

S A A P N D C A R E P O R T
S E R I E S 4

SAAP
NATIONAL DATA COLLECTION

ANNUAL REPORT
1998-99

AUSTRALIA

AUSTRALIAN INSTITUTE OF
HEALTH AND WELFARE

Catalogue No. HOU 38

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National Library of Australia Cataloguing-in-Publication data

Supported Accommodation Assistance Program (Australia).

SAAP National Data Collection annual report 1998–99. Australia.

ISBN 1 74024 043.

1. Emergency housing—Australia. 2. Women's shelters—Australia. 3. Shelters for the homeless—Australia. I. Australian Institute of Health and Welfare. II. Title. (Series: SAAP NDCA report. Series 4).

361.050994

Suggested citation

Australian Institute of Health and Welfare 2000. SAAP National Data Collection annual report 1998–99 Australia. AIHW Cat. No. HOU 38 Canberra: AIHW (SAAP NDCA report. Series 4).

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Published by Australian Institute of Health and Welfare

Printed by Pirie Printers, Canberra

Cover design by Wingrove Wingrove Design, Canberra

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Preface

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

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

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

The fact that 95% of agencies nationally have provided data in 1998–99 is testimony to their collective commitment to and confidence in the collection. This is a continuation of the high participation rate recorded in 1997–98. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency remains at 75% in 1998–99.

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 those who are homeless or at risk of being so.

Under the direction of the Coordination and Development Committee, a SAAP National Research Program has been established to undertake and fund studies on homeless people, 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 third annual report and the release of 1998–99 data are one step towards this goal.

Our thanks go to the many people who contributed to the project's success, particularly the staff of the Australian Institute of Health and Welfare who undertook the data collection and prepared the report.

Australian Institute of Health
and Welfare

SAAP Coordination and Development
Committee

Acknowledgments

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

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

Staff of the NDCA also acknowledge the support of a number of other people, including members of the SAAP Data and Research Advisory Committee and the Commonwealth Department of Family and Community Services who provided helpful comments on the reports. Amanda Nobbs helped with the publication of the report. Green Words & Images undertook the onerous task of final editing and proofing with considerable care.

Finally, the authors acknowledge the vital role played by data providers. This report draws together a large amount of statistical material and could not have been produced without the efforts and cooperation of SAAP service providers and clients, who provided client and service information, and of the State and Territory funding departments which provided administrative data:

Department of Community Services (NSW);

Department of Human Services (Vic);

Department of Families, Youth and Community Care (Qld);

Family and Children's Services (WA);

Department for Human Services (SA);

Department of Community and Health Services (Tas);

Territory Health Services (NT); and

Department of Education and Community Services (ACT).

Glossary

Accompanying child	A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP agency and whose parent or guardian is a client of the same SAAP agency.
Agency	An organisation or establishment which receives a specified amount of SAAP funds to provide services.
Alpha code	A predetermined combination of letters from a client's name, together with a letter designating the client's gender. A <i>valid alpha code</i> is a legitimate alpha code joined to the client's reported year of birth and encrypted to create a unique client indicator. This is used to combine data from more than one <i>support period</i> without requiring the actual name of the client to be recorded.
Case	A <i>support period</i> provided to a SAAP <i>client</i> . The terms 'case' and 'support period' are used interchangeably in this report.
Casual client	<p>A person who:</p> <ul style="list-style-type: none">• receives assistance from a SAAP agency for less than one hour on a given day; and• does not establish an <i>ongoing support relationship</i> with the SAAP agency. <p>A casual client may receive <i>one-off assistance</i> from a SAAP agency on one or more occasions.</p>
Client	<p>A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who:</p> <ul style="list-style-type: none">• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally one hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day; or• is accommodated by a SAAP agency; or• enters into an <i>ongoing support relationship</i> with a SAAP agency.
DRAC	Data and Research Advisory Committee. DRAC is an advisory committee to the National SAAP Coordination and Development Committee.
DV	Domestic violence.

Homeless person	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which the person has access:</p> <ul style="list-style-type: none"> • damages, or is likely to damage, the person's health; or • threatens the person's safety; or • marginalises the person through failing to provide access to: <ul style="list-style-type: none"> – adequate personal amenities; or – the economic and social supports that a home normally affords; or • places the person in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or • has no security of tenure; that is, the person has no legal right to continued occupation of their home. <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP agency or some other form of emergency accommodation.</p>
NDCA	National Data Collection Agency. The Australian Institute of Health and Welfare performs the role of this agency under contract with the Commonwealth Department of Health and Family Services.
NILF	Not in the labour force.
Occasion of support	See <i>support period</i> .
One-off assistance	Assistance provided to a person who is not a <i>client</i> . It might include the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a <i>referral</i> .
Ongoing support relationship	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the agency for the purpose of providing additional assistance.</p> <p>Future contact can be assumed if:</p> <ul style="list-style-type: none"> • a definite appointment has been made with the person to work through particular problems or issues; or • an agreement has been reached with the person to work through particular problems or issues even if a specific appointment has not been made. <p>An invitation to return to the agency if the need arises does not constitute an ongoing support relationship. Rather, it should simply be seen as an offer to enter into a new <i>support period</i> or to provide assistance at some future time.</p> <p>This definition is used to establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
Record	A unit of analysis. In any particular situation, it may refer to a <i>client</i> , an <i>occasion of support</i> , an instance of <i>unmet demand</i> , a request for <i>one-off assistance</i> , etc.

Referral	For the purposes of the National Data Collection, a formal referral process—not simply the provision of information. A (formal) referral occurs when a SAAP <i>agency</i> contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral has not been provided if the person is not accepted for an appointment or interview.
SAAP Support	Supported Accommodation Assistance Program. Assistance, other than <i>supported accommodation</i> , provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the client. For the purposes of the National Data Collection, support also includes contact with, or work on behalf of, a client for generally more than one hour on a given day. Support may be provided to the client individually or in group sessions. A person whose request for support or supported accommodation is not met may receive <i>one-off assistance</i> but, by definition, cannot receive support.
Support period	An occasion of support provided to a SAAP <i>client</i> . A support period commences when a client begins to receive support from a SAAP <i>agency</i> . The support period is considered to finish when: <ul style="list-style-type: none"> • the client ends the relationship with the agency; or • the agency ends the relationship with the client. <p>If it is not clear whether the agency or the client has ended the relationship, the support period is assumed to have ended if no assistance has been provided to the client for a period of one month. In such a case, the date the support period ended is one month after the last contact with the client.</p>
Supported accommodation	Accommodation paid for or provided directly by a SAAP <i>agency</i> . The accommodation may be provided at the agency, or may be purchased using SAAP funds—at a motel, for example.
Symbols	
..	When used in table, means not applicable.
—	When used in table, means nil or rounded to zero (including null cells).
Unmet demand	Unmet demand occurs when a person requests—but does not receive— <i>support</i> or <i>supported accommodation</i> . That is, the person wishes to become a <i>client</i> of a SAAP <i>agency</i> but is not accepted, or the person does not accept the agency’s offer of support or supported accommodation. Reasons for not meeting such requests for assistance may include: <ul style="list-style-type: none"> • insufficient capacity at the agency; • the person not being within the agency’s target group; • the agency not having appropriate facilities to cater for special needs; and • the agency being unable to offer the specific services requested by the person. <p>A person whose request for support or supported accommodation cannot be fulfilled may be given <i>one-off assistance</i>, such as information or a <i>referral</i>. Such a person would be a <i>casual client</i>, but not a <i>client</i>, of the agency.</p>

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

Executive Summary

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

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

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

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

PART A: Current period analysis

SAAP agencies

Funding for the 1,191 SAAP agencies operating across Australia as at 30 June 1999 was provided jointly by the Commonwealth and State and Territory governments. In the 1998–99 financial year, the total recurrent allocation under SAAP in Australia was \$229,888,599.

Almost one-third (32%) of agencies were located in New South Wales and an additional 27% were in Victoria. The main modes of service delivery were medium- to long-term accommodation (40% of agencies), crisis or short-term accommodation (33%) and agencies offering multiple service delivery models (13%). These proportions were not consistent across all States and Territories.

SAAP clients

Estimates based on data received by agencies indicate that approximately 90,700 clients were provided with support or supported accommodation through SAAP in Australia in 1998–99. This figure excludes accompanying children and relates only to those clients who received assistance of generally more than one hour's duration. The majority of SAAP clients (76%) did not have accompanying children when they received support or were accommodated by agencies.

SAAP agencies provided support to more female clients (54%) than male clients (46%). Clients aged 15–19 years (inclusive) were the single largest age grouping, accounting for 20% of all clients. Those aged 20–24 years also constituted a substantial 16% of the total and 13% of clients were aged 45 years and over. The average age of female clients was 29.1 years, and 32.2 years for male clients.

Indigenous Australians constituted 13% of SAAP clients, a significantly higher proportion than the representation of Indigenous people in the total Australian population (2%). People from non-English-speaking backgrounds constituted 11% of SAAP clients—lower than the proportion of people from such backgrounds in the total population (13%). This pattern varied considerably among States and Territories.

Of the clients supported during 1998–99, 67% received supported accommodation. The majority of accommodated clients (86%) received crisis or short-term accommodation and 17% received medium- to long-term accommodation.

SAAP support periods

There were an estimated 163,200 occasions of support in 1998–99. On a daily basis, the number of support periods ranged from 16,100 to 17,200. Agencies targeting single men, young people and cross target, multiple target and general target agencies each accounted for around 24% of support periods. The proportion of cases at agencies targeting women escaping domestic violence was 21% of the total. There were, however, some notable departures from this national picture in different States and Territories.

Women gave domestic violence as the main reason for seeking assistance in 39% of cases with a further 12% citing relationship or family breakdown. Men most frequently reported financial difficulty (20%). However, eviction or previous accommodation ended (13%), family or relationship breakdown (12%) and substance abuse (12%) were also often given by men as their main reasons for seeking help.

Clients in one-third of cases (33%) reported being homeless for two weeks or less before presenting at SAAP agencies and clients received support while they were at imminent risk of homelessness in a further 27% of support periods. A significant proportion of support periods (13%) were provided to clients who had been homeless for more than one year.

Clients in 10% of cases reported having no income immediately before receiving support from SAAP agencies. This figure was much higher for young people—86% of cases in which clients were aged under 15 years and 24% of cases involving clients aged 15–19 years. The majority of support periods (83%) were provided to clients whose main source of income was government payments.

Clients in only 6% of cases reported being employed on either a full-time or part-time basis before receiving support. In an additional 3% of cases, clients were employed on a casual basis. Clients in more than one-half of all cases (55%) were not in the labour force and in 36% of cases they were unemployed and looking for work.

Before receiving support, clients in 9% of support periods were studying at primary or secondary schools and in a further 4% of cases clients were studying at a tertiary level or were engaged in employment training.

The main forms of accommodation for clients before receiving support at SAAP agencies were the private rental market (36% of support periods), SAAP or Crisis Accommodation Program (CAP) funded accommodation (20%) and public housing (9%). Clients reported that they had no shelter at all or had been living in a car, tent, park, squat or on the streets, before seeking assistance in 14% of cases. This pattern varied considerably across States and Territories.

The most frequently reported needs of SAAP clients were for SAAP/CAP accommodation (reported in 69% of support periods), advice or information (60%), meals and laundry or shower facilities (both 53%). Clients also required assistance with transport (34%), emotional support or other counselling (36%), advocacy or liaison on behalf of the client (33%), and financial assistance or material aid (31%) in significant proportions of cases. This pattern differed considerably across target groups and also varied with age and ethnicity.

SAAP services and unmet demand

SAAP or CAP accommodation was provided in more support periods (67%) than any other category of support. In 88% of these cases, the accommodation provided was crisis or short term. The majority of support periods also involved advice or information (60%). 'Other' services, including meals, access to laundry or shower facilities, transport and recreation services, were also needed in a significant proportion of cases. Emotional support or other counselling (34%), advocacy or liaison on behalf of clients (32%) and financial assistance or material aid (26%), were also provided in significant numbers of support periods. There were notable regional differences in the pattern of support provision, and across agency service delivery models and target groups.

Almost two-thirds (65%) of support periods lasted two weeks or less with a significant proportion (18%) lasting less than one day and 28% lasting 1–3 days. A further 15% of support periods lasted between four and 13 weeks and 10% were for periods greater than 13 weeks.

Across Australia, at least 127,400 referrals were made on behalf of SAAP clients during the year. More referrals were made for health or medical services (9%), assistance to obtain independent housing (9%) and financial assistance or material aid (7%) than for other purposes.

The vast majority (91%) of needs identified by clients are met by SAAP agencies through either direct provision or referral. More than three-quarters (77%) of the 901,200 needs identified during the year were met by agencies directly providing services to clients. An additional 7% were met through referrals and 7% were met through a combination of direct service provision and referrals. The remaining 9% of needs were unmet. Proportionately, needs for specialist services (21%) were most likely to be unmet. However, in absolute terms, the numbers of unmet needs for housing and accommodation and 'other' services were greater than for other support types. Among accompanying children, 92% of identified needs were met—65% through direct service provision only.

The number of valid unmet requests for support and/or accommodation recorded during the November 1998 two-week Unmet Demand Collection was 4,475. If this were replicated throughout the year, an estimated 116,400 unmet requests for support or supported accommodation would have occurred during 1998–99. Research into estimates of unmet demand has shown that it is not possible from the current collection to estimate the number of *people* annually who wanted to become SAAP clients but who could not. However, it is estimated that 4,020 people made valid, but unmet, requests for accommodation and/or support across Australia in the period 12–25 November 1998. This was much the same as the comparable figure in 1997 (4,030). Almost one-third (33%)

of the potential client population was located in New South Wales, one-quarter was recorded in Victoria and a further 20% sought assistance from agencies in Queensland.

A much larger proportion of the potential client population were women (60%) than men (40%). The majority of potential clients (63%) sought crisis or short-term accommodation and 31% requested medium- to long-term accommodation. In 2% of cases, potential clients sought support only. The most frequent reason recorded by agencies for not meeting requests was that insufficient accommodation was available (81%). In a further 12% of cases, other undefined reasons were given for not meeting requests for support or accommodation.

It is important to note that people who do not receive the requested support or accommodation often receive some level of one-off assistance. It is estimated that over 302,800 instances of one-off assistance were provided to people making unsuccessful requests for ongoing support or accommodation in 1998–99. This one-off assistance was primarily in the form of information (73%) and referrals for accommodation (46%). In 14% of cases recorded during the Unmet Demand Collection period, the people seeking support or accommodation received no assistance at all.

Overall, it is estimated that over 1.3 million instances of one-off assistance were provided in 1998–99 on over 734,500 occasions. Information was the most common form of one-off assistance provided—in 48% of cases. Meals (46%), emotional support (23%), and referrals (19%) were other frequently provided forms of one-off assistance. Patterns in the provision of one-off assistance differed across regions. Variations were also evident according to agencies' target group and service delivery model.

Circumstances of SAAP clients after support

In 3% of cases clients had no income before support but had obtained one by the end of their support period and clients in 7% of cases had no income both before and after receiving support.

Following 3% of support periods, previously unemployed clients had either full-time or part-time work and clients were working on a casual basis in an additional 3% of cases. In general terms, the longer the support period, the more likely previously unemployed clients were to gain employment.

Of the small number of clients who were students before receiving support, 74% were still studying immediately after receiving support. Clients who were not previously studying undertook studies or employment training after receiving assistance in 2% of cases. Clients undertook studies or employment training in a higher proportion of cases where support was provided for longer periods.

PART B: Longitudinal analysis

Client re-entry into SAAP

The majority of clients (65%) accessed the program only once; 19% were supported on two separate occasions; 8% received three support periods; and just 3% of clients returned to SAAP at least six times during the year.

Comparison of reporting periods

Three financial years are compared—1996–97, 1997–98 and 1998–99. To facilitate making comparisons, data for each of these periods have been adjusted to account for agency

non-participation and client non-consent. There was no change reported in national agency participation rates across the three reporting periods (95%). The proportion of forms returned with a valid alpha code rose from 64% in 1996–97 to 72% in 1997–98 and remained unchanged in 1998–99.

During the 1998–99 financial year 163,200 support periods were provided, slightly less than the 164,300 estimated for the previous financial year but significantly more than the 156,500 support periods for 1996–97. The number of clients provided with assistance in the three years showed a similar pattern, rising from 83,200 in 1996–97 to 94,100 in 1997–98, and falling to 90,700 in 1998–99.

There was only slight variation in the demographic characteristics of the client population and service usage patterns between 1997–98 and 1998–99. The number of accompanying children visits rose from 62,700 in 1996–97 to 72,100 in 1997–98, decreasing in 1998–99 to 65,800. There was a decrease in the proportion of support periods involving accommodation which lasted one day or less, from 37% in 1996–97 to 30% in 1998–99.

However, across the three periods, there was a noticeable increase in the proportion of support periods in which a support plan was agreed to—up from 49% of support periods in 1996–97 to 61% in 1998–99.

Across Australia, the estimated number of people who made unsuccessful requests for SAAP support or accommodation during the two-week Unmet Demand Collection remained fairly constant between the 1997 and 1998 surveys—4,030 in the period 13–26 November 1997 compared with 4,020 in the period 12–25 November 1998.

1 Introduction

1.1 The Supported Accommodation Assistance Program

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

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

Some 1,221 non-government, community or local government organisations were funded nationally under the program in 1998-99.¹ Organisations providing SAAP services range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

1.2 Background to the SAAP National Data Collection

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

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

A Data and Research Advisory Committee (DRAC) was established as a sub-committee of the Coordination and Development Committee and was asked to develop a comprehensive information strategy for SAAP. The DRAC met for the first time in mid-1994 and comprised members from Commonwealth, State and Territory departments, representatives of community sector organisations and two advisers with expertise in data collection and research. The committee developed a core set of data items for SAAP. In November–December 1994, an initial feasibility study or pilot of the National Data Collection was conducted, involving some 15% of SAAP agencies across Australia.

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

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

1.3 SAAP National Data Collection

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

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

The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. It is provided to the NDCA by State and Territory funding departments.

