of support dropping from 46 days in 2002–03 to 44 days in 2003–04.

The nightly average number of support periods with accommodation followed the same trend as that shown for the number of support periods (Table 9.2). That is, when the number of support periods increased or decreased between each year, so did the nightly average number of support periods with accommodation. Note that there can be more than 1 accommodation period within a support period. Therefore, the length of an accommodation period can be the same as, or shorter than, the associated support period. This contributes to the smaller nightly average number of support periods with accommodation compared with the daily average number of support periods, along with the fact that many SAAP clients require non-accommodation support services only or request accommodation but are provided with support only.

### **Numbers of accompanying child support periods and accompanying children**

Prior to 2000–01 only limited data were collected on accompanying children. In 2001–02, the Client Collection was changed so that more information could be reported. Until that time reliable estimates of the number of children accompanying clients to SAAP agencies were not available. However, an updated version of the computer-based collection tool, SMART, was not released until December 2000, resulting in agencies who used this tool not being able to report information until January 2001. For this reason, the first full year of collection reported in this section is 2001–02.

The data items that enable the number of accompanying children to be estimated were not collected on the high-volume form. For this reason, estimates of accompanying children are reported only for the children accompanying a parent(s) or guardian(s) to a SAAP agency that reported using the general client form (see Appendix 2 for a copy of these forms). The high-volume form was phased out in 2004–05 and data from that series should be released in December 2005.

Nationally, the number of accompanying child support periods increased from 73,300 in 2001–02 to 75,800 in 2002–03 before falling back to 73,200 in 2003–04 (Table 9.3). Although not directly comparable, because estimates of the number of accompanying children exclude

high-volume records, the number of accompanying children followed a similar pattern, rising from 50,800 in 2001–02 to 53,800 in 2002–03 before falling back to 52,700 in 2003–04.

Responses to the accompanying children section of the general client form and the accompanying children questions on the high-volume client form have generally improved since 2001–02, but they are still not completed on all forms where the presenting unit indicated that the client presented with an accompanying child(ren). In 2003–04, it is estimated that roughly 9,600 forms where the presenting unit indicated that one or more children should have been recorded reported no data about the child(ren) (AIHW unpublished data). This compares with around 4,100 forms that indicated that data about one or more children should have been recorded in 2002–03.

On a state and territory level, Victoria reported the highest number of accompanying child support periods across all 3 years, increasing from 23,900 in 2001–02 to 25,700 in 2002–03 and remaining steady in 2003–04 (Table 9.3). The number of accompanying child support periods reported in 2003–04 also remained steady in New South Wales at 12,900 for both 2002–03 and 2003–04, after falling from 13,500 in 2001–02. However, the numbers in Queensland, Western Australia, South Australia, and Tasmania all decreased in 2003–04 compared with 2002–03. The pattern in the Northern Territory was the reverse, with the number of accompanying child support periods falling from 2,500 in 2001–02 to 2,200 in 2002–03 before rising to 2,600 in 2003–04. The Australian Capital Territory reported 1,000 accompanying child support periods in 2001–02 and 2002–03 and 1,100 in 2003–04. The variations between the states and territories are most likely to reflect differences in the service structures and demographic profile of the various jurisdictions.

Victoria also reported the highest number of accompanying children across the 3 years, increasing from 18,300 in 2001–02 to 19,900 in 2003–04 before falling slightly to 19,700 in 2003–04. Tasmania was the only jurisdiction to show an increase across all 3 years; however, increases from 2002–03 to 2003–04 were also reported in New South Wales and the Northern Territory. The Northern Territory and the Australian Capital Territory remained constant for the first 2 years before the number of accompanying children rose in the Northern Territory and fell in the Australian Capital Territory in 2003–04. All other states reported increases from 2001–02 to 2002–02 and then a decrease in 2003–04, with Queensland and South Australia reporting the largest decrease in the number of accompanying children. Note that, in 2003–04, South Australia reported a significantly higher proportion of high-volume forms where there was an accompanying child recorded than the other states and territories (AIHW unpublished data).

Table 9.3 also presents the daily average number of accompanying child support periods and the nightly average number of accompanying child support periods with accommodation. The dates of support and accommodation are not recorded for accompanying children. However, it has been assumed that accompanying children will have the same periods of support and accommodation as their parent(s) or guardian(s). The average number of accompanying child support periods active on any day across the reporting years followed the same pattern as the annual numbers of accompanying child support periods, rising from 12,300 in 2001–02 to 13,600 in 2002–03 before falling to 12,600 in 2003–04. However, the nightly average number of accommodation periods rose from 4,800 in 2001–02 to 5,100 in 2002–03 and remained steady in 2003–04.

### **Use of SAAP services**

Nationally, the number of support periods that clients received in a reporting period has remained relatively stable over time, ranging between 1.8 and 1.9 support periods per client

across the years (Table 9.4). In 2003–04 the number of support periods per client was relatively high, at 1.9.

However, on a state and territory basis, the average number of support periods per client fluctuated more. In particular, the number of support periods per client for Queensland agencies increased dramatically from 1.6 in 1999–00 to 2.2 in 2000–01, and increased again in the following year to 2.3 support periods per client. Again, this was due to the new participation of a very high volume agency in that state in 2000–01. The change in reporting practice by this agency part-way through 2002–03 contributed to the decrease in the number of support periods per client in Queensland that year (2.0) and again in 2003–04 (1.6) where the agency reported a full year with changed reporting practices. The increase in the number of support periods per client in Victoria from 1.6 in 2002–03 to 1.9 in 2003–04 was influenced by the participation of a large agency that reported multiple short-duration support periods for clients. Clients in New South Wales also had relatively high rates of repeat use, with the number of support periods in the range of 1.8 to 2.0 support periods per client over the past 5 years. The average number of support periods per client in the Australian Capital Territory remained steady at 1.4 for the first 4 years reported. However, there was an increase to 1.8 support periods per client in 2003–04.

Between 1997–98 and 2002–03, the proportion of SAAP clients with only 1 support period during the year remained fairly constant at 73% or 74%, after rising from 70% in 1996–97 (Table 9.8). However, in 2003–04 the proportion of clients with only 1 support period dropped back to 72% due mainly to the previously mentioned large agency in Victoria which had a relatively high number of support periods per client (see Table 9.7 in the Victorian supplement to this report). The proportion of clients with 4 support periods remained steady at 3% for all reporting years; the proportion of clients with 3 support periods ranged between 5% and 6%; and the proportion of clients with 6 or more support periods remained constant at around 3% until 2003–04 where it increased slightly to 4%. The proportion of clients with 2 or 5 support periods varied slightly across the 8 reporting years.

Nationally, the rate of SAAP use was highest in 2003–04, when 58 people out of every 10,000 aged 10 years and over became SAAP clients (Table 9.4). The lowest rate during the 5 years presented was in 1999–00, when 55 people per 10,000 aged 10 years and over used SAAP services at some time during the year. These data do not necessarily indicate that homelessness is increasing, but that SAAP is providing support to a greater proportion of Australians.

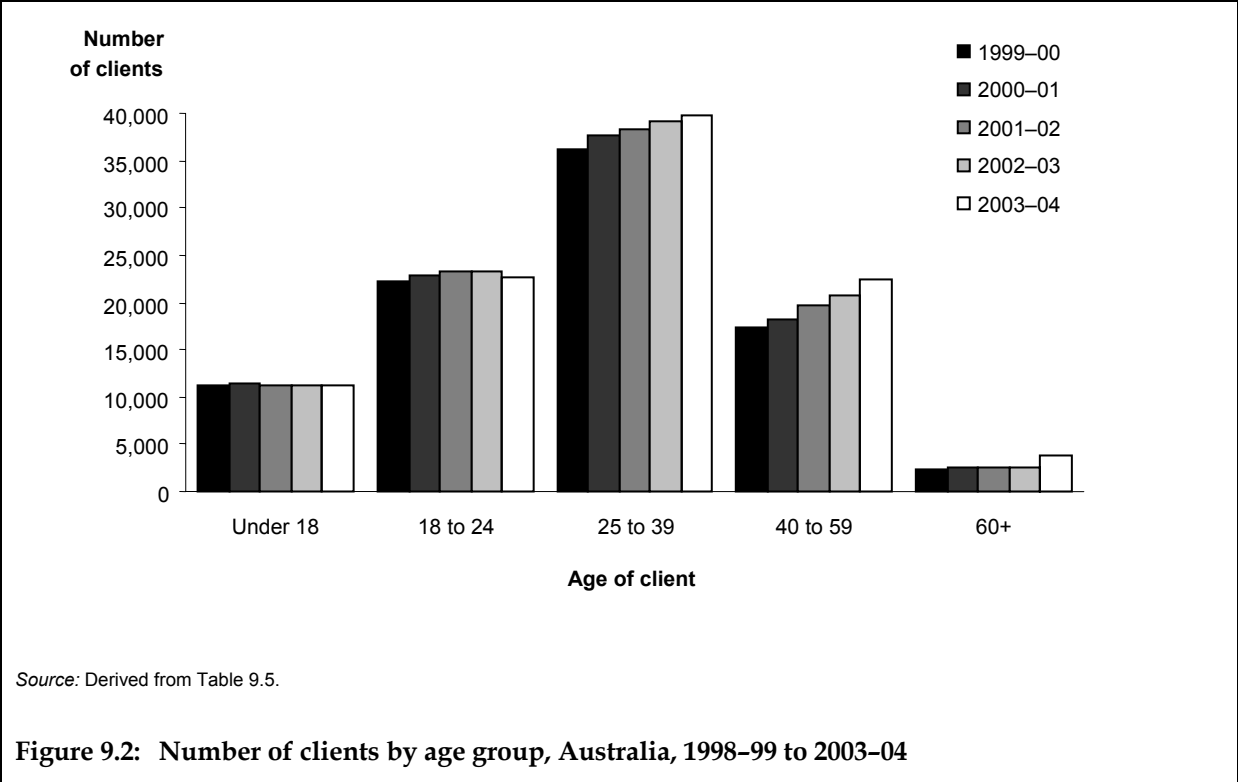
SAAP use varied between the states and territories (Table 9.4). Even allowing for its relatively young age profile, the Northern Territory had the highest rate throughout the 5-year period, ranging between 166 and 172 clients for every 10,000 people aged 10 years and over (age-adjusted). This was around three times the national average in all years. In actual (unadjusted) terms in any year, between 190 and 195 people became SAAP clients for every 10,000 people aged 10 years and over in the Northern Territory. Tasmania, Victoria and South Australia also had above-average rates, ranging between 61 and 116 clients per 10,000 people aged 10 years and over (age-adjusted). Interestingly, 2003–04 was the first year that the Australian Capital Territory reported a lower than average rate of SAAP use, with the rate decreasing each year from 74 clients per 10,000 population in 1999–00 to 54 clients per 10,000 population in 2003–04 (age-adjusted).

## **Age profile**

Between 1999–00 and 2003–04, nationally there has been little change in either the average or median age of clients (Table 9.5). The average age of clients was between 31 and 32 years,



and the median age ranged from 29 to 31 years, indicating a slight increase in the age of SAAP clients. There have also been some minor changes in the proportion of clients in the various age groups. In particular, the proportion of clients aged under 20 years dropped from 21% in 1999-00 to 19% in 2003-04, whereas over the same period the proportion of clients aged between 30 and 49 rose from 39% to 43%. In absolute terms, as illustrated in Figure 9.2, the number of clients aged under 18 has been dropping since 1999-00, whereas numbers in the age brackets between 25 and 59 years have been increasing since 1999-00.



### Case management

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, among general agencies (that is, not high-volume agencies) there was a decrease in the percentage of closed support periods in which support plans have been used. Over the first 4 years of the period in question the decrease was steady, from 61% in 1999-00 to 59% in 2002-03; however, in 2003-04 there was a sharp decrease to 51%. This corresponded to a large increase in the proportion of closed support periods where a support plan was not in place from 16% in 2002-03 to 29% in 2003-04. Over the period in question, the proportion of closed support periods in which support plans were not thought to be appropriate dropped from 25% in 1999-00 to 22% in 2000-01. However, this proportion increased to 24% in 2001-02 and then again to 25% in 2002-03 before dropping to 19% in 2003-04. By 2003-04, support plans were being used in 64% of closed support periods for which they were thought to be appropriate; this compares with 81% in 1999-00.<sup>5</sup> The

<sup>5</sup> From Table 9.6 we calculate:  $51.2 / (100.0 - 19.4) \times 100 = 64\%$ .