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

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

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

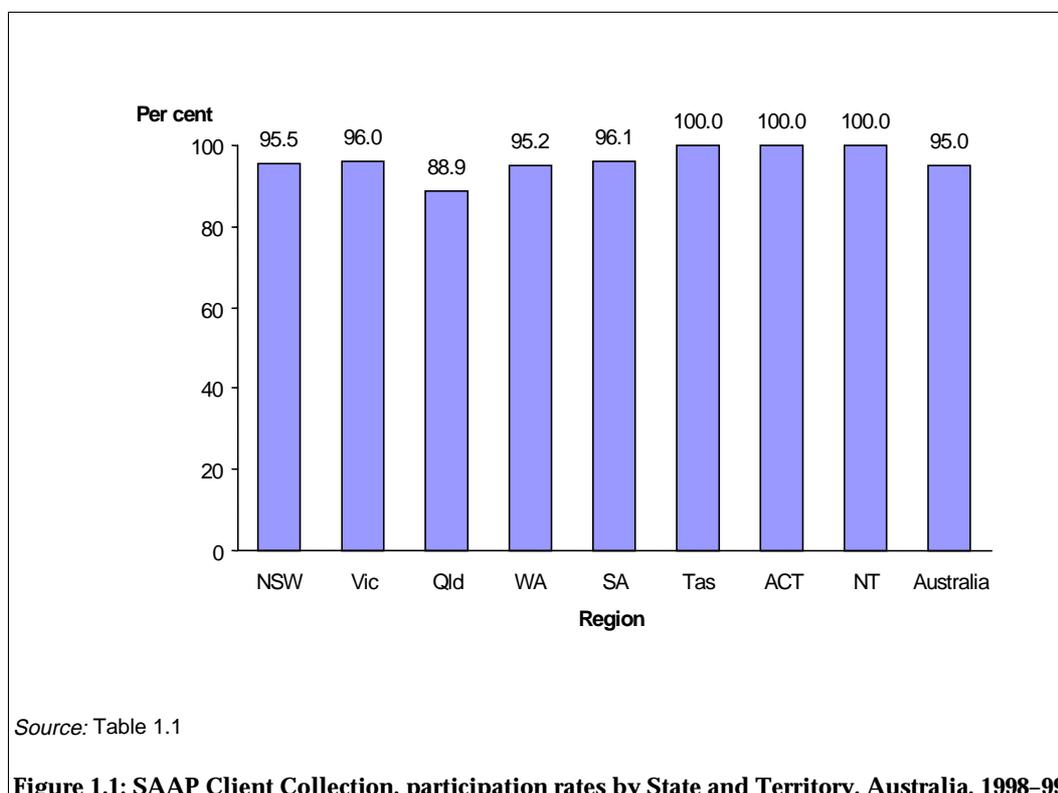
1.4 Participation in the National Data Collection

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

Client Collection

Overall, the participation rate for the Client Collection has been very satisfactory. Not all agencies are 'in scope' of the Client Collection—some provide one-off or casual assistance only and so do not complete client forms. Others are funded to support and assist the

functions of other SAAP agencies. They do not provide services directly to homeless people. There were 53 'out of scope' agencies in Australia in the reporting period. Of the remaining agencies, 95% returned client forms during the 1998–99 financial year (Figure 1.1). This is consistent with the participation rate recorded in 1997–98. Participation rates ranged from a high of 100% in Tasmania, the Australian Capital Territory and the Northern Territory to 89% in Queensland.



Participation rates also vary among agency target groups and service delivery models (Table 1.1). The highest participation rate was recorded by agencies targeting single men (98%) and, although still quite high, participation was lowest for agencies targeting women escaping domestic violence (93%). All agencies providing day support participated in the national collection while participation rates were lowest at agencies providing telephone information and referral services (82%).² Crisis or short-term accommodation and medium- to long-term accommodation agencies recorded participation rates of 96% while the figure at cross target, multiple target and general target agencies was 97%.

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

In this context it should be noted that the protocols established for the National Data Collection require that 'SAAP clients provide information in a climate of informed

² It is possible that agencies providing telephone information and referral services and outreach support, even though considered to be 'in scope' for the Client Collection, provided assistance to casual clients only.

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

Nationally, consent and valid alpha codes with consent (termed valid consent) were obtained from clients in 75% and 72% of support periods respectively (Table 1.1). These rates were the same as those recorded for 1997–98. In all States and Territories, valid consent was obtained in the majority of cases, ranging from 63% in Tasmania to 76% in South Australia.

There was some variation in the level of valid consent obtained among agencies of different target groups. For example, the highest valid consent rate was achieved at agencies targeting single men (76%), while the lowest (66%) was recorded by agencies targeting single women.

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

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

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

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

within sub-groups.³ They are derived using simulation techniques and by-product data from the Client Collection.

- For support periods two weights for adjusting estimates are derived:
 - a *non-participation weight*. A range of information is available for all support periods in participating agencies. Estimates using these data are adjusted only for agency non-participation.
 - a *full non-participation non-consent weight*. For estimates using data that require consent, weights that adjust for both agency non-participation and client non-consent are used.

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

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

Tables 7.9 and 7.10 in this report provide estimates of clients and support periods derived from this new adjustment methodology for the three full years the collection has been conducted. To allow comparisons with previously published data, the estimates given in the 1996–97 and 1997–98 reports are also given.

Elsewhere in this report, all estimates obtained using data from the Client Collection have been adjusted using the scheme outlined above. Notes to the tables indicate which weights have been used; that is whether a non-participation weight or a full non-participation non-consent weight has been used. Methods for adjusting the other collections in the National Data Collection for non-response have not yet been developed, so unadjusted figures are presented.

High volume agencies

It should also be noted that 47 participating SAAP agencies were classified as ‘high-volume’ agencies. These agencies, characterised by having a high client turnover, completed a data collection form designed specifically for their use. It contained only a subset of Client Collection data items. There were 45,518 high-volume forms returned during the reporting period. These records are excluded from tables which present data items not included on the high-volume form. Close to one-half (45%) of high-volume agencies were in New South Wales, several of which are ‘proclaimed’ places. These agencies provide very short-term accommodation (often only eight hours in duration) to intoxicated persons. The participation of these agencies in the collection and their unique

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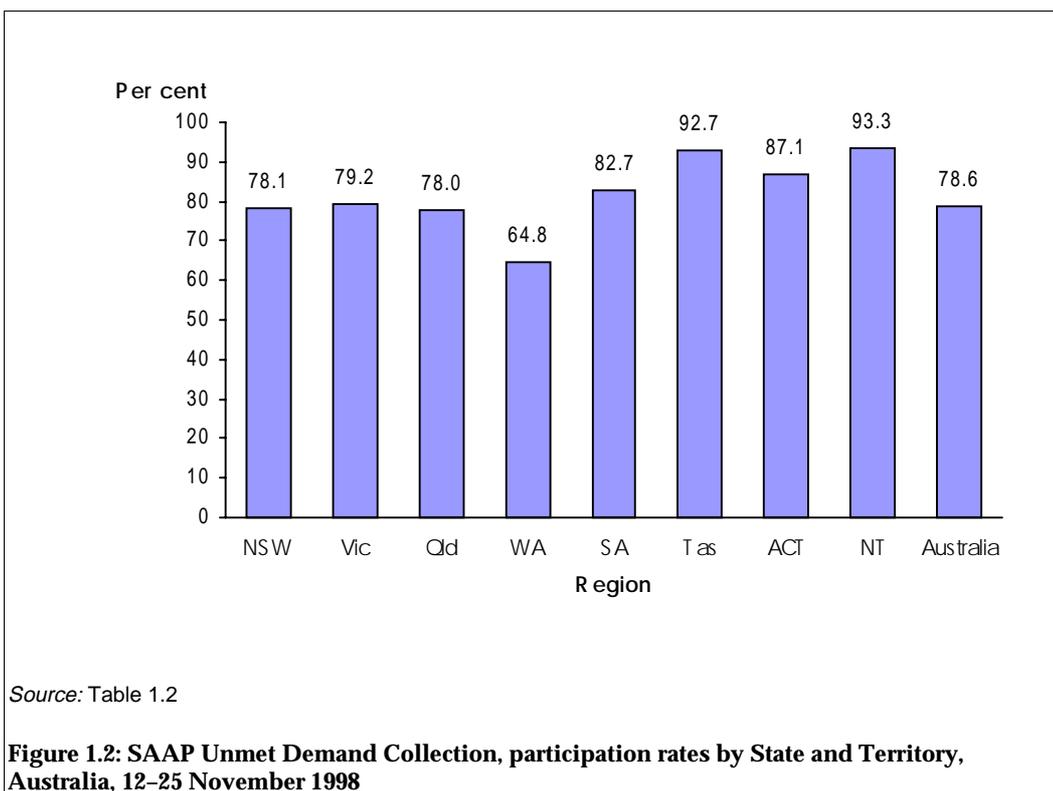
The method used to adjust for mixed client consent was refined for 1998–99. For 1998–99, as described in Karmel 1999, the number of support periods without consent that were for clients that consented at some stage is derived within fine sub-groups. However, the number of clients with mixed consent that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

purpose and pattern of service delivery should also be borne in mind when reading the report. Notes to the tables identify those for which the relevant data were not available from high-volume agencies.

Unmet Demand Collection

The participation rate for the Unmet Demand Collection was lower than that for the Client Collection. Nationally, 79% of agencies returned forms following the two-week collection period, 12–25 November 1998 (Figure 1.2)—higher than the 76% recorded in the previous year. The participation rate ranged from a high of 93% in both the Northern Territory and Tasmania, to a low of 65% in Western Australia.

The participation rate also varied across target groups. Family agencies had the highest participation rate (90%) and youth agencies and cross target, multiple target and general target agencies recorded the lowest (76%) (Table 1.2). Once again, the small number of day support agencies, ‘other’ agencies, outreach support agencies and telephone information and referral agencies contributed to a fluctuation in participation rates across service delivery models. These agencies recorded participation rates of 80%, 72%, 63% and 56% respectively. Crisis or short-term accommodation agencies (82%) and medium- to long-term accommodation agencies (78%) recorded reasonably high participation rates.



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

Casual Client Collection

The participation rate for the Casual Client Collection of 75% of agencies across Australia returning forms following the two-week collection period 20 May to 2 June 1999 (Table

1.3) was high, although down from 81% in the previous year. There was some variation across States and Territories—90% of agencies in Tasmania participated, compared with 71% of agencies in the Australian Capital Territory.

Variations also occurred across target groups and service delivery models. Participation was highest among agencies targeting families (85%) and lowest among cross target, multiple target and general target agencies (70%).

Agencies with a multiple service delivery model recorded the highest participation rate (79%). Participation was similar among crisis or short-term accommodation agencies (76%) and medium- to long-term accommodation agencies (75%). Participation was lowest among day support agencies (62%).

1.5 Interpretation of analyses

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

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

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

1.6 Variation from Series 3 reports

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

- the number and profile of agencies has changed due to the amalgamation or splitting of agencies, the opening of new agencies or the reclassification of service delivery model or target group. These changes are determined by State and Territory departments;
- unless indicated otherwise, estimates derived from the Client Collection have been adjusted for agency non-participation and, where necessary, client non-consent (see explanation above). In previous annual reports unadjusted data have been presented, except for estimates of the number of SAAP clients where a simple weighting system (for non-consent only) was used;
- where numbers in the Client Collection have been adjusted for non-participation and/or non-consent, they have been rounded to the nearest 100. The explanatory notes to the tables will indicate instances where numbers have been rounded to zero.
- in previous reports the number of clients was counted separately for each State and Territory and then summed to give the total number of clients in Australia. Consequently, clients were counted more than once if they used services in a number of States or Territories. In the current report, unless stated otherwise, clients are counted only once nationally.
- Chapter 7 now reports on three years' data. Consequently, the presentation of the tables has changed.
- the Unmet Demand Collection included two new questions (Questions 6 and 8—see Appendix 5), which have been included in the analysis of unmet demand in Chapter 5.

- the calculation of unmet demand has been refined to ensure consistent calculation across years. The method of calculating “Potential clients unable to be supported” is described in Appendix 1. The revised calculations for November 1997 and November 1998 are included in Appendix 4.
- Numbers in the Unmet Demand collection have been rounded to the nearest ten.
- Appendix 4 presents revised versions of tables included in the previous year’s report.
- For the first time, copies of forms used in the 1998–99 collection are included in the report (see in Appendix 5).

1.7 Structure and content of the report

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

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

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

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

Occasionally, it is necessary for data to be grouped to protect confidentiality. In this report, at least three agencies are required in each classification in Section 2.2 and two agencies in each classification for Chapter 3 and all subsequent chapters. If only one day centre exists in a jurisdiction or region, for example, this information is grouped with one or more additional categories to form a residual ‘other’ category. This practice has been adopted to prevent the identification of the agency concerned and, potentially, of their clients.

1.8 Detailed tables

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

	Agencies	Participation rate (%)	Forms returned		
			Total	Consent (%)	Valid alpha code (%)
State/Territory					
NSW	381	95.5	52,902	73.6	70.5
Vic	321	96.0	42,477	78.5	75.4
Qld	180	88.9	22,903	70.0	66.0
WA	104	95.2	11,774	74.7	71.6
SA	76	96.1	10,656	78.8	75.8
Tas	41	100.0	5,643	66.1	63.4
ACT	30	100.0	3,028	73.6	72.2
NT	30	100.0	5,622	84.5	73.6
Primary target group					
Young people	457	95.0	37,337	73.1	70.8
Single men only	96	97.9	37,631	78.6	75.7
Single women only	43	95.3	3,335	68.5	65.7
Families	98	96.9	7,424	74.4	70.4
Women escaping domestic violence	262	93.1	32,822	73.6	67.3
Cross target/multiple/general	207	95.2	36,456	75.1	72.3
Service delivery model					
Crisis/short-term accommodation	402	95.8	58,963	74.6	71.0
Medium/long-term accommodation	485	95.7	39,211	78.4	75.2
Day support	18	100.0	9,389	76.7	73.4
Outreach support	58	86.2	4,232	59.6	57.4
Telephone information/referral	11	81.8	3,533	68.1	57.1
Multiple	146	97.3	26,117	79.9	76.3
Other	43	86.0	13,560	63.0	60.1
Australia	1,163	95.0	155,005	75.0	71.5

Notes

1. Based on forms returned from agencies 'in scope' for the Client Collection during 1998–99.
2. Agencies refers to the number of agencies that should have been participating in the reference period.
3. Valid alpha code here refers to all forms with a valid alpha code that were completed with consent (see glossary).

Source: SAAP NDCA Administrative Data and Client Collections

Table 1.2: SAAP Unmet Demand Collection, participation rates and forms returned by State and Territory, primary target group and service delivery model, Australia, 12–25 November 1998

	Agencies	Participation rate (%)	Forms returned
State/Territory			
NSW	383	78.1	2,273
Vic	318	79.2	1,758
Qld	182	78.0	1,351
WA	108	64.8	590
SA	75	82.7	490
Tas	41	92.7	189
ACT	31	87.1	196
NT	30	93.3	154
Primary target group			
Young people	454	75.6	2,380
Single men only	95	83.2	597
Single women only	42	83.3	208
Families	98	89.8	1,139
Women escaping domestic violence	260	79.2	1,221
Cross target/multiple/general	219	76.3	1,456
Service delivery model			
Crisis/short-term accommodation	399	81.7	2,839
Medium/long-term accommodation	479	78.3	2,412
Day support	25	80.0	169
Outreach support	59	62.7	120
Telephone information/referral	16	56.3	94
Multiple	147	81.6	1,208
Other	43	72.1	159
Australia	1,168	78.6	7,001

Note: Agencies refers to the number of agencies that should have been participating in the reference period.

Source: SAAP NDCA Administrative Data and Unmet Demand Collections

Table 1.3: SAAP Casual Client Collection, participation rates and forms returned by State and Territory, primary target group and service delivery model, Australia, 20 May–2 June 1999

	Agencies	Participation rate (%)	Records returned
State/Territory			
NSW	385	74.3	4,854
Vic	326	77.3	7,964
Qld	183	73.8	8,879
WA	109	70.6	3,180
SA	78	67.9	1,120
Tas	41	90.2	515
ACT	31	71.0	323
NT	30	80.0	215
Primary target group			
Young people	459	72.5	4,696
Single men only	96	75.0	3,760
Single women only	43	79.1	528
Families	98	84.7	1,725
Women escaping domestic violence	263	78.7	2,552
Cross target/multiple/general	224	70.1	13,789
Service delivery model			
Crisis/short-term accommodation	402	75.6	8,259
Medium/long-term accommodation	485	75.3	5,401
Day support	26	61.5	7,117
Outreach support	62	67.7	587
Telephone information/referral	16	75.0	897
Multiple	149	79.2	4,567
Other	43	67.4	222
Australia	1,183	74.9	27,050

Note: Agencies refers to the number of agencies that should have been participating in the reference period.

Source: SAAP NDCA Administrative Data and Casual Client Collections

PART A

Current period analysis

2 SAAP agencies

Funding for the 1,191 SAAP agencies operating across Australia as at 30 June 1999 is provided jointly by the Commonwealth (through the Department of Family and Community Services) and State and Territory governments. Details about these agencies are forwarded to the NDCA by the community service departments that administer the program in each jurisdiction.

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

Descriptive information about active SAAP agencies at 30 June 1999 is presented in Section 2.1.⁴ Numbers, therefore, may not be consistent with information presented in Chapter 1 (which necessarily included all agencies active during the reporting period in the assessment of participation rates). Section 2.2 reports on the funding and capacity of SAAP agencies and includes all agencies funded during the financial year.

2.1 Agency characteristics

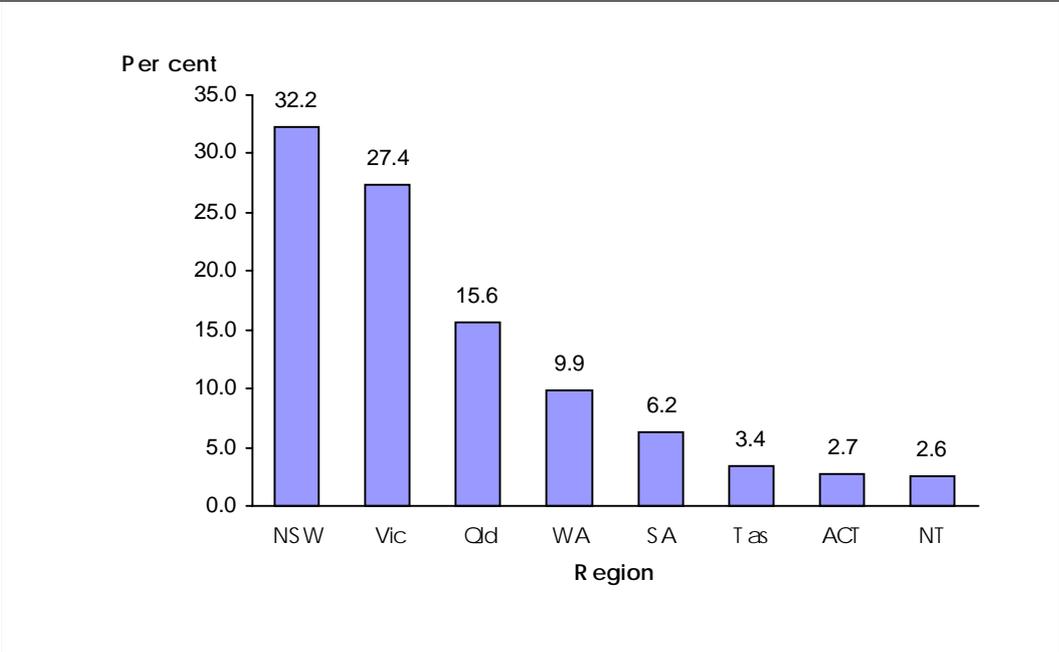
Thirty-two per cent of all agencies operating in Australia as at 30 June 1999 were in New South Wales and a further 27% were in Victoria (Figure 2.1). Over half (56%) of all agencies were located in capital cities (Table 2.2). Seven per cent were in other metropolitan centres, 31% were in rural areas and 6% of agencies were located in remote areas.

Eight categories are used for classifying agencies according to their service delivery model: crisis or short-term accommodation; medium- to long-term accommodation; day support; outreach support; telephone information and referral; agency support; multiple service delivery model; and 'other'.

In Victoria no distinction is made between medium- to long-term accommodation agencies and those that provide outreach support. Accordingly, for Victoria, these two groups are classified under the category of medium- to long-term accommodation. In Western Australia no distinction is made between agencies that provide non-accommodation support at the agency site and those who provide support away from the agency setting—both may be classified as outreach support. In all other jurisdictions, the outreach support model is used to describe those agencies that provide support away from the physical setting of the agency. Further information about agency classifications is contained in Appendix 1.

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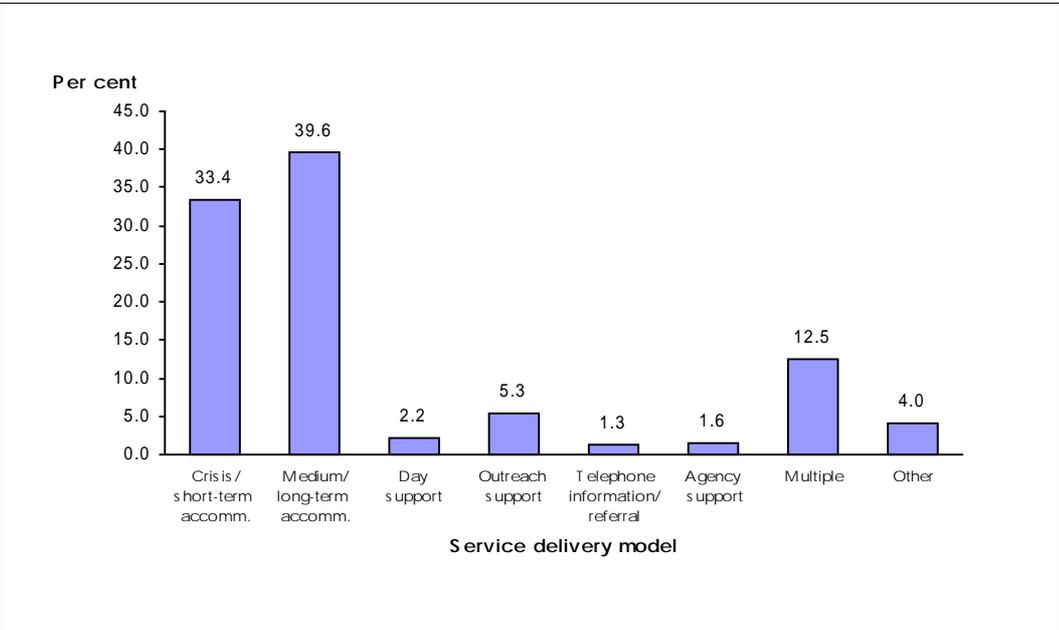
It should be noted that the agencies' service delivery models and target groups are subject to change from year to year.



Source: Derived from Table 2.1

Figure 2.1: SAAP agencies, State and Territory, Australia, 30 June 1999

Across Australia, medium- to long-term accommodation agencies constituted the largest single group of SAAP funded agencies—40% of the total (Figure 2.2). Crisis or short-term accommodation agencies made up a further 33%. Thus, agencies classified as providing accommodation constituted almost three-quarters (73%) of all agencies. The only other group of substantial size (13%) consisted of agencies that offered multiple service delivery models.



Source: Table 2.1

Figure 2.2: SAAP agencies, service delivery model, Australia, 30 June 1999

It should be noted that these proportions were not consistent across all States and Territories. The inconsistent classification methods outlined above explain the relatively high proportion of medium- to long-term accommodation agencies that operated in Victoria (73%) (Table 2.1). This also explains why medium- to long-term accommodation agencies predominate at a national level when, in fact, most jurisdictions funded more crisis or short-term accommodation agencies than medium- to long-term accommodation agencies. Western Australia, for example, funded almost twice as many crisis or short-term accommodation agencies (52%) than medium- to long-term accommodation agencies (25%). Agencies with multiple service delivery models made up almost half of agencies in South Australia (45%) and 20% in New South Wales. Tasmania and South Australia had significant proportions of outreach support agencies (25% and 22% respectively)—considerably more than the national average (5%). Agencies providing day support were more common in the Australian Capital Territory (9% compared with the Australian average of 2%).

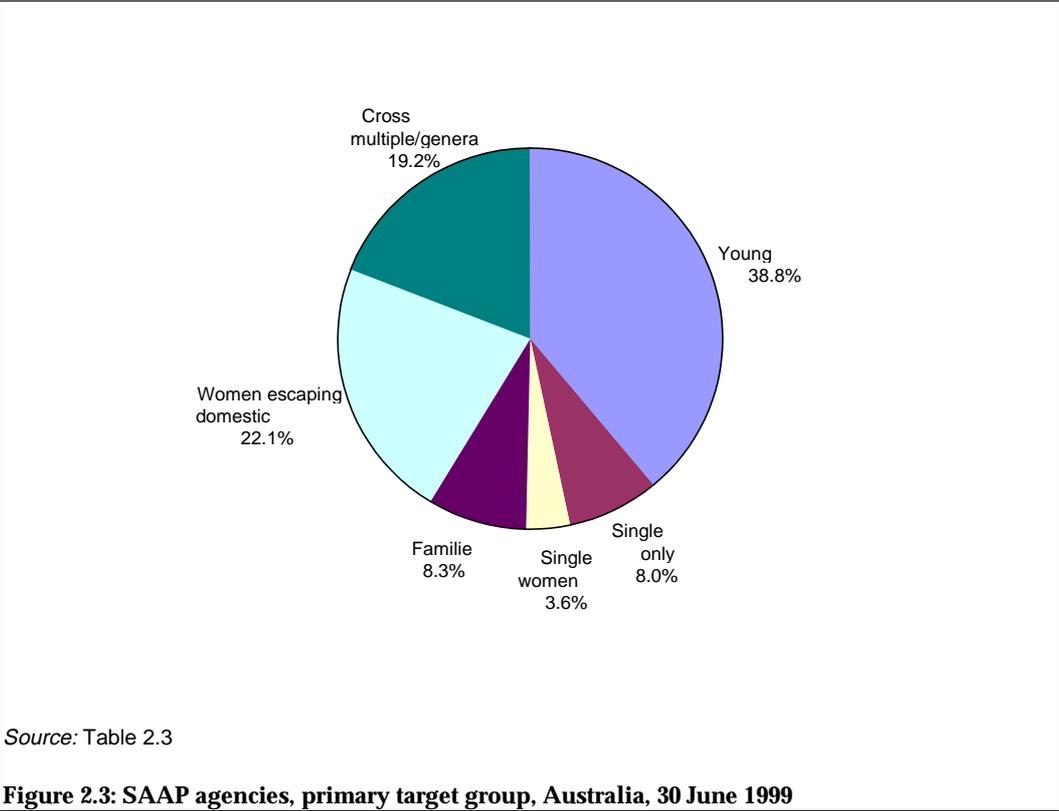
Agencies providing crisis or short-term accommodation constituted almost half (46%) of all agencies in remote areas (Table 2.2). The proportion of such agencies in capital city areas was 30%. Conversely, medium- to long-term accommodation agencies were more common in capital cities (44%) than in remote areas (16%). Day support centres were also concentrated in capital city or other metropolitan centres, while agencies providing multiple service delivery models constituted a greater proportion of agencies in rural and other metropolitan centres.

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

More agencies (39%) targeted their client services at young people than at any other group. Agencies targeting women escaping domestic violence constituted 22% of SAAP agencies and just under one in five agencies had multiple target groups. Agencies targeting families, single men and single women made up 8%, 8% and 4% of all agencies respectively (Figure 2.3).

Youth agencies were proportionally more common in New South Wales (45%) and less common in South Australia and Western Australia (both 31%) (Table 2.3). Western Australia and the Australian Capital Territory had relatively high proportions of agencies targeting women escaping domestic violence (33% and 31% respectively) while more agencies in the Northern Territory, South Australia, and Tasmania targeted single men (16%, 15% and 13% respectively). Cross target, multiple target and general target agencies made up proportionally more agencies in the Northern Territory (29%) and Victoria (28%).

Agencies targeting young people and families constituted higher proportions of agencies in capital city, other metropolitan and large rural centres than in other rural and remote areas (Table 2.4). Conversely, the proportion of agencies in remote areas targeting women escaping domestic violence (44%) was more than twice the proportion of that in other metropolitan areas (20%), capital cities (18%) and large rural centres (17%). Cross target agencies were also more common in rural and remote areas.



In addition to primary target groups, some agencies also have secondary target groups—11% of agencies across Australia targeted Indigenous Australians and 3% specifically targeted people from non-English-speaking backgrounds (Table 2.5). An additional 4% of agencies had some other secondary target group while most agencies (83%) had no secondary target group.

This distribution varied considerably across States and Territories. Agencies targeting Indigenous Australians constituted 22% of agencies in Western Australia and 17% of agencies in Queensland (Table 2.5). Tasmania had no such agencies while Victoria and the Northern Territory had 4% and 3% respectively. Agencies targeting people from non-English-speaking backgrounds were more common in Western Australia and New South Wales (4% each) while none existed in Tasmania and the Northern Territory. A relatively large proportion of agencies in New South Wales targeted other groups (10%)—such agencies were primarily ‘proclaimed’ places (agencies providing very short-term shelter to intoxicated persons).

Agencies targeting women escaping domestic violence were more likely than agencies targeting other groups to provide predominantly crisis or short-term accommodation—61% compared with young people’s agencies, single women’s agencies and cross target, multiple target and general client agencies (25%, 21% and 19% respectively) (Table 2.6). Medium- to long-term accommodation agencies made up more than half of the agencies targeting single women and families (56% each). Day support agencies made up 10% of agencies with multiple target groups—compared with the national average of 2%. Multiple service delivery models constituted high proportions at agencies targeting single men, single women and cross target, multiple target and general client agencies.

2.2 Funding and capacity

Data provided by State and Territory departments indicate that the total recurrent 1998–99 allocation under SAAP in Australia was \$229,888,599.⁵ Of this amount, \$220,327,830 represented recurrent allocations to SAAP agencies and the remaining \$9,560,769 was allocated for other purposes such as administration, training, research and evaluation.

Data representing the recurrent amount of money allocated to an agency were provided to the NDCA at the end of the financial year. This amount was adjusted for agencies that were expected to be, but were not, active for the full financial year. Information pertaining to recurrent funding of SAAP agencies includes all agencies that received funds and operated for some part of the 1998–99 financial year. Thus, numbers of agencies may not be consistent with those in Section 2.1.

Table 2.7 reports recurrent allocations to SAAP agencies by service delivery model. The total SAAP recurrent allocation to an agency refers to SAAP funds relating to salary and operating costs. A zero amount would be recorded for this data item for agencies solely in receipt of a non-recurrent grant. Agencies that had multiple service delivery models and those providing crisis or short-term accommodation received the largest allocations of SAAP funds per agency; the average cost of these agencies was \$251,700 and \$242,900 per agency respectively. Day support and telephone information and referral agencies were allocated, on average, \$156,900 and \$178,900 respectively. Medium- to long-term accommodation agencies and outreach support agencies were provided with proportionately smaller amounts per agency, operating at an average cost of \$130,000 and \$112,600 respectively.

Agencies targeting single men and women escaping domestic violence had the highest average costs per agency (\$244,300 and \$238,500 respectively) while agencies with cross target, multiple target and general target groups were allocated the lowest average amount per agency (\$139,500) (Table 2.8). Youth agencies were allocated, on average, \$165,700.

Agencies providing crisis or short-term accommodation (which constituted 33% of the total number of SAAP agencies funded during the financial year) received the largest overall proportion of SAAP recurrent allocations (44%) (Table 2.7). Medium- to long-term accommodation agencies (which constituted 40% of all agencies) received 28% of recurrent funds while agencies operating multiple service delivery models (13% of the total) received 17% of SAAP funds.

The relationship between service delivery model and funding varied across States and Territories, largely as a result of differences in the proportions of agencies operating each service delivery model in each jurisdiction. The majority of Victorian agencies were classified as providing medium- to long-term accommodation, for example, and such agencies received 57% of the State's funding. Similarly, South Australia, which had a large proportion of cross target, multiple target and general target agencies, allocated a significant proportion (55%) of funds to such agencies. The proportion of funding allocated to each service type in each State and Territory is presented in Table 2.9.

The allocation of funds to agencies providing crisis or short-term accommodation was lower proportionally lower in capital city areas (42%) and other metropolitan centres (45%), and higher in large rural centres (59%) and remote areas (54%) (Table 2.10). The reverse is true for medium- to long-term accommodation agencies which received almost one-third of funding in capital city and other metropolitan centres compared with just 14% in remote areas. Cross target, multiple target and general target agencies received 12% of the funding allocated to agencies in remote areas.

⁵ Additional funds may have been allocated on a non-recurrent basis. Non-recurrent funding is not collected under the National Data Collection and so is not included in this report.

Nationally, agencies targeting young people (constituting 39% of all agencies) received the largest proportion of SAAP funds (35%) and agencies targeting women escaping domestic violence (which constituted 22% of all agencies) received 29% of SAAP funds (Table 2.11). The smallest proportion of funds (4%) was allocated to agencies targeting single women. There were 43 such agencies funded in Australia during the year, constituting 4% of all agencies (Table 2.6). State and Territory breakdowns of these proportions are also presented in Table 2.11.

In proportional terms, funding for women escaping domestic violence was highest in remote areas—attracting 51% of funding allocated to agencies in remote areas (Table 2.12). This compares with 25% of funds allocated to capital city areas and 27% to other metropolitan areas. Only a small proportion of funds allocated to remote areas were directed to agencies targeting families (1%)—the comparative figures in other locations ranged from 4% in other rural areas to 8% in other metropolitan centres. Youth agencies received proportionally more funds in other metropolitan areas (42%), large rural centres (41%) and capital cities (35%), than in other locations.

Table 2.13 presents the distribution of SAAP funds by State and Territory and compares the funding distribution with that of SAAP agencies and the Australian population. As can be seen from the table, funding allocations varied slightly from the proportions of the estimated resident population in Australia. There were minor variations. The resident population of New South Wales, for example, constituted 34% of the population of Australia while that State's agencies received 36% of SAAP funds. South Australia had 8% of Australia's population and received 10% of all SAAP funds. The proportion of the nation's population in Victoria, Queensland and Western Australia was slightly higher than the proportional amount of funding allocated to these States. Funding in remaining jurisdictions was slightly above the comparable proportion of the population.

As indicated in the introduction to this chapter, there is a significant range in the size of SAAP agencies across the country. This is evident when one considers the distribution of recurrent allocations to agencies as presented in Table 2.14. Twenty-seven per cent of agencies received \$100,000–\$199,999 in the 1998–99 financial year. A further 24% of agencies received \$200,000–\$299,999, and 21% received \$50,000–\$99,999. Only 3% of agencies received \$500,000 or more during the year and 1% received less than \$10,000.

A breakdown of this distribution by State and Territory gives an indication of the relative size of agencies in different jurisdictions. South Australia, for example, had funded 79 agencies (or 7% of all agencies in Australia) in 1998–99 (Table 2.14). However, 18% of these agencies received in excess of \$500,000 (compared with the national average of just 3%), indicating that agencies in South Australia are considerably larger than in other States and Territories. Victoria funded a number of comparatively small agencies—26% of the State's agencies received less than \$50,000 compared with 9% in New South Wales and 5% in Queensland.

The capacity of a SAAP agency can be measured by the amount of support services provided and by the total number of SAAP accommodation places within an agency. Accommodation places refer to permanent beds that are owned or managed by a SAAP agency or paid for using SAAP funds. Data pertaining to the number of effective full-time staff provide a measure of the staff resources available to provide services to the existing client load. However, accurate information about the capacity of SAAP agencies is not available at present.⁶ It is expected that analysis of the capacity of SAAP agencies will appear in future reports.

6

The methodology for collecting accurate information about accommodation places and effective full-time staff is under review by the SAAP Data and Research Advisory Committee.

2.3 Detailed tables

2.3.1 Agency characteristics

Table 2.1: SAAP agencies, service delivery model by State and Territory, Australia, 30 June 1999 (%)

Service delivery model	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Crisis/short-term accommodation	37.8	18.1	45.7	51.7	13.5	37.5	31.3	41.9	33.4
Medium/long-term accommodation	28.9	73.3	27.4	24.6	9.5	32.5	40.6	29.0	39.6
Day support	..	2.8	2.2	4.2	5.4	..	9.4	3.2	2.2
Outreach support	2.9	0.3	5.4	8.5	21.6	25.0	3.1	12.9	5.3
Telephone information/referral	1.6	0.3	3.2	0.8	2.7	1.3
Agency support	..	4.6	0.5	—	1.4	..	3.1	3.2	1.6
Multiple	19.5	0.6	15.6	2.5	44.6	2.5	9.4	9.7	12.5
Other	9.4	—	—	7.6	1.4	2.5	3.1	—	4.0
<i>Total</i>	<i>100.0</i>								
Total number	384	326	186	118	74	40	32	31	1,191

Source: SAAP NDCA Administrative Data Collection

Table 2.2: SAAP agencies, service delivery model by region, Australia, 30 June 1999 (%)

Service delivery model	Other					Total
	Capital city	metropolitan centre	Large rural centre	Other rural area	Remote area	
Crisis/short-term accommodation	30.0	38.1	44.5	32.7	45.7	33.4
Medium/long-term accommodation	44.0	33.3	34.5	38.9	15.7	39.6
Day support	3.4	2.4	—	0.4	—	2.2
Outreach support	4.9	0.6	1.8	5.8	11.4	5.3
Telephone information/referral	1.0	3.6	2.7	1.2	—	1.3
Agency support	2.1	—	0.9	1.6	—	1.6
Multiple	10.9	14.3	12.7	16.0	12.9	12.5
Other	3.6	2.4	2.7	3.5	14.3	4.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	670	84	110	257	70	1,191

Source: SAAP NDCA Administrative Data Collection

Table 2.3: SAAP agencies, primary target group by State and Territory, Australia, 30 June 1999 (%)

Primary target group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Young people	44.5	38.7	37.6	31.4	31.1	32.5	37.5	32.3	38.8
Single men only	11.5	3.7	5.4	5.9	14.9	12.5	3.1	16.1	8.0
Single women only	5.5	4.6	1.1	1.7	1.4	2.5	—	3.2	3.6
Families	6.0	8.6	11.8	9.3	12.2	7.5	6.3	3.2	8.3
Women escaping domestic violence	21.4	16.3	24.2	33.1	25.7	25.0	31.3	16.1	22.1
Cross target/multiple/general	11.2	28.2	19.9	18.6	14.9	20.0	21.9	29.0	19.2
<i>Total</i>	<i>100.0</i>								
Total number	384	326	186	118	74	40	32	31	1,191

Source: SAAP NDCA Administrative Data Collection

Table 2.4: SAAP agencies, primary target group by region, Australia, 30 June 1999 (%)

Primary target group	Other					Total
	Capital city	metropolitan centre	Large rural centre	Other rural area	Remote area	
Young people	41.2	46.4	48.2	29.2	27.1	38.8
Single men only	8.8	10.7	7.3	5.8	5.7	8.0
Single women only	4.6	7.1	2.7	1.2	—	3.6
Families	10.1	7.1	9.1	5.4	1.4	8.3
Women escaping domestic violence	18.1	20.2	17.3	29.2	44.3	22.1
Cross target/multiple/general	17.2	8.3	15.5	29.2	21.4	19.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	670	84	110	257	70	1,191