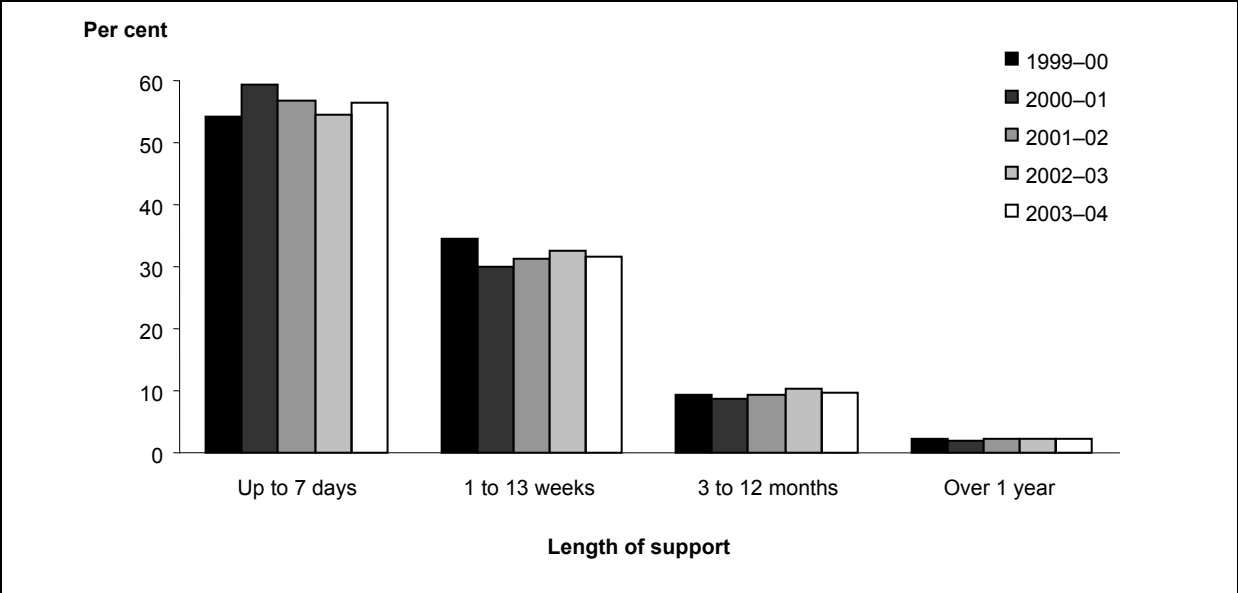
variation reported in 2003–04 is due mainly to the participation of a large agency with short periods of support, none of which had a support plan in place.

In 2003–04, all goals were achieved in 14% of cases, with some or most goals being achieved in a further 30% of support periods with a support plan. No goals were achieved in 3% of cases with a support plan for which there were data.

**Length of support**

As Figure 9.3 illustrates, from 2000–01 to 2002–03 there was a small decrease in the proportion of support periods lasting up to 1 week, accompanied by an increase in the proportion of support periods lasting 1 to 13 weeks. However, between 1999–00 and 2000–01 and between 2002–03 and 2003–04 the opposite occurred, with the proportions of support periods that lasted less than 1 week increasing and the proportions that lasted between 1 and 13 weeks decreasing. The main contributor to the peak of 2000–01 was a rise in the proportion of support periods lasting just 1 day – up from 16% of closed support periods in 1999–00 to 22% in 2000–01 (Table 9.7). This is mainly a result of the large increase in the proportion of support periods lasting 1 day in Queensland – from 15% in 1999–00 to 46% in 2001–02 (see Table 9.6 in the Queensland supplement to this publication). This jump was caused mainly by a large high-volume agency reporting for the first time in 2000–01. The increase in support that lasted less than 1 week in 2003–04 was due to an increase in support periods that lasted less than 1 day, from 16% in 2002–03 to 26% in 2003–04. The main reason for this increase was a jump in the proportions of such support periods in Victoria, from 28% in 2002–03 to 47% in 2003–04 (see Table 9.6 in the Victorian supplement to this publication). This change was largely a result of the participation of a large agency in this state in 2003–04.

As a consequence of the increase in the number of support periods that lasted less than 1 day, the median length of stay dropped from 5 days in 2002–03 to 4 days in 2003–04. It also influenced the mean length of support, which dropped from 46 days in 2002–03 to 44 days in 2003–04.



Source: Table 9.7.

**Figure 9.3: Length of support, Australia, 1999–00 to 2003–04 (per cent closed support periods)**

## **Agency participation rates and consent**

The number of agencies required to participate in the Client Collection generally increased between 1996-97 and 2001-02 (Table 9.9). The number of agencies fell to 1,202 in 2002-03 from 1,211 the previous year as a result of agencies being merged in some jurisdictions. The number of agencies rose again in 2003-04 to 1,225.

The agency participation rate remained fairly constant over the 8 reporting years, from 93% to 95%. The small decrease from 94% in 2002-03 to 93% in 2003-04 is partly the result of the participation rate in the Australian Capital Territory which dropped from 94% in 2002-03 to 72% in 2003-04. This was largely due to the inclusion of several agencies late in the financial year that were not set up in time to start submitting data. The number of forms returned with valid consent (that is, those with a complete alpha code) has increased significantly since the inception of the National Data Collection, from 64% in 1996-97 to 88% in 2003-04.

## 9.1 Tables

**Table 9.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2003–04 dollars, by reporting period, Australia, 1996–97 to 2003–04**

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
<b>Current \$</b>				
1996–97	219,771,000	200,539,000	1,280	2,410
1997–98	223,661,000	212,768,000	1,300	2,260
1998–99	229,889,000	220,328,000	1,350	2,430
1999–00	245,511,000	231,717,000	1,470	2,570
2000–01	268,537,000	251,367,000	1,470	2,700
2001–02	285,039,000	268,960,000	1,520	2,810
2002–03	310,359,000	296,635,000	1,680	3,040
2003–04	321,413,000	308,749,000	1,650	3,080
<b>Constant 2003–04 \$</b>				
1996–97	269,276,000	245,712,000	1,570	2,950
1997–98	267,946,000	254,895,000	1,550	2,710
1998–99	281,672,000	269,958,000	1,650	2,980
1999–00	282,194,000	266,339,000	1,690	2,960
2000–01	306,047,000	286,478,000	1,680	3,080
2001–02	314,536,000	296,793,000	1,680	3,100
2002–03	328,346,000	313,827,000	1,780	3,220
2003–04	321,413,000	308,749,000	1,650	3,080

### Notes

1. Funding per support period and funding per client are based on recurrent allocations to agencies.
2. 'Total recurrent funding' for 1999–00, 2000–01 and 2001–02 includes relatively small amounts provided through the Partnerships Against Domestic Violence Program (AIHW 2000b: Table 2.1; AIHW 2002a: Table 2.1; AIHW 2002b: Table 2.1).
3. 'Recurrent allocation' includes state-only recurrent allocations provided by Victoria, Queensland, Western Australia and Australian Capital Territory which are in addition to the SAAP agreement between each of those jurisdictions and the Australian Government (see Table 2.1).
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.

Sources: SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000a, 2000b, 2002a, 2002b; 2003, ABS 2004; FaCS unpublished data.