Source: SAAP NDCA Administrative Data Collection

Table 2.5: SAAP agencies, secondary target group by State and Territory, Australia, 30 June 1999 (%)

Secondary target group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Indigenous Australians	11.5	4.3	17.2	22.0	9.5	..	9.4	3.2	10.7
People from non-English-speaking backgrounds	3.9	2.1	0.5	4.2	2.7	..	3.1	..	2.6
Other	10.4	1.2	—	—	2.7	—	—	—	3.9
No secondary target group	74.2	92.3	82.3	73.7	85.1	100.0	87.5	96.8	82.9
<i>Total</i>	<i>100.0</i>								
Total number	384	326	186	118	74	40	32	31	1,191

Source: SAAP NDCA Administrative Data Collection

Table 2.6: SAAP agencies, service delivery model by primary target group, Australia, 30 June 1999 (%)

Service delivery model	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	25.3	35.8	20.9	33.3	61.2	19.2	33.4
Medium/long-term accommodation	49.6	30.5	55.8	55.6	19.0	37.1	39.6
Day support	0.6	1.1	—	—	—	9.6	2.2
Outreach support	7.1	3.2	—	—	5.7	5.2	5.3
Telephone information/referral	1.5	1.1	—	—	1.5	1.7	1.3
Agency support	0.4	1.1	—	1.0	0.4	6.1	1.6
Multiple	9.1	22.1	16.3	9.1	12.2	16.6	12.5
Other	6.3	5.3	7.0	1.0	—	4.4	4.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	462	95	43	99	263	229	1,191

Source: SAAP NDCA Administrative Data Collection

2.3.2 Funding and capacity

Table 2.7: SAAP agencies and recurrent allocations, service delivery model by funding and average cost per agency, Australia, 1998–99

Service delivery model	Number of agencies	Funding (\$)	Funding %	Average cost per agency (\$)
Crisis/short-term accommodation	402	97,660,264	44%	242,936
Medium/long-term accommodation	482	62,679,899	28%	130,041
Day support	25	3,921,584	2%	156,863
Outreach support	61	6,865,745	3%	112,553
Telephone information/referral	16	2,863,183	1%	178,949
Agency support	19	1,353,465	1%	71,235
Multiple	151	38,007,243	17%	251,704
Other	50	6,976,447	3%	139,529
Total	1,206	220,327,831	100%	182,693

Source: SAAP NDCA Administrative Data Collection

Table 2.8: SAAP agencies and recurrent allocations, primary target group by funding and average cost per agency, Australia, 1998–99

Primary target group	Number of agencies	Funding (\$)	Average cost per agency (\$)
Young people	469	77,720,291	165,715
Single men only	98	23,940,602	244,292
Single women only	43	7,639,217	177,656
Families	99	15,468,223	156,245
Women escaping domestic violence	265	63,197,953	238,483
Cross target/multiple/general	232	32,361,544	139,489
Total	1,206	220,327,831	182,693

Source: SAAP NDCA Administrative Data Collection

Table 2.9: SAAP recurrent allocations, service delivery model by State and Territory, Australia, 1998–99 (%)

Service delivery model	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Crisis/short-term accommodation	45.4	36.0	51.1	64.2	24.8	51.2	45.2	48.9	44.3
Medium/long-term accommodation	22.1	56.6	24.7	21.4	5.2	29.0	25.5	19.0	28.4
Day support	0.0	3.6	2.2	3.3	2.3	0.0	2.5	3.8	1.8
Outreach support	0.5	0.0	3.4	5.4	10.7	14.4	1.1	10.0	3.1
Telephone information/referral/agency support	1.2	3.7	2.7	0.5	2.3	0.0	0.8	1.3	1.9
Multiple	23.6	0.1	15.9	2.1	54.6	2.4	19.4	17.0	17.3
Other	7.2	0.0	0.0	3.1	0.0	3.0	5.6	0.0	3.2
Total	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total recurrent allocation (\$'000)	78,319.9	46,991.0	31,049.5	21,395.4	21,530.3	9,381.8	6,704.8	4,955.2	220,327.8

Source: SAAP NDCA Administrative Data Collection

Table 2.10: SAAP recurrent allocations, service delivery model by region, Australia, 1998–99 (%)

Service delivery model	Other					Total
	Capital city	metropolitan centre	Large rural centre	Other rural area	Remote area	
Crisis/short-term accommodation	41.5	45.4	58.6	44.7	54.1	44.3
Medium/long-term accommodation	31.0	29.7	21.2	25.8	14.2	28.4
Day support	2.5	2.0	—	—	—	1.8
Outreach support	2.7	2.7	1.9	3.6	9.7	3.1
Telephone information/referral	1.3	2.5	1.5	1.1	—	1.3
Agency support	0.8	—	0.2	0.4	—	0.6
Multiple	17.0	14.8	14.7	22.2	12.2	17.3
Other	3.1	2.8	1.9	2.2	9.8	3.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total recurrent allocation (\$'000)	141,908.9	14,804.8	19,373.3	34,295.1	9,945.8	220,327.8

Source: SAAP NDCA Administrative Data Collection

Table 2.11: SAAP recurrent allocations, primary target group by State and Territory, Australia, 1998–99 (%)

Primary target group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Young people	37.2	31.7	35.5	31.7	42.9	33.0	31.2	29.5	35.3
Single men only	14.6	8.9	7.9	7.3	10.6	10.9	3.6	14.8	10.9
Single women only	4.6	4.7	1.5	2.2	1.8	4.1	—	3.7	3.5
Families	5.2	7.7	9.3	6.4	10.4	6.9	7.1	2.9	7.0
Women escaping domestic violence	28.2	23.2	27.6	42.5	28.3	27.9	32.9	32.0	28.7
Cross target/multiple/general	10.1	23.8	18.3	10.0	6.0	17.1	25.2	17.1	14.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total recurrent allocation (\$'000)	78,319.9	46,991.0	31,049.5	21,395.4	21,530.3	9,381.8	6,704.8	4,955.2	220,327.8

Source: SAAP NDCA Administrative Data Collection

Table 2.12: SAAP recurrent allocations, primary target group by region, Australia, 1998–99 (%)

Primary target group	Other					Total
	Capital city	metropolitan centre	Large rural centre	Other rural area	Remote area	
Young people	35.2	42.0	41.2	31.3	28.8	35.3
Single men only	13.9	7.2	5.8	4.1	6.3	10.9
Single women only	4.2	6.2	2.1	1.0	—	3.5
Families	7.8	8.2	8.1	4.3	1.4	7.0
Women escaping domestic violence	25.3	27.0	23.6	39.8	50.9	28.7
Cross target/multiple/general	13.6	9.5	19.2	19.3	12.6	14.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total recurrent allocation (\$'000)	141,908.9	14,804.8	19,373.3	34,295.1	9,945.8	220,327.8

Source: SAAP NDCA Administrative Data Collection

Table 2.13: Australian population, SAAP agencies and SAAP recurrent allocations, State and Territory, Australia, 1998-99 (%)

State and Territory	Australian population	SAAP agencies	Recurrent allocation
NSW	33.8	31.9	35.5
Vic	24.8	27.6	21.3
Qld	18.5	15.5	14.1
WA	9.8	9.8	9.7
SA	7.9	6.6	9.8
Tas	2.5	3.4	4.3
ACT	1.6	2.7	3.0
NT	1.0	2.6	2.2
<i>Australia</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	18,966,788	1,206	220,327.8

Notes

1. Australian population refers to the Estimated Resident Population as at 30 June 1999.
2. SAAP agencies refers to those agencies funded under SAAP as at 30 June 1999.

Source: SAAP NDCA Administrative Data Collection, ABS 1999 Cat. No 3101.0

Table 2.14: SAAP agencies, recurrent allocation by State and Territory, Australia, 1998-99 (%)

Recurrent allocation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Under \$10,000	1.0	0.3	1.6	1.7	1.3	—	6.3	—	1.1
\$10,000 to \$49,000	7.8	25.8	3.7	11.0	3.8	4.9	—	19.4	12.2
\$50,000 to \$99,000	18.7	27.6	19.3	17.8	19.0	17.1	25.0	19.4	21.3
\$100,000 to \$199,999	27.0	19.5	45.5	21.2	26.6	26.8	18.8	32.3	27.1
\$200,000 to \$299,999	27.3	18.9	25.7	31.4	13.9	14.6	25.0	16.1	23.5
\$300,000 to \$499,999	15.1	6.3	2.7	16.9	17.7	36.6	21.9	12.9	11.9
\$500,000 to \$1,000,000	2.3	0.9	1.6	—	16.5	—	3.1	—	2.4
\$1,000,000 or more	0.8	0.6	—	—	1.3	—	—	—	0.5
<i>Total</i>	<i>100.0</i>								
Total number	385	333	187	118	79	41	32	31	1,206

Source: SAAP NDCA Administrative Data Collection

3 SAAP clients

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

During the 1998–99 financial year, it is estimated that SAAP agencies provided 163,200 occasions of support. However, this number exceeds the number of actual clients supported under the program because an individual person may receive support or supported accommodation on more than one occasion from one or more SAAP agencies.

The use of an alpha code in the National Data Collection enables a distinction to be made between individuals (the focus of this chapter) and the occasions of support they receive (Chapter 4). Unfortunately, only 72% of forms returned contained valid alpha codes. Furthermore, 5% of agencies in scope of the SAAP National Data Collection did not participate in the collection. Thus, the exact number of clients assisted under the program is not known. It is, however, possible to estimate the number of SAAP clients using adjustment techniques. The method for adjusting the SAAP data to account for missing alpha codes and the non-participating agencies is described in Chapter 1.

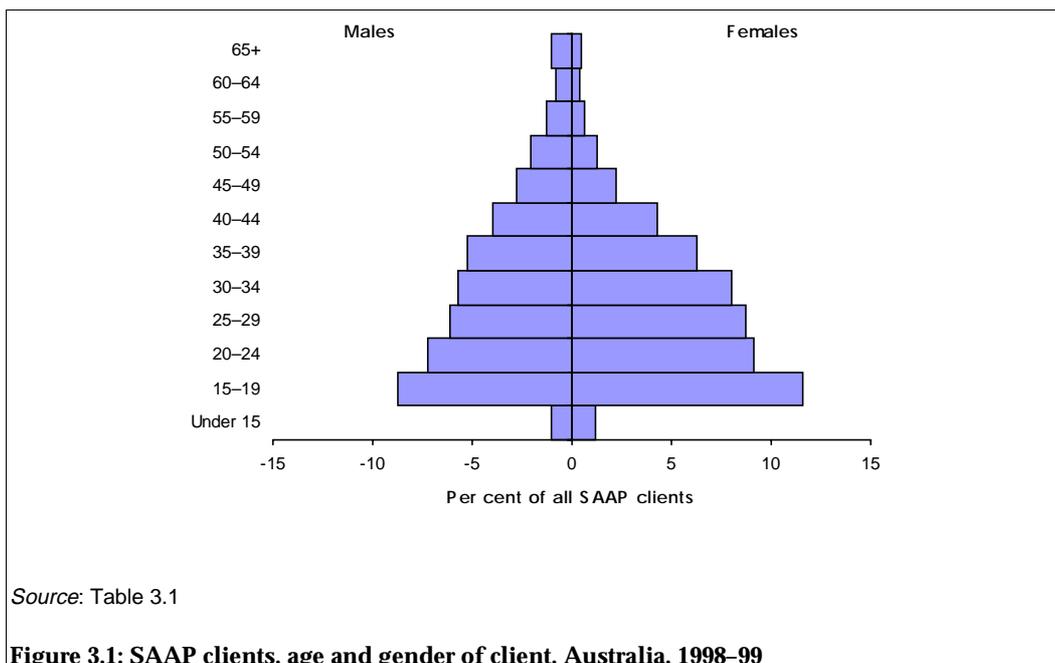
The estimate of the number of clients provided with support or supported accommodation under SAAP, using the data adjustment methodology described in Chapter 1, is 90,700. It should be noted that this figure excludes children accompanying SAAP clients and relates only to those clients who received assistance of generally more than one hour's duration (see glossary for the definition of *client* in the National Data Collection).

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

3.1 Individual characteristics

SAAP agencies provided support to more female clients (54%) than male clients (46%) (Table 3.1). Clients aged 15–19 years (inclusive) were the single largest age grouping, accounting for 20% of all clients. Those aged 20–24 years also contributed a substantial 16% of the total and 13% of clients were aged 45 years and over.

Figure 3.1 shows the age and gender distribution of SAAP clients. It clearly illustrates the relative youth of the client population. Female clients in particular were heavily concentrated in the younger age groups—18% of male clients were 45 years of age or older, compared with only 9% of female clients (Table 3.1). The average age of female clients was 29.1 years, and 32.2 years for male clients.



The *1996 Census of Population and Housing* indicates that Indigenous Australians make up 2% of the population, and people living in Australia who were born in non-English-speaking countries constitute 13% of the total population. However, these proportions were somewhat different among SAAP clients: Indigenous Australians constituted a substantial 13% of SAAP clients and people from non-English-speaking backgrounds constituted 11% (Table 3.2). The remaining 76% of SAAP clients comprised people from other backgrounds.

This pattern varied considerably among States and Territories. Indigenous Australians constituted 4% of all clients in Victoria but 47% of clients in the Northern Territory (Table 3.2). A substantial proportion of Indigenous Australian clients (31%) was also reported by agencies in Western Australia. The proportion of clients from non-English-speaking backgrounds varied to a lesser extent, ranging from a high of 15% in Victoria and 13% in the Australian Capital Territory to a low of 2% in Tasmania.

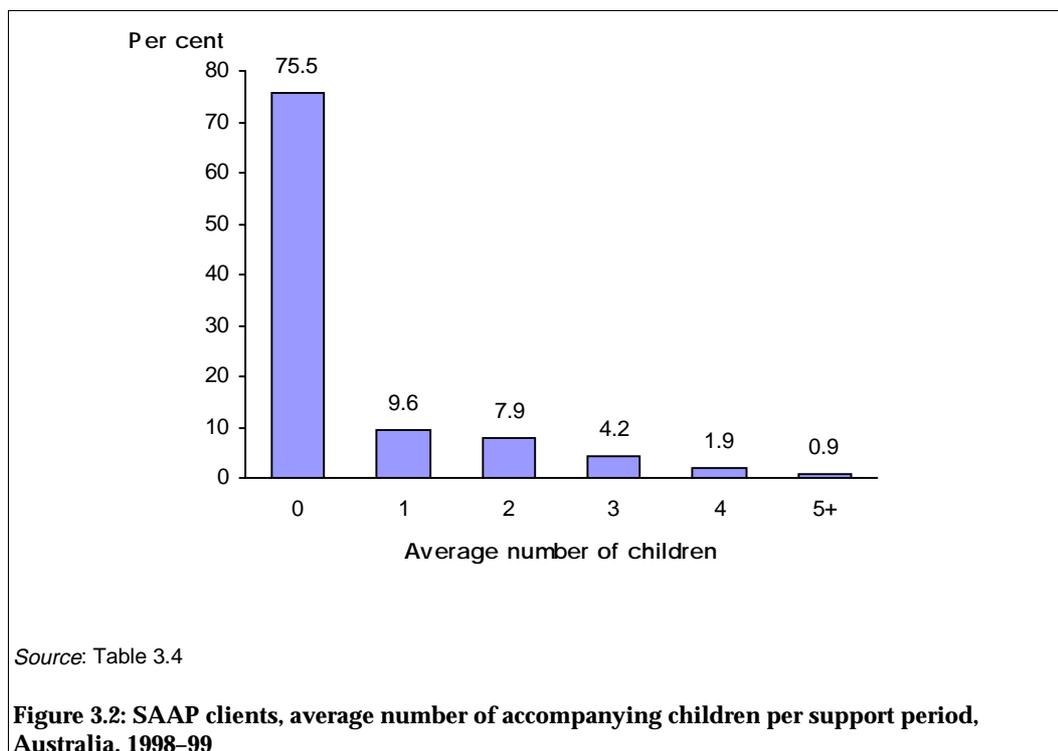
Aboriginal and Torres Strait Islander people constituted 17% of all female clients and 8% of all male clients (Table 3.3). People from non-English-speaking backgrounds made up 12% of all female clients and 9% of male clients.

3.2 Accompanying children

The current methodology of the National Data Collection does not allow the total number of accompanying children to be calculated. This would require an alpha code to be recorded for each child. As a result, this section is limited to analysing the proportion of SAAP clients who seek assistance for themselves and their children. The DRAC and the NDCA are investigating alternative options to estimate the number of children supported under SAAP. Accompanying children were the subject of a special collection conducted in May-June 1998. The results of this survey are to be released in mid-2000.

The majority of SAAP clients (76%) did not have accompanying children when they received support or were accommodated by agencies (Figure 3.2). Some 10% of clients

had an average of only one accompanying child, 8% had an average of two children, and a small proportion (1%) had an average of five or more children.⁷



There was some variation in this pattern across States and Territories (Table 3.4). Clients without children were more prominent in the Australian Capital Territory (86%) and in New South Wales (82%). Comparative figures were lower in Victoria and Western Australia (both 70%).

3.3 Accommodated clients

Of the 90,700 clients supported during 1998-99, 60,900 (63%) received supported accommodation in at least one support period. Clients may stay in more than one type of accommodation during their period of support. The majority of accommodated clients (86%) received crisis or short-term accommodation and 17% received medium- to long-term accommodation (Table 3.5). A small proportion of accommodated clients (2%) stayed in accommodation arranged or paid for by the SAAP agency, such as a hotel, motel or other non-SAAP accommodation service.

Proportionately more men (88% of accommodated male clients) received crisis or short-term accommodation than women (85% of accommodated female clients). However, the reverse was true for medium- to long-term accommodation (19% of accommodated females and 15% of accommodated males).

⁷

The average number of accompanying children is reported here because it is possible for a client to have both different and/or a different number of children accompanying them during each support period.

3.4 Detailed tables

Table 3.1: SAAP clients, age of client by gender, Australia, 1998–99 (%)

Age	Percentage of total population		Percentage of gender group		Total
	Female	Male	Female	Male	
Under 15 years	1.2	1.0	2.1	2.1	2.1
15–19 years	11.6	8.7	21.4	19.0	20.3
20–24 years	9.1	7.2	16.9	15.6	16.3
25–29 years	8.7	6.1	16.0	13.4	14.8
30–34 years	8.0	5.7	14.8	12.4	13.7
35–39 years	6.3	5.2	11.5	11.3	11.4
40–44 years	4.3	4.0	8.0	8.7	8.3
45–49 years	2.2	2.8	4.0	6.2	5.0
50–54 years	1.3	2.1	2.4	4.7	3.4
55–59 years	0.6	1.3	1.2	2.9	2.0
60–64 years	0.4	0.8	0.7	1.6	1.1
65 years and over	0.5	1.0	1.0	2.2	1.6
<i>Total</i>	<i>54.3</i>	<i>45.7</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	48,800	41,100	48,800	41,100	89,900

Notes

1. Number excluded due to errors (weighted): 39
2. Number excluded due to omissions (weighted): 743
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Table based on only those records with valid alpha codes.