**Table 9.2: SAAP support periods and clients: state and territory by reporting period, Australia, 1996–97 to 2003–04 (number)**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
<b>State/territory</b>	<b>Support periods</b>							
NSW	57,900	55,000	55,400	51,200	49,300	47,900	47,900	48,600
Vic	36,800	41,800	44,200	42,700	43,400	45,200	48,800	67,200
Qld	25,100	26,800	25,800	26,100	38,700	41,400	36,900	28,400
WA	12,000	12,500	12,400	13,100	15,200	14,700	14,900	13,800
SA	11,400	12,900	11,100	10,900	11,000	14,400	14,100	14,700
Tas	5,200	6,400	5,600	5,800	5,100	5,800	6,600	6,600
ACT	3,200	3,300	3,000	3,200	2,900	2,700	2,500	3,000
NT	4,800	5,500	5,600	4,700	5,200	4,800	4,500	4,800
<b>Australia</b>	<b>156,500</b>	<b>164,300</b>	<b>163,200</b>	<b>157,600</b>	<b>170,700</b>	<b>177,000</b>	<b>176,300</b>	<b>187,200</b>
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—
<b>Nightly average support periods with accommodation</b>	<b>5,200</b>	<b>7,600</b>	<b>7,200</b>	<b>7,000</b>	<b>7,200</b>	<b>8,100</b>	<b>8,200</b>	<b>8,300</b>
<i>Errors and omissions</i>	3,498	4,053	6,047	4,167	2,361	2,505	2,177	7,579
<b>Daily average support periods</b>	<b>13,600</b>	<b>15,500</b>	<b>16,500</b>	<b>18,000</b>	<b>18,100</b>	<b>20,400</b>	<b>21,900</b>	<b>21,800</b>
<i>Errors and omissions</i>	6,302	4,265	319	212	1,437	1,347	254	75
<b>State/territory</b>	<b>Clients</b>							
NSW	26,600	29,100	27,300	25,800	25,900	26,400	25,400	25,000
Vic	23,700	28,000	29,100	28,500	28,200	29,200	30,500	34,900
Qld	14,900	16,500	15,300	16,100	18,000	18,400	18,900	17,900
WA	7,700	8,200	7,900	8,500	9,700	9,000	9,300	8,400
SA	7,000	8,600	7,500	7,600	7,700	8,800	9,400	9,700
Tas	3,200	3,800	3,500	3,500	3,500	3,700	4,300	4,500
ACT	2,200	2,300	2,100	2,200	2,100	1,900	1,800	1,700
NT	2,500	3,100	3,300	3,100	3,100	3,100	3,100	3,200
<b>Australia</b>	<b>83,200</b>	<b>94,100</b>	<b>90,700</b>	<b>90,000</b>	<b>93,000</b>	<b>95,600</b>	<b>97,600</b>	<b>100,200</b>
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—

*Notes*

1. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection.

**Table 9.3: SAAP accompanying child support periods and accompanying children: state and territory by reporting period, Australia, 2001–02 to 2003–04 (number)**

	2001–02	2002–03	2003–04
<b>State/territory</b>	<b>Accompanying child support periods</b>		
NSW	13,500	12,900	12,900
Vic	23,900	25,700	25,700
Qld	13,200	13,200	11,100
WA	7,700	8,000	7,900
SA	9,200	9,800	9,100
Tas	2,300	2,900	2,700
ACT	1,000	1,000	1,100
NT	2,500	2,200	2,600
<b>Australia</b>	<b>73,300</b>	<b>75,800</b>	<b>73,200</b>
<i>Errors and omissions</i>	—	—	—
<b>Nightly average accompanying child support periods with accommodation</b>	4,800	5,100	5,100
<i>Errors and omissions</i>	1,459	1,371	1,609
<b>Daily average accompanying child support periods</b>	12,300	13,600	12,600
<i>Errors and omissions</i>	760	145	48
<b>State/territory</b>	<b>Accompanying children (excluding high-volume records)</b>		
NSW	10,300	9,900	10,100
Vic	18,300	19,900	19,700
Qld	8,200	9,200	8,600
WA	5,900	6,000	5,900
SA	4,900	5,400	4,900
Tas	1,900	2,300	2,400
ACT	800	800	700
NT	1,900	1,900	2,100
<b>Australia</b>	<b>50,800</b>	<b>53,800</b>	<b>52,700</b>
<i>Errors and omissions</i>	—	—	—

*Notes*

1. Accompanying children figures exclude high-volume records because not all items were collected on the high-volume form.
2. The number of accompanying children within a state or territory relates to children who *ever* accompanied a client to a SAAP agency in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of days of support and the number of nights of accommodation, accompanying children are assumed to have the same periods of support and accommodation as their parent(s) or guardian(s).
4. Accompanying child support period figures have been weighted to adjust for agency non-participation.
5. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection.

**Table 9.4: SAAP clients: support periods per client and clients per 10,000 population, by state and territory ever visited and reporting period, Australia, 1999–00 to 2003–04**

	1999–00	2000–01	2001–02	2002–03	2003–04
<b>State/territory</b>	<b>Support periods per client</b>				
NSW	1.98	1.90	1.81	1.88	1.94
Vic	1.50	1.54	1.54	1.60	1.92
Qld	1.63	2.15	2.25	1.96	1.58
WA	1.54	1.57	1.63	1.61	1.63
SA	1.42	1.44	1.63	1.50	1.52
Tas	1.64	1.44	1.57	1.55	1.46
ACT	1.43	1.38	1.37	1.41	1.81
NT	1.54	1.69	1.56	1.44	1.50
<b>Australia</b>	<b>1.75</b>	<b>1.83</b>	<b>1.85</b>	<b>1.81</b>	<b>1.87</b>
<b>State/territory</b>	<b>Actual number of clients per 10,000 population aged 10+</b>				
NSW	46	46	46	44	43
Vic	70	68	69	71	81
Qld	53	59	59	59	54
WA	53	60	54	55	49
SA	58	58	67	70	72
Tas	87	87	91	103	109
ACT	80	78	69	63	59
NT	193	190	191	190	195
<b>Australia</b>	<b>55</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>58</b>
<b>State/territory</b>	<b>Age-standardised number of clients per 10,000 population aged 10+</b>				
NSW	47	46	47	44	43
Vic	70	68	69	71	81
Qld	52	58	58	58	54
WA	52	59	53	54	49
SA	61	61	70	74	75
Tas	90	91	97	110	116
ACT	74	72	63	58	54
NT	170	167	169	166	172
<b>Australia</b>	<b>55</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>58</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Since a client may have support periods in more than one state or territory, national numbers of support periods per client and clients per 10,000 population are not the simple mean of the state and territory figures.
3. 'Clients per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became clients of SAAP. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June just before the reporting period. Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2003 (final estimates) has been used as the reference population.
4. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004b.

**Table 9.5: SAAP clients: age of client by reporting period, Australia, 1999–00 to 2003–04 (per cent)**

Age of client	1999–00	2000–01	2001–02	2002–03	2003–04
Under 15 years	1.9	1.9	1.9	1.9	1.9
15–17 years	10.7	10.4	10.0	9.6	9.3
18–19 years	8.7	8.5	8.5	8.3	7.7
20–24 years	16.0	16.2	16.1	15.7	15.0
25–29 years	15.0	14.6	14.0	13.6	13.1
30–34 years	13.8	14.2	14.5	14.6	14.5
35–39 years	11.7	11.8	11.8	12.2	12.3
40–44 years	8.5	8.6	9.2	9.4	9.7
45–49 years	5.4	5.3	5.7	6.0	6.3
50–54 years	3.4	3.6	3.7	3.8	4.0
55–59 years	2.0	2.1	2.1	2.2	2.5
60–64 years	1.2	1.3	1.2	1.3	1.5
65 years and over	1.5	1.5	1.5	1.4	2.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>89,600</b>	<b>92,600</b>	<b>95,000</b>	<b>97,000</b>	<b>99,700</b>
<b>Mean age (years)</b>	<b>30.7</b>	<b>30.9</b>	<b>31.1</b>	<b>31.4</b>	<b>32.3</b>
<b>Median age (years)</b>	<b>29</b>	<b>29</b>	<b>29</b>	<b>30</b>	<b>31</b>
<i>Errors and omissions</i>	<i>447</i>	<i>381</i>	<i>569</i>	<i>598</i>	<i>562</i>

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

*Source:* SAAP Client Collection.

**Table 9.6: SAAP closed support periods: existence of a support plan by reporting period, Australia, 1999–00 to 2003–04 (per cent)**

Existence of support plan	1999–00	2000–01	2001–02	2002–03	2003–04
<i>Support plan</i>	<i>60.8</i>	<i>61.8</i>	<i>59.6</i>	<i>58.9</i>	<i>51.2</i>
All goals achieved	n.a.	10.5	13.9	15.1	13.8
Most or some goals achieved	n.a.	30.0	35.7	35.2	29.5
No goals achieved	n.a.	3.7	3.8	3.7	3.0
No information given	n.a.	17.5	6.2	4.9	5.0
<i>No support plan</i>	<i>14.7</i>	<i>16.3</i>	<i>16.9</i>	<i>16.3</i>	<i>29.4</i>
<i>Not appropriate</i>	<i>24.6</i>	<i>21.8</i>	<i>23.5</i>	<i>24.8</i>	<i>19.4</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>96,800</b>	<b>92,300</b>	<b>105,000</b>	<b>106,400</b>	<b>127,300</b>
<i>Errors and omissions</i>	<i>15,314</i>	<i>11,778</i>	<i>17,827</i>	<i>11,470</i>	<i>20,639</i>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Data on goal achievement were not collected before 2000–01. In addition, the percentage with 'No information given' on goal achievement is high for 2000–01: these data were not collected for the first half of the year by agencies using the electronic reporting tool.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.



**Table 9.7: SAAP closed support periods: length of support by reporting period, Australia, 1999–00 to 2003–04 (per cent)**

<b>Length of support</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>	<b>2002–03</b>	<b>2003–04</b>
Less than 1 day	16.7	17.6	16.5	16.2	26.4
1 day	15.7	21.9	21.8	19.9	13.8
2 days	6.0	5.7	5.1	5.2	4.6
3 days	5.2	4.6	4.2	4.1	3.4
4 days	3.2	2.9	2.7	2.8	2.4
5 days	2.6	2.2	2.2	2.2	1.9
6 days	2.3	2.1	2.1	1.9	1.8
7 days	2.4	2.2	2.2	2.2	2.1
>1–2 weeks	9.5	8.1	8.0	8.2	7.7
>2–4 weeks	9.2	7.9	8.2	8.3	8.1
>4–13 weeks	15.9	14.1	15.2	16.1	15.7
>13–26 weeks	5.9	5.5	5.9	6.5	6.2
>26–52 weeks	3.3	3.2	3.4	3.8	3.6
> 52 weeks	2.1	2.0	2.3	2.4	2.2
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>140,500</b>	<b>153,300</b>	<b>158,000</b>	<b>157,100</b>	<b>168,200</b>
<b>Mean length (days)</b>	<b>43</b>	<b>40</b>	<b>44</b>	<b>46</b>	<b>44</b>
<b>Median length (days)</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>
<i>Errors and omissions</i>	<i>212</i>	<i>1,442</i>	<i>1,348</i>	<i>256</i>	<i>75</i>

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

*Source:* SAAP Client Collection.

**Table 9.8: SAAP clients: number of support periods per client by reporting period, Australia, 1996–97 to 2003–04 (per cent)**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
1	69.9	74.4	73.8	74.0	73.3	73.1	74.0	71.6
2	16.8	13.2	12.8	13.3	13.6	14.1	13.6	14.4
3	6.3	5.4	6.0	5.5	5.3	5.5	5.3	5.9
4	2.5	2.8	2.8	2.7	3.0	2.6	2.5	2.8
5	1.5	1.4	1.7	1.6	1.4	1.4	1.4	1.7
6+	3.0	2.8	3.0	2.9	3.4	3.2	3.1	3.6
<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>
<b>Total (number)</b>	<b>83,200</b>	<b>94,100</b>	<b>90,700</b>	<b>90,000</b>	<b>93,000</b>	<b>95,600</b>	<b>97,600</b>	<b>100,200</b>
<b>Mean number of support periods</b>	<b>1.88</b>	<b>1.75</b>	<b>1.80</b>	<b>1.75</b>	<b>1.83</b>	<b>1.85</b>	<b>1.81</b>	<b>1.87</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 9.9: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent by reporting period, Australia, 1996–97 to 2003–04**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Agencies (number)	1,119	1,159	1,163	1,159	1,178	1,211	1,202	1,225
Agency participation rate (%)	95.4	94.6	95.0	93.2	94.1	94.5	94.0	92.7
Forms returned (number)	148,873	156,589	155,005	146,793	158,131	166,535	164,707	174,915
Forms returned with consent (%)	67.9	75.4	75.0	79.0	81.5	87.0	87.6	89.9
Forms returned with valid consent (%)	63.7	72.0	71.5	76.5	78.7	85.1	85.9	88.3

*Notes*

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

*Sources:* SAAP Administrative Data and Client Collections.

# Appendix 1 The data

## A1.1 The National Data Collection

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

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

- The Client Collection is the main component. It collects information about all clients receiving support under SAAP of more than 1 hour's duration. Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (31 December and 30 June). Data collected include basic sociodemographic information and information on the services required by, and provided to, each client. Information about each client's situation before and after receiving SAAP services is also collected. A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996, and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year.
- The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Details about these agencies are forwarded to the NDCA by the community service departments that administer SAAP in each state and territory. The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity, together with details of funding and staffing capacity where these are available.
- The Demand for Accommodation Collection is conducted annually over 2 weeks. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for accommodation from SAAP agencies that are not met, for whatever reason.
- The 2-week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people.