Source: SAAP NDCA Client Collection

Table 3.2: SAAP clients, ethnicity of client by State and Territory, Australia, of agency first visited, 1998–99 (%)

Ethnicity	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Indigenous Australian	13.4	4.4	14.2	30.6	13.2	8.8	8.3	47.2	13.0
Non-English-speaking background	10.9	14.8	6.8	10.9	7.8	2.4	12.8	3.8	10.7
Other	75.7	80.8	79.0	58.6	79.0	88.8	78.9	49.0	76.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	25,100	27,000	13,800	7,200	6,600	3,200	1,700	2,900	87,500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,239
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Table based on only those records with valid alpha codes.

Source: SAAP NDCA Client and Administrative Data Collections

Table 3.3: SAAP clients, ethnicity of client by gender, Australia, 1998–99 (%)

Ethnicity	Female	Male	Total
Indigenous Australian	17.0	8.3	13.0
Non-English-speaking background	12.4	8.7	10.7
Other	70.6	83.0	76.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	47,200	39,700	86,900

Notes

1. Number excluded due to errors (weighted): 38
2. Number excluded due to omissions (weighted): 3,728
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Table based on only those records with valid alpha codes.

Source: SAAP NDCA Client Collection

Table 3.4: SAAP clients, average number of accompanying children per support period by State and Territory, Australia, of agency first visited, 1998–99 (%)

Average number of children	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
No children	82.0	70.1	75.1	70.0	73.1	79.1	85.9	79.6	75.5
1 child	7.0	12.0	9.4	11.3	10.6	8.6	5.5	9.3	9.6
2 children	5.9	9.8	7.7	9.5	8.6	6.7	4.8	6.3	7.9
3 children	3.0	4.9	4.8	5.3	4.4	3.4	2.3	3.0	4.2
4 children	1.6	2.0	2.1	2.4	2.2	1.7	0.7	1.5	1.9
5 or more children	0.6	1.1	1.0	1.6	1.1	0.5	0.8	0.4	0.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	26,000	27,900	14,400	7,500	6,900	3,300	1,800	3,000	90,700

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 3.5: Accommodated clients, accommodation provided by gender of client, Australia, 1998-99 (%)

Accommodation type	Female	Male	Total
Crisis/short-term accommodation	84.6	88.2	86.4
Medium/long-term accommodation	18.5	14.8	16.6
SAAP arranged/paid for accommodation	2.0	1.4	1.7
Total number	29,400	30,700	57, 300

Notes

1. Number excluded due to errors (weighted): 352
2. Number excluded due to omissions (weighted): 3,198
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Clients were able to be provided with more than one type of accommodation so percentages do not total 100.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.
8. Table based on only those records with valid alpha codes.

Source: SAAP NDCA Client Collection

4 SAAP support periods

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

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

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

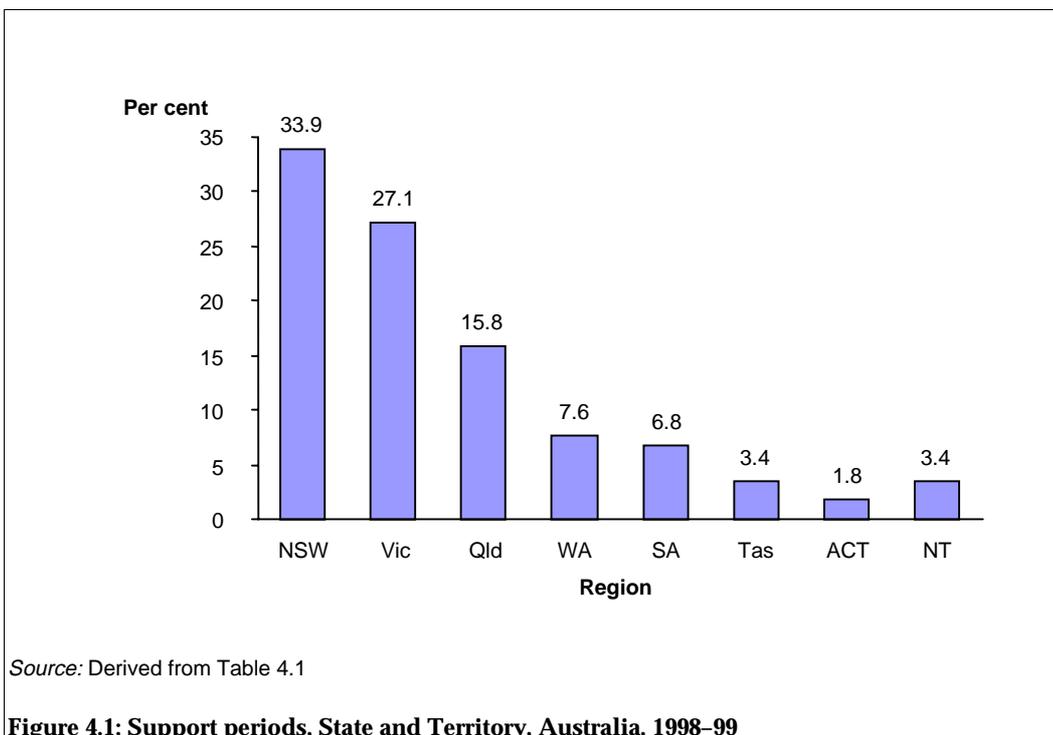
4.1 Overview

In 1998–99, an estimated 163,200 occasions of support were provided by SAAP agencies. Some 34% of these cases involved support provided by agencies in New South Wales (Figure 4.1). An additional 27% of support periods were provided in Victoria and a further 16% were provided in Queensland. The amount of assistance provided varies from day to day. For example, it is estimated that on 15 July 1998 there were 16,100 support periods for clients, while on 15 March 1999 SAAP agencies were involved with around 17,200 support periods (Table 4.2).

Agencies targeting single men, young people and cross target, multiple target and general target agencies provided the highest proportion of support periods (24% each) (Table 4.1). The proportion of cases at agencies targeting women escaping domestic violence was also substantial (21% of the total). Support periods at agencies targeting families and single women represented 5% and 2% of the total respectively.

There were, however, some notable departures from this national picture in different States and Territories. For example, 41% of support periods in Western Australia were provided by agencies targeting women escaping domestic violence—almost twice the national proportion. The figure was also high in the Northern Territory at 30% compared with just 14% of support periods in the Australian Capital Territory (Table 4.1). The proportion of support periods provided by single men's agencies was relatively high in New South Wales (43%), but relatively low in Victoria (7%). The proportion of support periods at youth agencies was highest in South Australia (31%), almost twice that of Western Australia (16%). Family agencies in South Australia provided twice as many support periods (10%) than the national average (5%). Notably high proportions of

support periods provided by cross target, multiple target and general target agencies existed in the Australian Capital Territory (46%), Victoria (35%) and Tasmania (31%).



4.2 Client characteristics

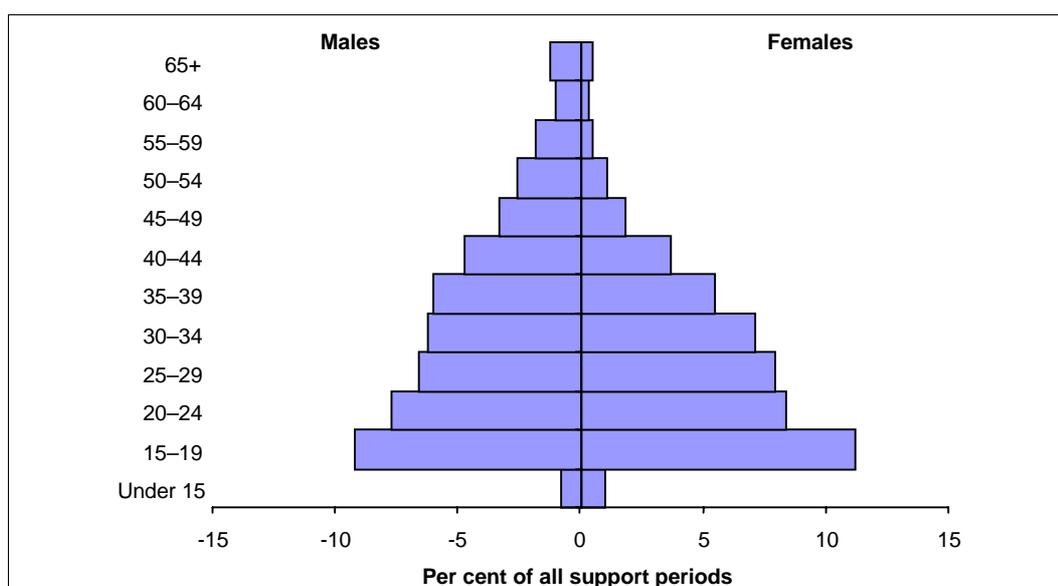
By far the largest proportion of support periods across Australia (73%) was provided to clients who came to agencies alone or with an unrelated person (Table 4.3). However, distribution of the presenting unit of clients receiving support varied across States and Territories. New South Wales and the Australian Capital Territory had the highest proportions of lone person presenting units (both 85%), whereas Victoria had the lowest (62%).

Nationally, almost one-quarter of support periods were provided to clients with children—20% involved children accompanying one person while 3% involved couples with children (Table 4.3). Support periods involving children constituted 32% of all support periods provided in Western Australia and 31% in Victoria. There were proportionally fewer support periods involving children in New South Wales (14%) and the Australian Capital Territory (13%).

The current methodology employed in the national collection means that it is not possible to determine accurately the actual number of accompanying children assisted under SAAP. At least 65,800 accompanying children visits were recorded; however, this figure does not equal the actual number of children assisted because children may be assisted in more than one support period, different children accompanying an adult may be assisted in different support periods for that adult and because not all accompanying children are assisted. Of the child visits recorded, 47% were for children under school age, 42% were for children aged 5–12 years, and the remaining 11% were for those aged 13 years or over (Table 4.4). A special collection on accompanying children was conducted in May–June 1998 and is the subject of a separate report to be released in mid-2000. The DRAC and the NDCA are also examining other methods to improve data about children under the national collection.

Support periods were provided to female clients in 49% of cases and to male clients in 51% of cases (Table 4.5). As the proportion of female clients is greater than male clients (see Chapter 3), this indicates that male clients are provided with, on average, more support periods than female clients.

The largest proportion of support periods was provided to clients aged 15–19 years (20%), though there were proportionately more support periods involving female clients in this age group (23%) than male clients (18%) (Table 4.5). Female clients were heavily concentrated in the younger age groups—in 42% of support periods involving women, clients were aged under 25 years. The comparable figure for male clients was 35%. Male clients, on the other hand, were heavily concentrated in the older age groups—in 29% of cases involving men, clients were aged 40 years or older, compared with 16% for women.



Source: Table 4.5

Figure 4.2: Support periods, age and gender of client, Australia, 1998–99

Assistance was provided to Indigenous Australians in 14% of all support periods and to clients from non-English-speaking backgrounds in 9% of cases (Table 4.6). Proportionately more female clients were from Aboriginal or Torres Strait Islander backgrounds (19%) than male clients (9%). Similarly, people from non-English-speaking backgrounds were represented in 11% of support periods for women compared with 8% of support periods for men.

Agencies targeting women escaping domestic violence had a substantially higher proportion of support periods involving Indigenous clients (25%) than other agencies (Table 4.7). Such agencies also reported the highest proportion of cases involving clients from non-English-speaking backgrounds (16%). Youth agencies had the smallest proportion of cases involving clients from non-English-speaking backgrounds (6%) and single men’s agencies had the smallest proportion of cases involving Indigenous Australians (9%).

4.3 Client circumstances

Clients knew of SAAP agencies themselves in 40% of all support periods (Table 4.8). This figure was higher for single men’s agencies (53%) and cross target, multiple target and

general target agencies (45%). Agencies targeting women escaping domestic violence reported the highest proportion of support periods in which clients had been referred by a telephone or crisis referral agency (18%) and by the police (11%)—the comparable figures for all agencies were 9% and 5%. At 8%, clients at single women’s agencies were more likely to have been referred by a hospital or health service than clients at agencies targeting other groups. Clients at agencies targeting young people were more likely to have been referred by the community services department than other clients (9% compared to 5% for the total population).

The analysis of clients’ main reason for seeking assistance (Tables 4.9 and 4.10) must be treated with some caution as responses were not available for over one-half of all support periods. Nevertheless, it is clear that domestic violence frequently underlies female clients’ need for support. Women gave domestic violence as the main reason for seeking assistance in 39% of cases—the single most commonly reported reason among female SAAP clients. Men most frequently reported financial difficulty (20%), eviction or previous accommodation ended (13%), family or relationship breakdown (12%) and substance abuse (12%) as their main reasons for seeking help. Family or relationship breakdown was also frequently reported by women (in 12% of cases). However, women sought assistance because of eviction or previous accommodation ending, financial difficulty and substance abuse in relatively fewer cases (9%, 8% and 2% respectively).

Clients at youth agencies more often gave relationship or family breakdown (25%), time out from family situation (8%), and interpersonal conflicts (6%) as their main reason for seeking assistance than clients at other agencies (Table 4.9). Not surprisingly, domestic violence was the most common main reason for seeking assistance at agencies targeting women escaping domestic violence (reported in 72% of cases). It was also a commonly cited reason at agencies for single women (19%) and families (14%). Clients at agencies for single men primarily gave financial difficulty, substance abuse and recent arrival to area with no means of support as the main reason for seeking assistance (reported in 26%, 18% and 12% of cases respectively). Psychiatric illness was more than twice as likely to be given as the main reason for seeking assistance at single women’s agencies (5%) and single men’s agencies (4%) than at other agencies. Eviction or previous accommodation ended was the main reason in 18% of cases at agencies targeting families and in 15% of support periods at youth agencies and cross target, multiple target and general target agencies.

Clients in one-third of cases (33%) reported being homeless for two weeks or less before presenting at SAAP agencies and clients received support while they were at imminent risk of homelessness in a further 27% of support periods (Table 4.11). A significant proportion of support periods (13%) were provided to clients who had been homeless for more than one year. Generally, there was no clear relationship between a client’s age and her or his duration of homelessness. However, the proportion of cases in which clients had been homeless for more than two years increased with age—12% of such cases involving clients aged 45 years or more, for example, compared with 6% for clients aged under 19 years. Caution should be exercised when interpreting these figures since the duration of current homelessness was missing for almost one-half of all support periods.

Clients in 10% of cases reported having no income immediately before receiving support from SAAP agencies (Table 4.12). However, this figure was much higher for young people—86% of cases in which clients were aged under 15 years and 24% of cases involving clients aged 15–19 years. The majority of support periods (83%) were provided to clients who were receiving government payments.

Clients’ income is related to their labour force and employment status. Clients in only 6% of cases reported being employed on either a full-time or part-time basis before receiving support (Table 4.13). In an additional 3% of cases, clients were employed on a casual basis. Clients in more than one-half of all cases (55%) were not in the labour force and in 36% of cases they were unemployed and looking for work. Among clients of working age

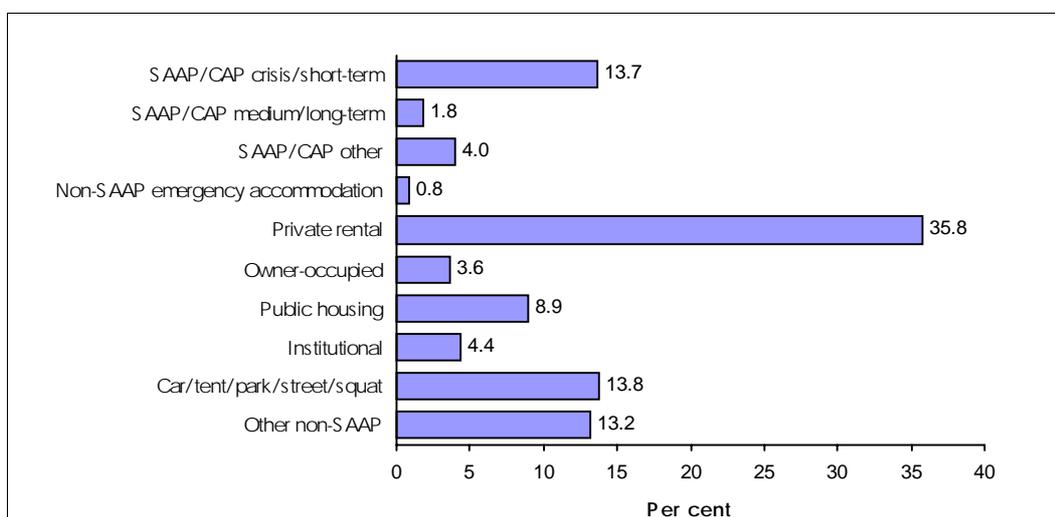
(15 years and over), the proportion who were not in the labour force increased with age, while the proportion of unemployed clients decreased with age.

The majority of support periods (87%) were provided to clients who were not studying before receiving support (Table 4.14). However, clients in 9% of support periods were studying at primary or secondary schools and clients were studying at a tertiary level or were engaged in employment training in a further 4% of cases.

Clients in 24% of support periods reported living with a partner (with or without children) immediately before receiving support from a SAAP agency, and in a further 24% they reported living alone or with children (Table 4.15). In 18% of cases they were previously living with friends or relatives on a short-term basis and in 13% of support periods clients reported living with one or both parents before receiving SAAP support. Women were more likely to have been living with a partner before support (33% compared with 11% of support periods involving men). Male clients, on the other hand, more frequently reported living alone or with children (28%) or living with other (usually unrelated) persons (25%), before receiving SAAP support.

Predictably, younger clients were more likely than older clients to have been living with one or both parents before receiving SAAP support—reported in 54% of cases involving clients aged under 15 years and in 29% of cases involving clients aged 15–19 years (Table 4.16). Younger clients were also more likely than older clients to have been living with relatives or friends. Older clients were more likely to have been living alone or with children.

Housing circumstances are also of critical interest in any report on homelessness. The largest proportion of support periods (36%) were provided to people who had been living in private rental accommodation before receiving support from SAAP agencies (Figure 4.3). One in five support periods were provided to clients who had previously been staying in SAAP or Crisis Accommodation Program (CAP) funded accommodation. In an additional 14% of cases, clients had no shelter and had been living in a car, tent, park, squat or on the streets before receiving support. Clients reported that they had been previously living in public housing in 9% of cases.



Source: Table 4.17

Figure 4.3: Support periods, type of housing/accommodation before support, Australia, 1998–99

This pattern varied considerably across States and Territories. For example, 20% of support periods in the Northern Territory and 18% in Western Australia were provided

to clients who had previously been living in public housing. In contrast, the proportion of support periods provided to former public housing tenants was 8% in New South Wales, 7% in Victoria and 6% in Queensland. Proportionally more support periods in New South Wales (20%) and the Northern Territory (18%) were provided to clients who were living in a car, tent, park, squat or on the streets before receiving SAAP assistance. The comparable figure for the Australian Capital Territory was 5%. The proportion of support periods provided to clients previously staying in SAAP/CAP accommodation ranged from a high of 29% in New South Wales to a low of 13% in Queensland.