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

This current report covers only accommodated clients and clients who received support lasting longer than 1 hour. Consequently, it uses information collected in the Client and Administrative Data collections only. A further report examining demand for SAAP services, including data from the 2002–03 Casual Client and Demand for Accommodation Collections, was released in October 2004.

## A1.2 The Client Collection

The Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In 2003–04, 93% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is slightly down from the 94% participation rate obtained for 2002–03 (Table 9.9).

New South Wales, Queensland, South Australia, and Tasmania reported increased participation whereas Victoria, Western Australia and the Northern Territory reported slight decreases in participation. The sharp decrease in the participation rate in the Australian Capital Territory from 94% in 2002–03 to 72% in 2003–04 is largely due to the introduction of eight new agencies late in the financial year. These agencies were not set up in time to submit data. It is estimated that the participation rate for the Australian Capital Territory without these new agencies would have been roughly 89%. The decrease in the participation rate for agencies that targeted mainly young people, families, single men only, and single women only was also influenced by the new agencies in the Australian Capital Territory. It is estimated that without the new agencies, the participation rate across the primary target groups would have increased in 2003–04.

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

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

Across Australia, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 90% and 88% of support periods respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997; AIHW 1999; AIHW 2000a:Table 1.1; AIHW 2000b:Table A1.1, AIHW 2002a:Table A1.1, AIHW 2002b:Table A1.1, AIHW 2003: Table A1.1). In all states and territories, valid consent was obtained in the majority of cases, ranging from 81% in Tasmania to 94% in the Northern Territory. Although the 2003–04 valid consent rate increased overall, slight decreases occurred in Queensland, South Australia, and the Australian Capital Territory and, by primary target group, for agencies that targeted single men and agencies those target women and children escaping domestic violence. All other jurisdictions and primary target groups reported an increase in valid consent in 2003–04.

Note also that some participating SAAP agencies are classified as 'high-volume' agencies. These agencies, characterised by having a high client turnover, complete high-volume data collection forms which collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items; other tables are restricted to information from general agencies. There were 19,747 high-volume forms returned (11% of

the total) during the reporting period (note 4 of Table A1.1). After weighting (see Section A1.2.1), high-volume agencies accounted for 20,800 of the 187,200 support periods. Appendix 2 contains copies of the general client form and high-volume client form.

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group, Australia, 2003–04**

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/territory	Number	%	Number	%	%
NSW	387	91.5	45,104	89.9	88.4
Vic	349	92.3	62,172	92.6	91.3
Qld	193	95.3	26,954	86.3	84.7
WA	109	95.4	13,146	90.6	87.4
SA	77	97.4	14,191	86.3	84.6
Tas	35	100.0	6,644	81.7	80.6
ACT	43	72.1	2,194	87.4	86.5
NT	32	93.8	4,510	95.6	93.8
<b>Total</b>	<b>1,225</b>	<b>92.7</b>	<b>174,915</b>	<b>89.9</b>	<b>88.3</b>
<b>Primary target group</b>					
Young people	454	92.5	32,094	85.4	83.2
Single men only	95	93.7	32,489	94.2	93.5
Single women only	47	93.6	4,625	87.9	86.8
Families	117	90.6	8,808	89.6	86.9
Women escaping domestic violence	283	94.0	36,931	85.3	83.2
Cross-target/multiple/general	229	91.7	59,968	92.9	91.6
<b>Total</b>	<b>1,225</b>	<b>92.7</b>	<b>174,915</b>	<b>89.9</b>	<b>88.3</b>

*Notes*

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).
4. Of the 174,915 forms returned, 19,747 were high-volume forms. After adjusting for agency non-participation (see Section A1.2.1), high-volume agencies accounted for 20,800 of the 187,200 support periods.

Sources: SAAP Administrative Data and Client Collections.

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

The 2003–04 Client Collection achieved an agency participation rate of 93% and a valid consent rate of 88%. This means that no forms were obtained from clients presenting at the 7% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 12% of support periods at participating SAAP agencies, so that either personal

information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and client non-consent.

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

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

- The collection is divided into specified groups, or strata. Within the strata it is assumed that support periods with valid consent (that is, with consent and a valid alpha code) represent support periods without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether valid consent was obtained. The strata are defined in terms of characteristics available for all support periods in participating agencies.
- If there are any non-participating agencies within a state or territory it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.
- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments made for clients with mixed consent within subgroups are derived using simulation techniques and by-product data from the Client Collection.
- For support periods, two weights for adjusting estimates are derived:
  - *a non-participation weight* – a range of information is available for all support periods in participating agencies, and estimates using these data are adjusted only for agency non-participation
  - *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 support period 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. Estimates of totals are then found by summing the relevant weights for each support period with the characteristics of interest.
- For accompanying child support periods, only a *non-participation weight* is used. The same base stratification is used for the accompanying child and client support period non-participation weights. Estimates of totals are then found by summing the weights for each accompanying child support period with the characteristics of interest.
- For clients only one weight is derived since valid consent is required to derive these estimates. 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 weights for each client with the characteristics of interest.
- For accompanying children, only one weight is derived since valid consent is required to derive these estimates. A child weight is derived for each accompanying child with at least one accompanying child support period with valid consent. Consent is not obtained separately for accompanying children and is the same as the consent recorded on the parent/guardian's form. The number of accompanying children can only be estimated for 'general' (not high-volume) support periods, because an alpha code for children is not collected on the high-volume form. Estimates of totals are then found by summing the weights for each accompanying child with the characteristics of interest.

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

In this report nearly all estimates of clients, support periods, accompanying children, and accompanying child support periods obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just outlined. In the supplements associated with this report, unadjusted estimates are presented at the regional level because the scheme was developed for national and state-level estimates and is not appropriate for regional estimates. No other adjustments have been made for errors or omissions or for data not obtained as a result of question exclusions on the high-volume form.

## A1.3 Interpretation of tables

When interpreting the tables in this report, readers should note a number of points:

- The main unit used in the table (for example, percentages, numbers or dollars) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table. Numbers of support periods and clients are generally rounded to the nearest 100 in this report and to the nearest 50 in the state and territory supplementary tables.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent (see A1.2.1). The weight used is identified in the notes to the table.
- In tables by state and territory, numbers of clients include all clients who ever visited SAAP agencies in each state or territory. Further, the support periods for a particular client may have been at agencies in more than one state or territory. Consequently, the

number of clients by state and territory do not sum to the national figure. The same is true for accompanying children and accompanying child support periods.

- Records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third the size of the number of records included in the table – see the ‘Total (number)’ row).
- Tables that exclude high-volume returns may not reflect patterns of SAAP use among all support periods because high-volume agencies may provide different services and have a different clientele when compared with general agencies.
- Components may not add to totals due to rounding.
- In a number of tables, clients may have more than one response, so percentages will not total 100. A note to the table will indicate whether this is the case.
- Where percentages sum to 100, the rows above the ‘Total’ row sum to 100. In the ‘Total (%)’ row, the figures to the left of ‘100.0’ sum to 100.
- A number of tables have Australian population data included. This is to allow comparisons between SAAP clients and the general population.

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

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

### A1.3.1 Examples

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

#### Example 1

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

- There were 96,500 **(f)** clients in 2003-04. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (100,200) is obtained by adding in the 3,747 **(l)** clients excluded due to errors and omissions (see note 1) or by looking at tables with zero errors and omissions – for example, Table 3.1.)
- Forty-one per cent of all clients were male **(e)**.
- Eleven per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 1.9 **(j)** support periods each.
- Indigenous clients averaged 1.8 **(h)** support periods each.



- Male clients averaged 2.1 **(i)** support periods each.
- Male clients who were Indigenous Australians averaged 2.0 **(g)** support periods each.
- Male clients accounted for 47% **(k)** of all support periods.
- Indigenous Australians made up just under 2% **(d)** of all Australians aged 10 years and over. This is considerably lower than the 17% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds to use SAAP services.

**Table A1.2: Example 1 illustrating table interpretation**

**SAAP clients: clients and support periods per client, by cultural and linguistic diversity and gender of client, Australia, 2003–04**

<b>Cultural and linguistic diversity</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Australian population 10+</b>		
	<b>%</b>	<b>%</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>
<b>Clients</b>						
Indigenous Australians	<b>(a)</b> 11.1	20.3	<b>(b)</b> 16.5	<b>(c)</b> 15,900	<b>(d)</b> 2.0	345,000
Australian-born non-Indigenous people	75.6	64.2	68.9	66,500	71.8	12,220,500
People born overseas, English proficiency group 1	5.1	3.7	4.3	4,100	10.2	1,730,700
People born overseas, English proficiency groups 2–4	8.3	11.8	10.4	10,000	16.0	2,727,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>(e)</b> 41.4	<b>58.6</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>40,000</b>	<b>56,500</b>	<b>..</b>	<b>(f)</b> 96,500	<b>..</b>	<b>17,023,700</b>
<b>Support periods</b>	<b>Mean number per client</b>			<b>Total number</b>		
Indigenous Australians	<b>(g)</b> 2.01	1.76	<b>(h)</b> 1.83	28,900	..	..
Australian-born non-Indigenous people	2.18	1.71	1.92	128,300	..	..
People born overseas, English proficiency group 1	2.00	1.68	1.84	7,400	..	..
People born overseas, English proficiency groups 2–4	1.73	1.52	1.59	16,000	..	..
<i>Total</i>	<b>(i)</b> 2.11	<i>1.70</i>	<b>(j)</b> 1.87	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>(k)</b> 46.8	<b>53.2</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>84,500</b>	<b>96,100</b>	<b>..</b>	<b>180,700</b>	<b>..</b>	<b>..</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): **(l)** 3,747 clients; 6,497 support periods.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4). English proficiency groups are based on country of birth—see Glossary.
5. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2002. The figures for Indigenous Australians are from experimental estimates based on the 2001 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived from the Australian-born population minus the number of Indigenous Australians.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004; ABS 2004c.

## Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 8 contains tables of this kind. This discussion relates to Table A1.3, which contains data on the source of clients' income before and immediately after a support period.

- The table presents data on closed support periods for 2003–04 in Australia. The first section of the table **(a)** singles out those closed support periods in which clients said they needed assistance to obtain or maintain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support, thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.
- The second section of the table **(b)** deals with all closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A large number of support periods had missing data for main source of income before – 13,500 **(m)** – and/or immediately after – 25,000 **(n)** – support.
- In addition, support periods with data reported using the high-volume form did not have all the required information recorded and thus were excluded from the table **(q)** (see note 4 to Table A1.1). Consequently, the percentages in the table may not reflect the income status of all clients before and after support and may be considered indicative only. In particular, the number of support periods given in the table in the 'Total (number)' row is much lower than the actual total number of closed support periods (see Table 7.1).
- Among all closed support periods, 135,200 **(k)** had complete income data before support and 123,800 **(l)** had complete income data after support.
- There was a total of 148,800 **(p)** closed support periods (excluding support periods at high-volume agencies); clients requested assistance to obtain or maintain a pension or benefit in 16,700 **(o)** of these.
- For all closed support periods, 7% **(i)** were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 5% **(j)** of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain or maintain a pension or benefit, 17% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 7% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain or maintain a pension or benefit, 6% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 17% **(g)** before support and with 5% **(j)** of all closed support periods after support.

**Table A1.3: Example 2 illustrating table interpretation**

**SAAP closed support periods: source of income immediately before and after a support period, Australia, 2003–04**

Source of income	(a) Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 16.7	(h) 6.0	(i) 7.1	(j) 4.9
No income, awaiting pension/benefit	3.3	2.2	1.0	0.8
Government pension/benefit	73.0	85.3	85.6	87.6
Other	6.9	6.5	6.2	6.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>16,100</i>	<i>14,400</i>	<i>(k) 135,200</i>	<i>(l) 123,800</i>
Number with missing data	600	2,300	(m) 13,500	(n) 25,000
<b>Total (number)</b>	<b>(o)16,700</b>	<b>16,700</b>	<b>(p) 148,800</b>	<b>148,800</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form (q).
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

## **A1.4 Counting rules and other definitions used in the analysis**

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

**Accommodation type** The SAAP Client Collection specifies 22 distinct categories of client accommodation. In this report, the categories are combined into 10 groups, as follows:

- SAAP or other emergency housing, for those in any SAAP- or CAP-funded accommodation and non-SAAP emergency accommodation
- living rent-free in house or flat
- private rental, for those renting independently in the private rental market
- public or community housing
- rooming house/hostel/hotel/caravan
- boarding in a private home
- own home, for those purchasing or living in own home
- living in a car/tent/park/street/squat
- institutional, for those residing at a hospital, psychiatric

institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not already specified

- other, for those living in non-SAAP housing or accommodation not already specified.

**Accompanying child requiring assistance**

An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 29 of the general client form, Appendix 2).

**Accompanying child support period**

The number of accompanying child support periods is calculated by summing the number of accompanying child support periods reported for each client support period.

**Age of client**

The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's year of birth and is either their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.

**Agency**

A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 2003-04 and the agency operated for some part of the period 1 July 2003 to 30 June 2004. Agencies that were operational only in June 2003 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses in Chapters 3 to 9.

The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or target groups. These changes are determined by state and territory government departments.

**Client**

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

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

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

reporting period.