There were some gender differences in housing circumstances before support. Most notably, male clients were four times more likely to have come from living in a car, tent, park, squat or on the streets than female clients (22% and 5% of cases respectively) (Table 4.18). Men were also more commonly staying in SAAP or CAP accommodation previously than women (24% and 15% of support periods respectively). Conversely, female clients more often reported living in private rental (42%), public housing (13%) and owner-occupied (7%) accommodation before receiving support than did male clients (30%, 5% and 1% respectively).

There were also variations across age groups. Younger clients more often reported having stayed in 'other' non-SAAP accommodation before receiving support than did older clients (Table 4.19). On the other hand, older clients more often reported having no shelter or living in a car, tent, park, squat or on the streets before support—reported in 21% of cases involving clients aged 45–64 years, compared with 5% of cases involving clients aged under 15 and 8% for clients aged 15–19 years.

4.4 Client needs

The most frequently reported need of SAAP clients, as might be expected, was for housing and accommodation services—reported in 80% of all support periods (Table 4.20). SAAP/CAP accommodation was needed in over two-thirds of all cases (69%) and clients needed assistance to obtain independent housing in 25% of cases. In 71% of cases, clients needed general support and advocacy, with a significant proportion of cases requiring advice or information (60%) and advocacy or liaison on clients' behalf (33%). 'Other' services, including meals, access to laundry or shower facilities, transport and recreation services, were also needed in a significant proportion of cases (70% overall). Counselling services were required in 42% of cases—these consisted primarily of emotional support or 'other' counselling services (36%). Family or relationship counselling was needed in 17% of cases and domestic violence counselling was required in 14% of cases. Financial or employment assistance was needed in 39% of support periods. Specifically, clients required financial assistance or material aid in 31% of cases and financial counselling in 11% of cases. Health and medical services were the most frequently identified specialist need of clients, reported in 19% of cases. Drug or alcohol support or rehabilitation and culturally appropriate support were the next most frequently reported specialist services needed by clients (in 13% and 7% of support periods respectively).

Differences across target groups were apparent (Table 4.20). Clients at single women's agencies required general health or medical services (27%), incest or sexual abuse counselling and psychiatric services (8% each), brokerage services (6%) and psychological services (5%), more often than at other agency types.

Agencies targeting single men had the highest need for SAAP/CAP accommodation (94%), access to laundry or shower facilities (88%), meals (83%), recreation (37%), retrieval/storage/removal of personal belongings (35%) and drug or alcohol support or rehabilitation (21%).

There was a high demand for living skills or personal development assistance at agencies for young people (34% compared with 16% for all agencies). Employment or training

assistance was also required more than twice as often at youth agencies than at other agencies (15% compared with 7%).

Domestic violence counselling was needed at agencies for women escaping domestic violence (48%), family agencies (17%) and agencies targeting single women (15%). Culturally appropriate support and interpreter services were more commonly required at agencies targeting women escaping domestic violence (16% and 5% compared with 7% and 2% among all agencies). Clients at such agencies also reported a relatively high need for assistance with legal issues or court support—requested in 30% of cases.

Family or relationship counselling and support was commonly requested across a number of agency types but was more frequently required at agencies for families (28%). The need for financial assistance or material aid was also highest among clients at agencies targeting families (49%). Such clients also required financial counselling (26% of cases compared with the national average of 11%) and advocacy and liaison on their behalf (52% compared with the national average of 33%) in proportionally more cases.

High levels of need for assistance to obtain independent housing were recorded by agencies targeting families (53% compared with the national average of 25%). Clients at cross target, multiple target and general target agencies and family agencies had the highest need for assistance to obtain short-term (non-SAAP) accommodation (25% and 24% respectively).

As might be expected, needs for particular service types varied according to the age of the client (Table 4.21). Need for employment and training assistance and personal development assistance, for example, was more likely among clients aged under 25 years. The need for incest or sexual abuse counselling was also more common among the young—decreasing from 5% of support periods provided to clients aged less than 15 years, to less than 1% of those provided to clients aged 65 years and over. This pattern was also evident for family or relationship counselling or support and emotional support or ‘other’ counselling. Conversely, the need for assistance with personal belongings and for SAAP/CAP accommodation increased with clients’ age. Need for assistance to obtain other short-term accommodation and independent housing was proportionally greater among the younger age groups.

Clients from non-English-speaking backgrounds expressed different needs than other clients (Table 4.22). Most notable was the need for interpreter services in 16% of support periods provided to clients from non-English-speaking backgrounds. Assistance to obtain independent housing and social security benefits were requested in 32% and 19% of support periods respectively involving clients of non-English-speaking backgrounds—this compares with 20% and 8% of support periods provided to Indigenous Australians, and 27% and 10% of cases involving clients from other English-speaking backgrounds. Services for advocacy or liaison on behalf of clients from non-English-speaking backgrounds was sought in half (50%) of all cases involving these clients—at least 15 percentage points higher than that expressed by other cultural groups. Domestic violence counselling and emotional support or ‘other’ counselling services were more likely to be needed by clients from non-English-speaking backgrounds than clients from other cultural groups. Assistance with legal issues or court support, advice or information, health or medical services, financial assistance or material aid and culturally appropriate support were also requested with greater frequency by clients from non-English-speaking backgrounds.

In general, Indigenous Australians reported the lowest levels of need for a number of support services, including employment and training assistance, psychiatric and psychological services and advice or information. However, Indigenous clients reported greater need for SAAP/CAP accommodation (78%), meals (66%), the use of laundry or shower facilities (64%) and transport (49%) than clients from other cultural groups. Drug or alcohol support or rehabilitation was needed by Indigenous Australians in 10% of cases—slightly lower than that needed by clients of other English-speaking cultural backgrounds (12%), but significantly higher than that reported by clients from non-

English-speaking backgrounds (5%). The need for recreation, living skills or personal development assistance and financial counselling was highest among clients of other English-speaking backgrounds (28%, 18% and 13% respectively).

4.5 Detailed tables

Table 4.1: Support periods, primary target group by State and Territory, Australia, 1998–99 (%)

Primary target group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Young people	18.9	28.1	28.0	15.8	31.2	27.4	24.4	26.6	24.1
Single men only	42.8	7.4	21.9	13.0	23.5	16.7	12.1	26.2	24.3
Single women only	1.6	2.5	0.9	4.1	3.4	3.2	—	4.0	2.1
Families	3.2	5.2	6.3	5.6	10.2	2.2	3.9	1.5	4.8
Women escaping domestic violence	17.9	21.4	19.6	41.0	16.8	19.1	13.8	29.8	21.2
Cross target/multiple/general	15.6	35.3	23.4	20.5	15.0	31.4	45.9	11.9	23.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	55,400	44,200	25,800	12,400	11,100	5,600	3,000	5,600	163,200

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.2: Support periods on the 15th of the month, by month, Australia, 1998–99

Date	Support periods
July 15, 1998	16,100
August 15, 1998	16,500
September 15, 1998	16,800
October 15, 1998	16,600
November 15, 1998	16,400
December 15, 1998	16,700
January 15, 1999	16,200
February 15, 1999	16,900
March 15, 1999	17,200
April 15, 1999	17,000
May 15, 1999	16,800
June 15, 1999	16,500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 319
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

4.5.1 Client characteristics

Table 4.3: Support periods, presenting unit by State and Territory, Australia, 1998-99 (%)

Presenting unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Person alone	84.7	61.7	72.8	65.0	70.1	75.4	84.6	74.5	73.4
Couple without children	1.1	5.5	2.0	2.5	2.1	2.5	0.9	1.8	2.7
Person with children	12.7	26.0	21.4	28.7	22.9	18.9	11.8	20.6	20.1
Couple with children	1.0	5.0	3.2	3.0	4.0	2.4	1.1	2.5	2.9
Other	0.6	1.7	0.5	0.9	0.9	0.7	1.5	0.7	0.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	54,100	43,400	25,200	12,000	10,900	5,500	3,000	5,600	159,600

Notes

1. Number excluded due to errors (weighted): 327
2. Number excluded due to omissions (weighted): 3,183
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.4: Accompanying children in support periods, age of accompanying child by State and Territory, Australia, 1998-99 (%)

Age group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
0-4 years	48.7	45.5	46.5	47.8	45.5	50.5	51.6	52.3	47.0
5-12 years	41.7	42.3	43.0	43.4	43.0	39.2	39.1	39.5	42.2
13-15 years	7.5	9.1	8.3	7.1	8.2	8.7	7.5	6.0	8.2
16-17 years	2.1	3.1	2.3	1.7	3.2	1.6	1.8	2.1	2.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Number of children	13,400	23,900	11,500	7,100	5,200	1,900	700	2,200	65,800

Notes

1. Number excluded due to errors (weighted): 2,586
2. Number excluded due to omissions (weighted): 1,717
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. An accompanying child may be counted in more than one support period and so the total number does not equal the actual number of accompanying children assisted.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.5: Support periods, age of client by gender, Australia, 1998–99 (%)

Age	Percentage of total population		Percentage of gender group		Total
	Female	Male	Female	Male	
Under 15 years	1.0	0.8	1.9	1.6	1.8
15–19 years	11.2	9.2	22.9	17.9	20.4
20–24 years	8.4	7.7	17.3	15.1	16.2
25–29 years	7.9	6.6	16.1	12.9	14.5
30–34 years	7.1	6.2	14.5	12.2	13.3
35–39 years	5.5	6.0	11.2	11.7	11.4
40–44 years	3.7	4.7	7.5	9.2	8.4
45–49 years	1.8	3.3	3.7	6.5	5.1
50–54 years	1.1	2.6	2.2	5.1	3.7
55–59 years	0.5	1.8	1.1	3.6	2.4
60–64 years	0.3	1.0	0.6	2.0	1.3
65 years and over	0.5	1.2	0.9	2.3	1.6
<i>Total</i>	<i>48.9</i>	<i>51.1</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	79,224	82,624	79,224	82,624	161,848

Notes

1. Number excluded due to errors (weighted): 53
2. Number excluded due to omissions (weighted): 1,251
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.6: Support periods, ethnicity of client by gender, Australia, 1998–99 (%)

Ethnicity	Female	Male	Total
Indigenous Australian	18.9	8.8	13.7
Non-English-speaking background	11.0	7.5	9.2
Other	70.1	83.8	77.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	76,600	79,600	156,300

Notes

1. Number excluded due to errors (weighted): 53
2. Number excluded due to omissions (weighted): 6,844
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.7: Support periods, ethnicity of client by primary target group, Australia, 1998–99 (%)

Ethnicity	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Indigenous Australian	11.0	8.8	13.1	17.0	24.7	11.1	13.7
Non-English-speaking background	5.7	7.8	10.6	11.4	16.0	7.5	9.2
Other	83.3	83.4	76.3	71.6	59.3	81.4	77.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	38,200	37,800	3,300	7,500	33,200	37,200	157,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 5,930
3. Percentages are based on valid values only.
4. Components may not add to total due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

4.5.2 Client circumstances

Table 4.8: Support periods, source of referral/information by primary target group, Australia, 1998–99 (%)

Source of referral/information	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Self	36.2	53.1	33.2	31.5	34.0	45.4	39.5
Family	5.4	0.9	1.8	6.5	2.9	4.4	3.9
Friends	7.9	3.3	5.4	7.1	3.5	8.0	6.0
School/other educational institution	4.4	0.1	0.7	0.6	0.5	0.6	1.6
Community services department	9.1	2.0	4.0	5.0	4.4	2.6	5.0
Police/legal unit	2.9	3.4	5	1.7	10.5	3.1	5.1
Prison/correction institution	0.7	1.7	1.5	0.6	0.1	0.9	0.7
Hospital/health/medical services	2.5	5.6	7.6	3.9	5.0	4.8	4.3
Psychiatric unit	0.5	1.7	2.5	0.6	0.5	1.3	0.9
Telephone/crisis referral agency	5.6	4.2	10.7	8.0	18.2	3.2	8.6
Other SAAP agency	11.5	10.4	10.5	9.3	10.2	6.9	9.8
Other government department	6.3	4.5	6.1	11.1	4.1	6.7	5.8
Other non-government organisation	7.2	9.2	11.0	14.0	6.2	12.0	8.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	32,900	15,700	3,400	7,600	32,000	26,300	117,900

Notes

1. Number excluded due to errors (weighted): 491
2. Number excluded due to omissions (weighted): 3,927
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.9: Support periods, main reason for seeking assistance by gender of client, Australia, 1998–99 (%)

Main reason for seeking assistance	Female	Male	Total
Usual accommodation unavailable	4.0	6.7	5.1
Time out from family/other situation	4.2	4.8	4.4
Relationship/family breakdown	11.5	12.3	11.8
Interpersonal conflicts	3.3	3.9	3.6
Physical/emotional abuse	4.6	1.1	3.2
Domestic violence	38.7	1.0	23.7
Sexual abuse	1.4	0.1	0.9
Financial difficulty	7.5	20.0	12.4
Eviction/previous accommodation ended	8.9	12.6	10.4
Drug/alcohol/substance abuse	2.4	11.7	6.1
Emergency accommodation ended	1.0	1.7	1.3
Recently left institution	0.6	2.7	1.5
Psychiatric illness	0.9	2.2	1.4
Recent arrival to area with no means of support	3.1	8.3	5.2
Itinerant	2.6	5.6	3.8
Other	5.1	5.2	5.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	65,800	43,500	109,300

Notes

1. Number excluded due to errors (weighted): 934
2. Number excluded due to omissions (weighted): 12,127
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.10: Support periods, main reason for seeking assistance by primary target group, Australia, 1998–99 (%)

Main reason for seeking assistance	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Usual accommodation unavailable	7.1	5.3	7.1	5.2	1.8	6.2	5.1
Time out from family/other situation	8.3	2.9	5.7	3.1	2.4	3.2	4.4
Relationship/family breakdown	24.6	7.4	9.7	10.2	3.9	9.0	11.8
Interpersonal conflicts	6.4	2.1	2.9	3.3	1.5	3.6	3.6
Physical/emotional abuse	3.1	0.4	4.9	2.4	5.8	1.8	3.2
Domestic violence	3.4	0.8	18.9	14.3	71.6	6.8	23.7
Sexual abuse	1.2	0.1	2.0	0.6	0.9	1.1	0.9
Financial difficulty	8.6	25.7	8.4	18.1	1.9	21.3	12.4
Eviction/previous accommodation ended	14.5	7.8	7.9	18.3	2.3	14.6	10.4
Drug/alcohol/substance abuse	3.1	17.6	6.4	2.5	1.0	10.4	6.1
Emergency accommodation ended	2.0	1.3	1.7	2.0	0.3	1.3	1.3
Recently left institution	1.3	3.6	2.7	0.9	0.3	1.9	1.5
Psychiatric illness	0.7	4.4	5.1	0.9	0.5	1.5	1.4
Recent arrival to area with no means of support	4.3	11.6	4.1	6.8	1.7	6.5	5.2
Itinerant	4.5	4.7	4.9	3.3	1.3	5.5	3.8
Other	7.0	4.1	7.6	8.2	2.8	5.3	5.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	30,500	14,200	3,000	7,000	30,300	25,200	110,000

Notes

1. Number excluded due to errors (weighted): 895
2. Number excluded due to omissions (weighted): 11,525
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.11: Support periods, duration of current homelessness by age of client, Australia, 1998–99 (%)

Duration of current homelessness	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
0–2 weeks	28.0	31.0	34.3	33.0	33.4	36.4	32.7
>2–4 weeks	3.6	7.5	7.8	6.7	5.6	4.5	6.9
>4–26 weeks	9.5	16.4	16.8	15.4	13.1	11.1	15.5
>26–52 weeks	4.2	5.6	5.2	5.0	4.5	2.9	5.1
>52–104 weeks	4.4	4.8	3.7	4.6	3.6	3.9	4.4
>104 weeks	6.2	6.3	6.8	9.6	11.7	11.8	8.5
At imminent risk	44.1	28.4	25.3	25.7	28.1	29.5	26.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,900	21,700	15,200	40,800	8,200	1,000	88,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 74,389
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.12: Support periods, primary source of income before support by age of client, Australia, 1998–99 (%)

Primary income source before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
No income	86.0	23.6	4.8	5.1	4.4	2.3	10.1
Government payments	11.4	70.9	89.5	86.7	88.2	95.8	83.0
Other income	2.5	5.5	5.7	8.2	7.4	1.9	6.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,700	31,200	24,900	73,400	19,400	2,500	154,100

Notes

1. Number excluded due to errors (weighted): 2,525
2. Number excluded due to omissions (weighted): 6,572
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.13: Support periods, labour force status before support by age of client, Australia, 1998-99 (%)

Labour force status before support	Under 15 years	15-19 years	20-24 years	25-44 years	45-64 years	65 years and over	Total
Employed full time	0.4	2.4	2.8	3.6	3.7	0.3	3.1
Employed part time	0.4	2.3	2.2	3.4	3.3	0.6	2.8
Employed on casual basis	0.9	3.9	2.8	2.8	2.5	0.5	3.0
Unemployed	7.7	46.3	46.3	31.4	23.6	3.3	36.0
Not in labour force	90.6	45.1	45.8	58.7	67.0	95.3	55.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,500	28,100	19,300	52,400	10,900	1,400	114,600

Notes

1. Number excluded due to errors (weighted): 59
2. Number excluded due to omissions (weighted): 7,679
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.14: Support periods, student status before support by age of client, Australia, 1998-99 (%)

Student status before support	Under 15 years	15-19 years	20-24 years	25-44 years	45-64 years	65 years and over	Total
Not a student	27.9	67.0	92.7	96.3	97.5	99.4	86.9
Primary/secondary school student	71.2	26.7	1.6	0.4	0.3	0.3	8.8
Post-secondary student/employment training	0.9	6.3	5.7	3.3	2.2	0.2	4.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,600	28,000	18,900	50,500	10,300	1,300	111,700

Notes

1. Number excluded due to errors (weighted): 22
2. Number excluded due to omissions (weighted): 10,693
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.15: Support periods, living situation before support by gender of client, Australia, 1998–99 (%)

Living situation before support	Female	Male	Total
With one or both parents	11.9	14.6	12.9
With relative/friend long term	3.5	3.6	3.5
With relative/friend short term	17.2	18.3	17.6
With partner, with/without children	33.0	10.5	24.1
Alone or with children	22.0	27.8	24.3
Other	12.4	25.2	17.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	69,300	45,500	114,800

Notes

1. Number excluded due to errors (weighted): 527
2. Number excluded due to omissions (weighted): 7,046
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.16: Support periods, living situation before support by age of client, Australia, 1998–99 (%)

Living situation before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
With one or both parents	53.8	29.1	13.0	4.9	2.2	0.6	12.9
With relative/friend long term	4.8	4.8	4.2	2.5	3.1	6.4	3.5
With relative/friend short term	12.4	25.0	20.6	14.5	10.7	9.1	17.6
With partner, with/without children	2.8	7.3	24.4	33.8	25.6	17.1	24.1
Alone or with children	3.3	8.8	21.0	30.8	41.3	46.4	24.3
Other	22.9	24.9	16.8	13.4	17.2	20.3	17.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,600	28,100	19,500	52,900	10,900	1,400	115,300

Notes

1. Number excluded due to errors (weighted): 489
2. Number excluded due to omissions (weighted): 6,569
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.17: Support periods, type of housing/accommodation before support by State and Territory, Australia, 1998-99 (%)