**Cultural and linguistic diversity**

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

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

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

**English proficiency**

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

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

**Income source**

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

- no income
- no income, registered/awaiting benefit
- government pension/benefit – including Newstart Allowance; Youth Allowance according to whether or not the person was at home and whether or not the person was dependent; Austudy for students aged 25 years and over; Community Development Employment Program; Austudy or ABSTUDY at the standard, independent or homeless rate;

Disability Support Pension; Age Pension; Parenting Payment; Special Benefit; Sickness Allowance; Partner Allowance; Department of Veterans' Affairs Support or Disability Pensions; and any other benefit or pension

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

### **Living situation**

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

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

### **Mean**

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

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

### **Median**

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

### **Missing values**

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

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

In tables involving subpopulations of support periods or clients, it is impossible to determine whether a given record should be

included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.

### **Monthly average**

The monthly average figures for support are calculated by summing the number of active support periods on each day of a particular month, and dividing by the number of days in that month.

The monthly average figures for support periods with accommodation are calculated by summing the number of support periods with active accommodation periods on each night of a particular month, and dividing by the number of nights in that month.

### **Ongoing support period**

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

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

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

### **Percentages**

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

### **Region**

The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the then Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but these are combined here into five groups:

- capital city – state and territory capital city statistical divisions
- other metropolitan centre – one or more statistical subdivisions that have an urban centre with a population of 100,000 or more
- large rural centre – areas in which most people reside in urban centres with a population of 25,000 or more
- other rural area – rural areas containing urban centres with populations of between 10,000 and 24,999 and other rural areas

- remote area – remote urban centres with a population of 5,000 or more and other remote areas.

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

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

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

Note that in Victoria many SAAP clients are accommodated in both crisis and medium-term accommodation by the Transitional Housing Management program. Some of the accommodation periods provided by this program may not be reported to the NDCA.

## **Support**

The Client Collection specifies 33 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

- housing or accommodation services – SAAP or CAP accommodation, assistance to obtain/maintain short-term accommodation, and assistance to obtain/maintain independent housing
- financial or employment assistance – assistance to obtain/maintain a government payment, employment/training assistance, financial assistance or material aid, and financial counselling
- counselling – incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling, emotional support and other counselling, and assistance with problem gambling (not previously separately specified)
- general support and advocacy – living skills and personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; advocacy or liaison on behalf of clients; and brokerage services
- specialist services – psychological services, psychiatric



services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, assistance with immigration issues (not previously separately specified), and health or medical services

- basic support and services not elsewhere specified – meals, laundry or shower facilities, recreation, transport, and other support. Note that brokerage services were previously included in this classification.

### **Support to accompanying children**

The SAAP Client Collection specifies 17 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 the following groups for this report:

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

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



# **Appendix 2 SAAP NDCA Client Collection forms**





# CLIENT FORM

JULY 2003 – JUNE 2004



AGENCY NUMBER	<input type="text"/>			
SUPPORT PERIOD	D D	M M	Y Y	Y Y
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD NOT ENDED BY				
30 June 2004	Yes <input type="checkbox"/>	1		
CONSENT OBTAINED	Yes <input type="checkbox"/>	1	No <input type="checkbox"/>	2
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH OF CLIENT	<input type="text"/>			

## THE 2003–2004 CLIENT FORM

The 2003–04 Client Collection commences Monday 1 July 2003.

Important points to remember:

- Either a shaded square  or ellipse  indicates if informed consent is required. The ellipse indicates the questions that *require* the *informed consent* of the client. The square indicates questions that should be completed even *without* the *informed consent* of the client.
- You should begin using the new client forms on Tuesday 1 July 2003. The new forms should be used for any client who begins a support period on or after 1 July. All support details for existing ongoing clients should be transferred to the new form from 1 July.

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

### REMINDER

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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**1. Source of referral/information**

*please tick one box only*

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

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

*please tick one box only*

**WITH** child(ren)

- person with child(ren)  3
- couple with child(ren)  4

**WITHOUT** child(ren)

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

**3. Gender of client**

- female  1
- male  2

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

**4. Country of birth of client**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**No Income**

- no income  1
- registered/awaiting benefit  2

**Government Payments**

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

**Other Income**

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

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

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

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

**12. Presenting reasons for seeking assistance**

*please tick as many circles as apply*

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

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

*Please write the appropriate code number from Question 12*

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

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

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

state

suburb/town

postcode

overseas  9998

don't know/no information  0

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

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

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

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

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

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

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

**Before**    **After**

no  1

**OR tick as many circles as apply**

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

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

*please tick one box only*

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

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

*please tick one box only*

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

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

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

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

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

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

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

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

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

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

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

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

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

**22. Support to client**

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

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

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

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

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

please tick one box only

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

**24.**

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

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

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

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

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

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

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

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

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

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

	no assistance <input type="checkbox"/>					no assistance <input type="checkbox"/>					no assistance <input type="checkbox"/>				
	Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
culturally sensitive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
showers/hygiene support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
general counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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**CHILD 4**  
**ALPHA CODE**

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

**CHILD 5**  
**ALPHA CODE**

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

**CHILD 6**  
**ALPHA CODE**

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

**CHILD 7**  
**ALPHA CODE**

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

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

homes

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

female  1  
male  2

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

homes

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

female  1  
male  2

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

homes

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

female  1  
male  2

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

homes

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

female  1  
male  2

Needed	Provided	Referral Arranged	Not provided or referred
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Needed	Provided	Referral Arranged	Not provided or referred
--------	----------	----------------------	--------------------------------

Needed	Provided	Referral Arranged	Not provided or referred
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Needed	Provided	Referral Arranged	Not provided or referred
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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## RETURNING FORMS TO THE NDCA

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

## 30 JUNE 2003 AND 31 DECEMBER 2003

- Twice a year (in the first week of July 2003 and in the first week of January 2004), you should notify the NDCA of clients who are still being supported as at 30 June 2003 and 31 December 2003.
- For clients who are ongoing at 30 June 2003, transfer the information from the old 2002–2003 form to the new 2003–2004 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2003. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

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# CLIENT FORM

HIGH VOLUME AGENCIES

JULY 2003 – JUNE 2004



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD	D <input type="text"/>	D <input type="text"/>	M <input type="text"/>	M <input type="text"/>	Y <input type="text"/>
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD NOT ENDED BY					
30 June 2004	Yes <input type="checkbox"/>	1			
CONSENT OBTAINED	Yes <input type="checkbox"/>	1		No <input type="checkbox"/>	2
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### 1. Person(s) receiving assistance

please tick one box only

#### WITH child(ren)

- person with child(ren)  3  
 couple with child(ren)  4

#### WITHOUT child(ren)

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

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

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

please tick one box only

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

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

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

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

### 4. Gender of client

- female  1  
 male  2

### 5. Main income source at commencement

please tick one box only in each column

#### No Income

- no income  1  
 registered/awaiting benefit  2

#### Government Payments

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

#### Other Income

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

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**6. Country of birth of client**

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

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

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

**8. Cultural identity of the client**

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

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

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

**10. Support to client**

*please tick as many circles as apply*

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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