Type of housing/accommodation before support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
SAAP/CAP funded accommodation									
Crisis/short-term accommodation	21.6	9.1	7.9	9.7	13.0	12.5	15.8	10.2	13.7
Medium/long-term accommodation	1.8	2.2	1.2	1.5	2.5	2.0	3.5	1.6	1.8
Other	5.3	3.1	4.0	3.4	3.3	2.3	4.7	2.4	4.0
Non-SAAP housing/accommodation									
Non-SAAP emergency accommodation	0.5	1.6	0.4	0.4	0.5	0.6	1.2	0.9	0.8
Private rental	25.7	42.4	47.7	39.1	35.2	40.2	29.3	20.0	35.8
Owner-occupied	2.4	4.9	3.4	4.9	3.8	3.7	5.3	1.5	3.6
Public housing	7.5	7.2	6.4	18.2	10.8	11.7	11.2	19.6	8.9
Institutional	5.2	3.1	4.6	5.1	4.5	4.8	5.1	4.1	4.4
Living in a car/tent/park/street/squat	20.2	9.7	11.8	7.8	11.9	8.5	4.9	18.4	13.8
Other non-SAAP accommodation	9.8	16.9	12.7	9.8	14.6	13.6	19.1	21.3	13.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50,700	40,800	24,000	1,070	1,020	5,200	2,900	5,400	149,900

Notes

1. Number excluded due to errors (weighted): 1,346
2. Number excluded due to omissions (weighted): 11,951
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.18: Support periods, type of housing/accommodation before support by gender of client, Australia, 1998–99 (%)

Type of housing/accommodation before support	Female	Male	Total
SAAP/CAP funded accommodation			
Crisis/short-term accommodation	10.4	16.8	13.7
Medium/long-term accommodation	2.0	1.7	1.9
Other	2.9	5.1	4.0
Non-SAAP housing/accommodation			
Non-SAAP emergency accommodation	0.9	0.7	0.8
Private rental	41.8	30.1	35.7
Owner-occupied	6.5	0.9	3.6
Public housing	13.4	4.5	8.8
Institutional	2.2	6.6	4.4
Living in a car/tent/park/street/squat	5.1	22.0	13.8
Other non-SAAP accommodation	14.8	11.7	13.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	72,000	76,900	148,900

Notes

1. Number excluded due to errors (weighted): 1,382
2. Number excluded due to omissions (weighted): 12,870
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.19: Support periods, type of housing/accommodation before support by age of client, Australia, 1998–99 (%)

Type of housing/accommodation before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
SAAP/CAP funded accommodation							
Crisis/short-term accommodation	13.6	15.5	12.6	13	15.1	13.4	13.7
Medium/long-term accommodation	2.2	3.7	2.0	1.1	1.2	2.5	1.8
Other	2.4	3.2	3.7	3.8	6.0	9.2	4.0
Non-SAAP housing/accommodation							
Non-SAAP emergency accommodation	1.0	0.9	1.1	0.7	0.6	0.7	0.8
Private rental	11.4	32.2	42.4	37.9	29.3	28.1	35.7
Owner-occupied	1.5	0.5	0.9	4.8	7.4	9.3	3.6
Public housing	3.8	3.6	8.6	11.5	8.4	8.7	8.8
Institutional	4.2	3.3	3.9	4.7	5.6	5.6	4.4
Living in a car/tent/park/street/squat	4.6	7.8	12.3	15.2	21.3	15.8	13.8
Other non-SAAP accommodation	55.4	29.3	12.5	7.3	5.1	6.6	13.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,600	30,800	24,300	70,900	18,700	2,400	149,700

Notes

1. Number excluded due to errors (weighted): 1,345
2. Number excluded due to omissions (weighted): 12,148
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

4.5.3 Client needs

Table 4.20: Support periods, support services needed by primary target group, Australia, 1998–99 (%)

Support services needed	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Housing/accommodation							
SAAP/CAP accommodation	58.1	93.5	71.3	62.4	66.5	57.2	68.8
Assistance to obtain short-term accommodation	21.7	12.7	17.0	24.4	19.5	24.9	19.8
Assistance to obtain independent housing	31.2	11.7	34.9	52.9	21.9	28.4	24.9
<i>Subtotal</i>	<i>72.8</i>	<i>95.0</i>	<i>82.5</i>	<i>82.0</i>	<i>72.1</i>	<i>78.8</i>	<i>80.1</i>
Financial/employment							
Assistance to obtain government benefit/pension/allowance	14.9	3.3	9.7	13.2	12.3	8.1	9.7
Employment/training assistance	15.3	2.8	8.2	8.1	2.7	5.4	6.7
Financial assistance/material aid	28.4	23.6	31.4	48.8	29.4	39.4	31.1
Financial counselling	12.7	6.4	12.0	26.3	6.9	13.5	10.8
<i>Subtotal</i>	<i>41.9</i>	<i>29.3</i>	<i>40.1</i>	<i>59.4</i>	<i>36.5</i>	<i>45.4</i>	<i>39.3</i>
Counselling							
Incest/sexual abuse counselling	3.7	0.3	7.5	4.5	4.7	3.5	3.2
Domestic violence counselling	4.9	0.6	15.2	17.3	47.5	6.0	14.0
Family/relationship counselling and support	24.5	4.3	19.6	28.4	22.7	12.7	16.5
Emotional support/other counselling	38.6	16.5	49.1	50.8	55.7	32.5	36.2
<i>Subtotal</i>	<i>44.5</i>	<i>17.7</i>	<i>56.7</i>	<i>57.6</i>	<i>68.6</i>	<i>36.5</i>	<i>42.1</i>
General support/advocacy							
Living skills/personal development	33.5	6.9	20.4	17.4	8.6	11.6	15.5
Assistance with legal issues/court support	10.7	2.9	15.6	16.7	29.8	7.5	12.5
Advice/information	63.5	45.3	54.0	76.5	68.1	60.6	59.8
Retrieval/storage/removal of personal belongings	21.6	35.1	15.9	15.4	15.3	19.8	22.7
Advocacy/liaison on behalf of client	37.7	13.0	38.5	51.7	42.1	35.7	32.8
<i>Subtotal</i>	<i>74.7</i>	<i>57.1</i>	<i>67.2</i>	<i>82.5</i>	<i>76.1</i>	<i>73.5</i>	<i>70.7</i>
Specialist services							
Psychological services	3.2	1.5	4.7	3.6	4.0	2.0	2.7
Psychiatric services	2.7	4.7	8.0	4.6	3.2	3.7	3.8
Pregnancy support	3.1	0.0	3.9	5.4	2.8	1.3	2.0
Family planning support	2.7	0.1	2.1	3.3	1.3	0.9	1.4
Drug/alcohol support/rehabilitation	12.4	20.7	12.9	9.6	5.0	12.5	12.8
Physical disability services	0.9	0.5	1.3	1.1	0.9	0.9	0.8
Intellectual disability services	0.7	0.3	1.0	0.8	0.6	0.5	0.5
Culturally appropriate support	5.9	2.3	5.8	8.6	15.9	3.2	6.6
Interpreter services	0.6	0.3	2.3	2.0	4.6	1.0	1.6
Health/medical services	17.9	22.1	27.3	22.8	24.0	11.9	19.2
<i>Subtotal</i>	<i>32.6</i>	<i>35.8</i>	<i>41.1</i>	<i>38.0</i>	<i>39.2</i>	<i>25.8</i>	<i>33.6</i>
Other support							
Meals	45.3	82.5	56.0	21.9	49.4	41.2	53.4
Laundry/shower facilities	42.0	87.9	50.0	23.0	50.9	37.7	53.4
Recreation	31.6	36.9	22.0	15.9	21.9	14.2	25.8
Transport	44.3	17.8	45.9	35.0	50.1	22.8	33.6
Brokerage services	5.4	1.7	5.8	4.7	2.7	4.4	3.6
Other	6.5	7.7	3.7	5.6	5.0	12.7	7.8
<i>Subtotal</i>	<i>63.2</i>	<i>92.2</i>	<i>73.8</i>	<i>50.5</i>	<i>66.6</i>	<i>62.6</i>	<i>70.4</i>
Total number	38,200	39,000	3,400	7,700	34,000	37,500	159,800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,300
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.21: Support periods, support services needed by age of client, Australia, 1998–99 (%)

Support services needed	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
<i>Housing/accommodation</i>							
SAAP/CAP accommodation	58.3	63.9	63.4	71.7	77.6	78.6	69.4
Assistance to obtain short-term accommodation	15.9	24.3	24.1	19.5	12.8	12.6	20.2
Assistance to obtain independent housing	5.5	34.4	32.5	24.8	17.6	17.2	26.6
<i>Subtotal</i>	<i>64.2</i>	<i>79.9</i>	<i>80.8</i>	<i>82.2</i>	<i>85.1</i>	<i>86.9</i>	<i>81.6</i>
<i>Financial/employment</i>							
Assistance to obtain government benefit/pension/allowance	8.0	18.9	9.2	8.7	6.2	5.8	10.5
Employment/training assistance	3.8	16.7	9.1	4.2	3.2	0.7	7.3
Financial assistance/material aid	19.7	32.4	37.2	35.2	29.5	29.2	33.9
Financial counselling	3.6	13.8	14.1	11.4	8.9	6.3	11.8
<i>Subtotal</i>	<i>25.1</i>	<i>48.6</i>	<i>45.7</i>	<i>42.4</i>	<i>35.5</i>	<i>34.2</i>	<i>42.9</i>
<i>Counselling</i>							
Incest/sexual abuse counselling	5.0	4.1	3.7	3.0	1.5	0.5	3.2
Domestic violence counselling	7.7	6.4	14.0	20.2	10.4	6.8	14.7
Family/relationship counselling and support	41.5	25.9	17.0	16.1	10.2	6.9	17.8
Emotional support/other counselling	50.4	42.6	38.9	40.1	30.0	28.8	39.2
<i>Subtotal</i>	<i>62.1</i>	<i>49.5</i>	<i>44.5</i>	<i>46.3</i>	<i>33.5</i>	<i>31.5</i>	<i>45.1</i>
<i>General support/advocacy</i>							
Living skills/personal development	35.1	35.6	17.2	10.4	8.7	8.0	16.8
Assistance with legal issues/court support	9.7	11.7	12.9	16.1	8.9	6.9	13.5
Advice/information	54.0	68.9	67.6	63.4	53.0	53.2	63.6
Retrieval/storage/removal of personal belongings	14.0	21.6	20.2	25.2	33.8	32.8	24.7
Advocacy/liaison on behalf of client	42.4	42.8	36.2	34.9	24.2	27.1	35.4
<i>Subtotal</i>	<i>68.9</i>	<i>79.1</i>	<i>76.0</i>	<i>74.9</i>	<i>70.7</i>	<i>71.9</i>	<i>75.3</i>
<i>Specialist services</i>							
Psychological services	5.0	2.9	2.9	3.0	2.6	1.6	2.9
Psychiatric services	2.2	2.5	3.8	4.3	4.8	3.0	3.8
Pregnancy support	1.0	3.9	3.6	1.6	0.0	0.1	2.1
Family planning support	1.6	3.2	2.2	0.9	0.1	0.2	1.5
Drug/alcohol support/rehabilitation	5.2	10.2	12.4	11.9	10.3	7.0	11.3
Physical disability services	0.5	0.7	0.9	0.8	1.3	1.8	0.9
Intellectual disability services	0.3	0.6	0.8	0.5	0.5	0.4	0.6
Culturally appropriate support	6.9	5.6	6.9	8.1	5.3	5.6	7.0
Interpreter services	0.7	0.6	1.0	2.1	1.9	3.8	1.6
Health/medical services	17.1	19.3	18.7	19.6	18.2	22.2	19.2
<i>Subtotal</i>	<i>28.2</i>	<i>32.2</i>	<i>33.9</i>	<i>34.8</i>	<i>31.0</i>	<i>32.4</i>	<i>33.5</i>
<i>Other support</i>							
Meals	56.2	48.4	48.6	59.1	67.8	70.4	56.4
Laundry/shower facilities	51.2	44.9	45.7	57.9	66.7	68.7	54.5
Recreation	43.7	34.5	24.0	25.6	25.0	27.8	27.4
Transport	51.5	49.0	34.4	31.4	25.4	27.6	35.0
Brokerage services	2.2	5.8	4.6	3.3	2.2	2.4	3.8
Other	6.4	5.3	5.9	8.9	16.7	17.5	8.7
<i>Subtotal</i>	<i>67.6</i>	<i>68.6</i>	<i>66.4</i>	<i>74.1</i>	<i>81.2</i>	<i>82.7</i>	<i>72.6</i>
Total number	2,800	32,700	25,900	76,600	20,100	2,600	160,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,500
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 4.22: Support periods, support services needed by ethnicity of client, Australia, 1998–99 (%)

Support services needed	Indigenous Australian	Non-English-speaking background	Other	Total
Housing/accommodation				
SAAP/CAP accommodation	78.4	67.3	68.0	69.4
Assistance to obtain short-term accommodation	16.0	23.9	20.6	20.3
Assistance to obtain independent housing	20.2	32.4	27.3	26.8
<i>Subtotal</i>	<i>86.2</i>	<i>80.3</i>	<i>81.3</i>	<i>81.9</i>
Financial/employment				
Assistance to obtain government benefit/pension/allowance	7.6	18.6	10.1	10.5
Employment/training assistance	4.8	9.8	7.6	7.4
Financial assistance/material aid	33.2	37.5	33.7	34.0
Financial counselling	8.8	11.1	12.6	11.9
<i>Subtotal</i>	<i>39.7</i>	<i>48.8</i>	<i>43.1</i>	<i>43.1</i>
Counselling				
Incest/sexual abuse counselling	2.4	2.5	3.4	3.2
Domestic violence counselling	15.6	24.8	13.4	14.8
Family/relationship counselling and support	14.4	19.3	18.4	17.9
Emotional support/other counselling	35.9	48.9	38.7	39.2
<i>Subtotal</i>	<i>41.6</i>	<i>55.7</i>	<i>44.7</i>	<i>45.3</i>
General support/advocacy				
Living skills/personal development	13.4	15.6	17.8	17.0
Assistance with legal issues/court support	11.0	24.0	12.8	13.6
Advice/information	53.3	72.7	64.5	63.7
Retrieval/storage/removal of personal belongings	20.4	27.6	25.3	24.9
Advocacy/liaison on behalf of client	31.5	49.7	34.6	35.5
<i>Subtotal</i>	<i>65.9</i>	<i>83.6</i>	<i>76.4</i>	<i>75.6</i>
Specialist services				
Psychological services	1.5	3.9	3.1	2.9
Psychiatric services	1.8	3.7	4.2	3.8
Pregnancy support	2.4	2.2	2.1	2.2
Family planning support	1.5	1.3	1.5	1.5
Drug/alcohol support/rehabilitation	10.3	4.9	12.3	11.4
Physical disability services	0.7	1.2	0.8	0.9
Intellectual disability services	0.4	0.3	0.6	0.6
Culturally appropriate support	23.1	30.9	1.2	6.9
Interpreter services	0.2	15.9	0.1	1.6
Health/medical services	19.6	22.1	18.9	19.3
<i>Subtotal</i>	<i>40.3</i>	<i>49.6</i>	<i>30.6</i>	<i>33.7</i>
Other support				
Meals	66.0	46.1	55.8	56.3
Laundry/shower facilities	63.7	45.6	53.7	54.3
Recreation	25.6	26.0	27.9	27.4
Transport	48.9	36.7	32.5	35.1
Brokerage services	2.6	4.6	4.0	3.8
Other	8.4	9.8	8.8	8.8
<i>Subtotal</i>	<i>80.7</i>	<i>67.6</i>	<i>72.0</i>	<i>72.8</i>
Total number	21,400	14,300	119,800	155,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 7,800
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

5 SAAP services and unmet demand

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

This chapter describes the prevalence and nature of support provided to SAAP clients and their accompanying children. It examines the duration of support and accommodation for clients, and outlines the extent of case management in SAAP. If an agency is unable to support a client, it may refer the client elsewhere for assistance; such referrals are discussed in Section 5.6. Information is contained in Section 5.7 about people who requested support or accommodation but who were not provided with the required services. Finally, the extent of one-off assistance provided to casual clients, including those who unsuccessfully requested more intensive support or accommodation, is examined.

5.1 Support provided to clients

The Client Collection form specifies 31 distinct types of support and allows agencies to record other types of support not listed on the client form. Tables relating to support services in this report list each of the 31 distinct types separately; however, subtotals are provided for six higher order groupings of support services to aid data interpretation. Clients can receive one or more types of service in a support period.

SAAP or CAP accommodation was provided in two-thirds (67%) of support periods nationally (Table 5.1). The majority of support periods also involved advice or information (60%), access to laundry or shower facilities (53%) and meals (53%).

Emotional support or other counselling (34%), advocacy or liaison on behalf of clients (32%), transport (32%), financial assistance or material aid (26%), recreation (26%) and retrieval, storage or removal of personal belongings (22%) were also provided in significant numbers of support periods. Assistance to obtain independent housing and assistance to obtain short-term (non-SAAP) accommodation were provided to clients in 15% and 14% of support periods respectively. Clients received living skills or personal development assistance in 14% of support periods and family or relationship counselling or support in 13% of cases. Domestic violence counselling was received by clients in 11% of cases nationally. Eleven per cent of support periods involved the provision of health and medical services while 7% involved drug or alcohol support or rehabilitation.

State/Territory differences

The provision of SAAP/CAP accommodation was highest among agencies in Western Australia (in 85% of support periods) and lowest in Victoria (36%).⁸ However, agencies in Victoria provided relatively high levels of assistance to obtain both independent housing and short-term accommodation (25% and 23% respectively, compared with 15% and 14% nationally).

The relative frequency of about half of the 31 types of support specified in the Client Collection was higher in the Australian Capital Territory than in other States and Territories. In particular, recreation (58%), financial counselling (16%), incest or sexual abuse counselling (10%), employment or training assistance (9%), pregnancy support (3%) and psychiatric services (3%) were provided in at least twice as many support periods in the Australian Capital Territory than across the country as a whole.

Drug or alcohol support or rehabilitation was commonly provided in Western Australia (in 15% of support periods compared with 7% nationally). In the Northern Territory, culturally appropriate services were provided in 42% of cases—substantially higher than the average across all States and Territories (6%). Domestic violence counselling was more commonly provided in South Australia and Victoria (17% and 16% respectively) than in other jurisdictions. Agencies in the Northern Territory and the Australian Capital Territory provided financial assistance or material aid to clients in 43% and 36% of support periods respectively, compared with the national average of 26%.

Service delivery model differences

The pattern of support provided also differed according to agencies' service delivery model and target group. Crisis or short-term accommodation agencies had the highest provision of SAAP/CAP accommodation (in 88% of support periods) while, predictably, day support agencies had the lowest (5%) (Table 5.2). Crisis or short-term accommodation agencies also tended to provide more services which are generally short term and more immediate in nature, such as laundry or shower facilities (74%), meals (74%), transport (42%), recreation (37%), and health or medical services (17%). Medium- to long-term accommodation agencies had a proportionately higher provision of some support services, most notably living skills/personal development (20%), financial counselling (13%), assistance with legal issues/court support (12%), and employment/training assistance (6%).

Day support agencies reported providing relatively low levels of intensive support services such as counselling and specialist services. However, they did provide financial assistance or material aid (31%) and brokerage services (7%) in a significant proportion of support periods. They also recorded the highest level of provision of assistance to obtain short-term accommodation (22%). Interestingly, day support agencies reported providing recreation in only 3% of support periods. Agencies providing outreach support recorded proportionally more support periods entailing advice or information (75%), emotional support or 'other' counselling services (54%), advocacy services (51%), assistance to obtain independent housing (27%) and family or relationship counselling and support (19%) than all other agencies.

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The relatively low level of direct provision of SAAP/CAP accommodation in Victoria can be explained by the specific policy direction in that State which separates SAAP transitional support from accommodation. This figure should be interpreted in conjunction with the relatively large number of referrals in Victoria for SAAP/CAP accommodation (see Section 5.6).

Target group differences

Agencies targeting single men provided SAAP/CAP accommodation (91%), access to laundry or shower facilities (87%) and meals (81%) more frequently than agencies with other target groups (Table 5.3). Their provision of recreation (38%) and retrieval, storage or removal of personal belongings (35%) was also considerably higher than the national average. Conversely, counselling services, employment and training assistance and assistance to obtain government pensions or benefits were provided in fewer support periods at single men's agencies than at other agencies. Similarly, these agencies provided relatively less assistance to obtain short-term accommodation and independent housing (9% and 7% respectively).

Single women's agencies provided health or medical services (15%), brokerage services (5%) and incest or sexual abuse counselling (3%) more often than agencies with other target groups. The comparable figures for all agencies were 11%, 3% and 2% respectively. The majority of clients at agencies for single women also received SAAP/CAP accommodation, advice or information and meals.

Living skills or personal development assistance was provided in proportionally more support periods at youth agencies—31% compared with the national average of 14%. Similarly, youth agencies were more likely than other agencies to provide employment and training assistance (8%).

Not unexpectedly, agencies targeting women escaping domestic violence had the highest provision of domestic violence counselling (in 43% of support periods). The provision of emotional support or other counselling (54%), transport (47%), assistance with legal issues or court support (24%) and culturally appropriate support (15%) was also higher than the national average.

Agencies targeting families provided a variety of services in proportionately more support periods than agencies with other target groups. These included advice or information (76%), advocacy or liaison on behalf of the client (51%), financial assistance or material aid (40%) and assistance to obtain independent housing (35%). The provision of financial counselling services at these agencies (19%) was more than twice the national average (8%).

Regional differences

The pattern of service provision also varied across regions. SAAP/CAP accommodation, for example, was provided in 61% of support periods in other rural areas and in 83% of support periods in remote areas (Table 5.4). Agencies in remote areas provided fewer instances of assistance to obtain independent housing (6%) and financial assistance or material aid (21%) than did agencies in other areas. Domestic violence counselling was provided in 20% of cases in other rural areas, compared with 9% of cases in capital cities and 8% of cases in remote areas. The provision of advice or information (65%), living skills or personal development (25%) and drug or alcohol support or rehabilitation (12%) was higher among agencies in 'other' metropolitan centres than among agencies located elsewhere. The comparable figures for remote agencies, for example, were 42%, 14% and 4% respectively.

Age differences

Older clients were more likely than younger clients to receive accommodation and related services (such as meals and access to laundry or shower facilities) (Table 5.5). Clients aged 45–64 years and those aged 65 years and over received SAAP/CAP accommodation in 74% and 75% of support periods respectively, compared with 58% of clients aged under 15 years and 59% of those aged 15–19 years. The provision of meals ranged from 47% of support periods involving 15–19-year-old clients to 70% of support periods provided to clients aged 65 years and over. Access to laundry or shower facilities

was provided in 44% of support periods involving clients aged 15–19 years and 69% of those aged 65 years and over. Similarly, the likelihood of receiving assistance with the retrieval, storage or removal of personal belongings tended to increase with the client's age.

Other services were more common among younger clients. Clients aged 15–19 years, for example, received assistance to obtain a government pension or benefit, employment or training assistance, financial counselling, advice or information and brokerage services more often than older clients. Advocacy or liaison services (43%), recreation (42%), living skills or personal development assistance (34%) and psychological services (2%), were most frequently provided to clients aged under 15 years. Although the provision of domestic violence counselling was greater in proportional terms among clients aged 25–44 years, other counselling services were more often directed toward younger clients—the highest proportions of provision of incest or sexual abuse counselling, family or relationship counselling and emotional support or 'other' counselling services were recorded among under 15-year-old clients.

Drug and alcohol support or rehabilitation was provided more frequently to clients in the 20–24, 25–44 and 45–64 age ranges. Health and medical services were provided in 16% of support periods involving clients aged 65 years and over.

5.2 Support provided to accompanying children

Support services provided to children who accompany clients have been categorised into four groups: counselling; child care and liaison with schools or kindergartens; support regarding access arrangements; and 'other' support services. Child care or related services (including those to clients not accompanied by children when first presenting at a SAAP agency), were provided in 6% of all support periods and counselling was provided in 5% of cases (Figure 5.1).⁹ Assistance in relation to supervising or arranging access visits was provided in 1% of support periods, while other unclassified services were provided in 3% of cases.

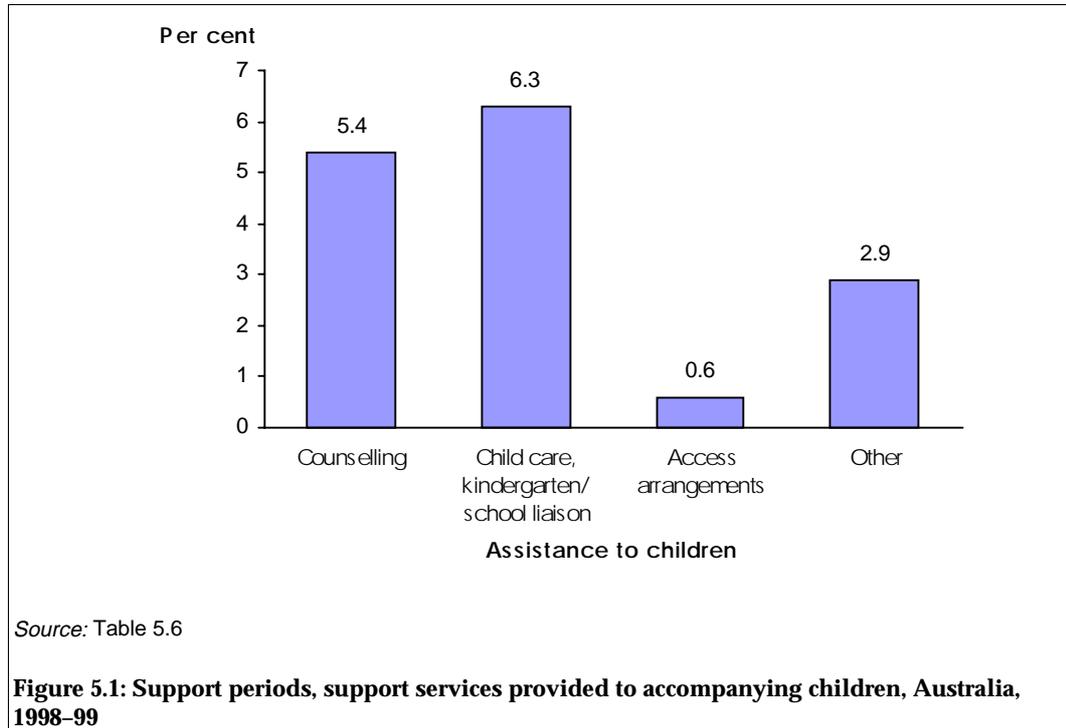
There was some variation in the pattern of support provided to accompanying children across States and Territories (Table 5.6). Counselling was provided to children in 8% of support periods in South Australia and in 3% of support periods in Western Australia. The provision of child care or liaison with kindergartens or schools was more common at agencies in South Australia, New South Wales and Western Australia (in 9%, 8% and 8% of cases respectively) than in the Northern Territory (3%).

Counselling, child care and related services and 'other' services for children were provided more often to accompanying children at crisis or short-term accommodation agencies than at agencies with other service delivery models (Table 5.7). Conversely, day support agencies provided relatively fewer children's services.

Support was more often provided to accompanying children by agencies targeting women escaping domestic violence and families, reflecting the fact that children were more prominent within such agencies (Table 5.8). For example, counselling was provided to children in 14% and 12% of support periods respectively at agencies targeting women escaping domestic violence and families. The comparable figure for single women's agencies was 1%. Child care or related services were also most commonly provided at

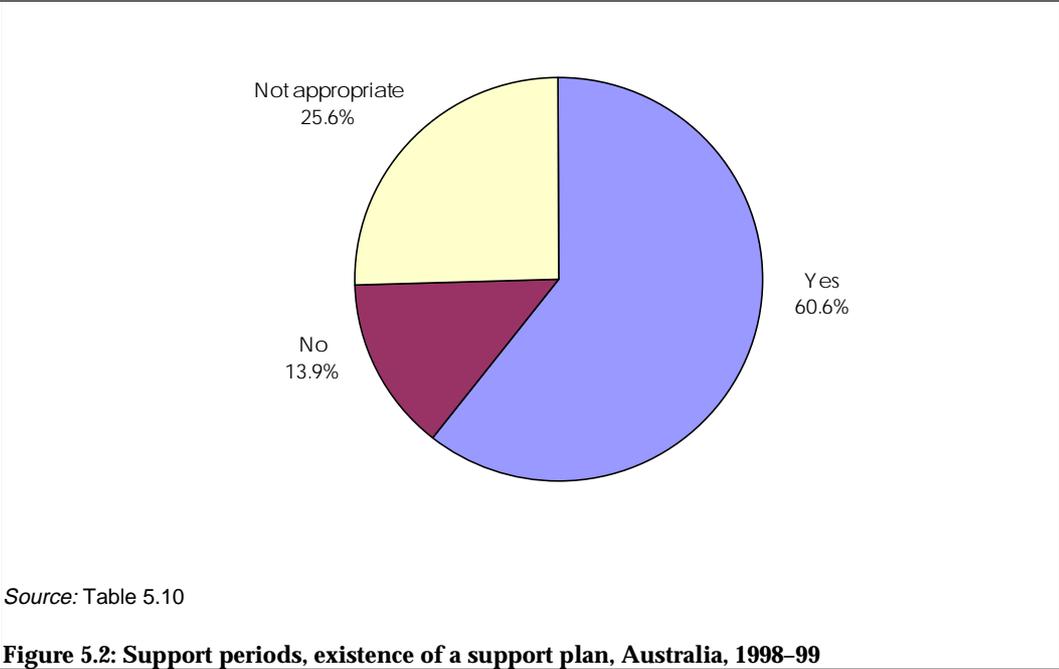
⁹ The provision of support services to accompanying children in SAAP appears artificially low in these figures for two reasons. Firstly, the percentages reported here are based on all support periods, including those in which children were not present. Secondly, the Client Collection form records only whether a particular service was provided in each support period and so does not enumerate the provision of support to each child. It is hoped that these problems will be overcome for future reports. There are also a significant number of children receiving support or accommodation from SAAP agencies who are not accompanied by an adult—analysis on these children is included in the general analysis of support periods and clients and is not included here. Services to children in SAAP were a specific focus of a special collection conducted in May–June 1998 and are the subject of a separate report, due for release mid-2000.

agencies targeting women escaping domestic violence and families—in 17% and 15% of support periods respectively.



5.3 Case management/support plans

Given the increased national emphasis on case management in SAAP, it is interesting to note that clients agreed to the adoption of a support plan in over one-half (61%) of all support periods (Figure 5.2)—higher than in 1997-98. Clients did not agree to a plan in 14% of cases and it was not considered appropriate in 26% of cases. Support plans were more commonly agreed to by clients in Victoria (in 69% of support periods) and the Northern Territory and South Australia (68% each) and were most often considered inappropriate among agencies in Queensland (in 29% of cases) and in New South Wales (28%) (Table 5.10).



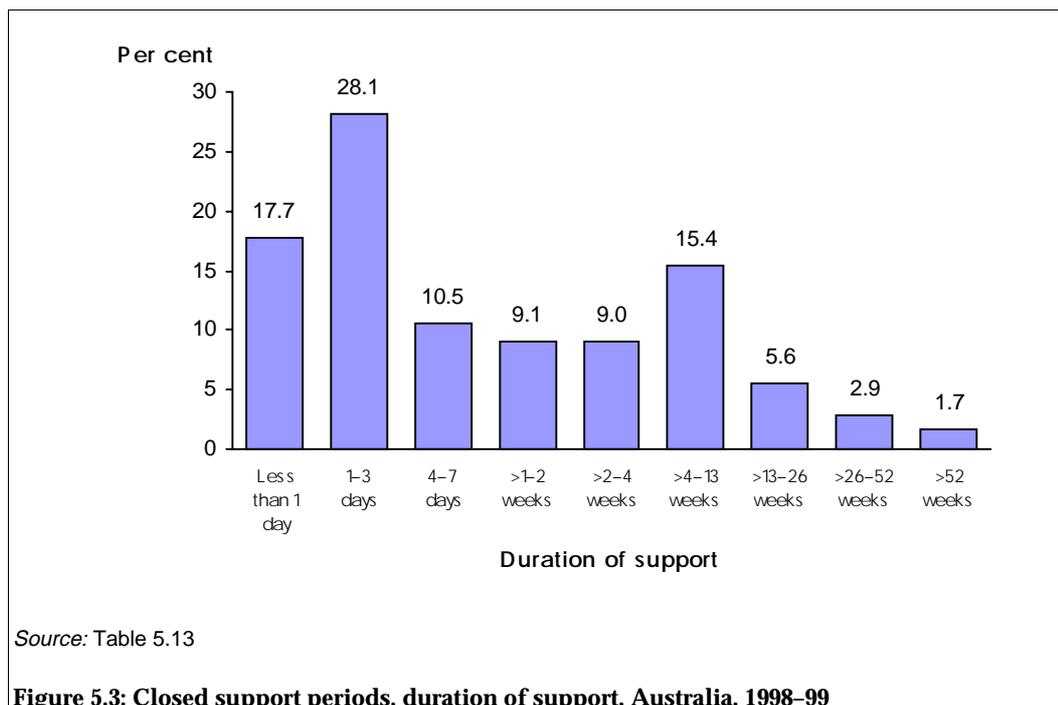
Not unexpectedly, clients were most likely to agree to a support plan at medium- to long-term accommodation agencies (70%) and less likely to do so at day support agencies (31%), where clients did not agree to support plans in 19% of cases and support plans were considered inappropriate in the remaining 50% of support periods (Table 5.11).

Clients agreed to the implementation of a support plan in 70% and 65% of support periods respectively at agencies targeting families and young people (Table 5.12). Agencies targeting single women also reported relatively high levels of agreement from their clients (61%). Support plans were deemed inappropriate in 28% of cases at agencies for women escaping domestic violence and agencies for single men, and in 26% of cases at cross target agencies.

5.4 Duration of support

Nationally, the duration of support provided during the year was relatively short. Almost two-thirds (65%) of support periods lasted two weeks or less with a significant proportion (18%) lasting less than one day and 28% lasting 1-3 days (Figure 5.3). A further 15% of support periods lasted between four and 13 weeks and 10% were for periods greater than 13 weeks.

Duration of support varied across States and Territories. For example, very short support periods (of three days or less) were common in New South Wales and Western Australia (55% and 53%, respectively), while comparable figures in the Australian Capital Territory, South Australia and Tasmania were 37%, 34% and 33% respectively (Table 5.13). Some 17% of support periods in Victoria lasted for more than 13 weeks, compared with 6% in New South Wales and 5% of support periods in the Northern Territory.



Variations by service delivery model and target group were also apparent. Even among medium- to long-term agencies, one-third (33%) of support periods were of one week's duration or less; however, the majority lasted more than two weeks (60%) (Table 5.14). It is not surprising that 87% of support periods at day support agencies lasted less than one day. However, it is interesting to note that 5% of support periods at crisis or short-term accommodation agencies and 3% of support periods at day support agencies were more than 13 weeks' duration. Medium- to long-term accommodation agencies and outreach support agencies had the highest proportions of support periods lasting 13 weeks or longer (24% and 15% respectively).

Agencies targeting families, single women and youth had proportionately more support periods of longer duration. These agencies had 11%, 8% and 8% respectively of support periods lasting more than 26 weeks (Table 5.15). Very short support periods (lasting less than one day) were relatively common at cross target, multiple target and general target agencies (27%), agencies targeting young people (20%) and those targeting women escaping domestic violence (17%). Comparative figures for the other three agency models were 11% or less.

Proportionately more male clients received support for shorter periods than female clients; support lasted three days or less in 50% of cases involving men and in 40% of cases involving women (Table 5.16). Some 14% of support periods for women lasted longer than 13 weeks—almost double the proportion for male clients (8%).

It is interesting to note that clients aged under 20 years received support periods of longer duration than clients in older age groups (Table 5.17). Support lasting one week or less was provided in 47% of support periods provided to clients aged less than 15 years and those aged 15-19 years, compared with 58% of support periods for clients aged 20-24 years and 25-44 years, and 63% of those provided to 45-64-year-old clients. A significant proportion of clients aged under 15 years and 15-19 years (34% each) received support for longer than four weeks' duration—more than in other age groups.

Clients who sought assistance for themselves alone had shorter support periods than other presenting units—60% of support periods provided to clients presenting on their own lasted one week or less, compared with 53% of support periods provided to couples without children and only 38% of those involving couples with children (Table 5.18).

Indeed, couples with children were more likely to be supported for periods in excess of 13 weeks (25%, compared with 13% of support periods involving couples without children). Individuals presenting with children also had relatively long support periods (15% lasted longer than 13 weeks), as did people in 'other' presenting units (22%).

Support periods for Indigenous Australians tended to be shorter than support periods for other clients, while clients from non-English-speaking backgrounds had longer support periods (Table 5.19). Some 66% of support periods involving Indigenous clients lasted one week or less, compared with 55% of support periods for clients of 'other' cultural backgrounds and 48% of cases involving clients from non-English-speaking backgrounds (Table 5.19). The corresponding figures for support periods lasting longer than 13 weeks were 7%, 11% and 17% respectively.

There is a positive relationship between the duration of support and the likelihood of implementing a support plan—the percentage of support periods in which a support plan was agreed increased from 27% of those lasting less than one day to 88% of those lasting more than one year (Table 5.20). Conversely, the extent to which support plans were deemed inappropriate generally decreased as the length of the support period increased. Support plans were considered inappropriate in more than one-half of support periods lasting less than one day, for example, compared with 19% of those lasting between one and two weeks, and 8% of those lasting more than one year¹⁰.

5.5 Accommodation

Supported accommodation was provided either directly at SAAP agencies or through other arrangements organised or paid for by agencies (for example, at hotels or motels) in 67% of support periods (Table 5.1).

The most common form of accommodation provided to clients was crisis or short-term accommodation provided directly by agencies—such accommodation was provided in 89% of support periods involving the provision of accommodation (Table 5.21). Medium- to long-term accommodation was provided in 11% of support periods in which accommodation was provided. 'Other' SAAP accommodation (primarily accommodation that was arranged and paid for by SAAP agencies, such as a hotel, motel or other non-SAAP accommodation service) was used in 1% of support periods involving accommodation.

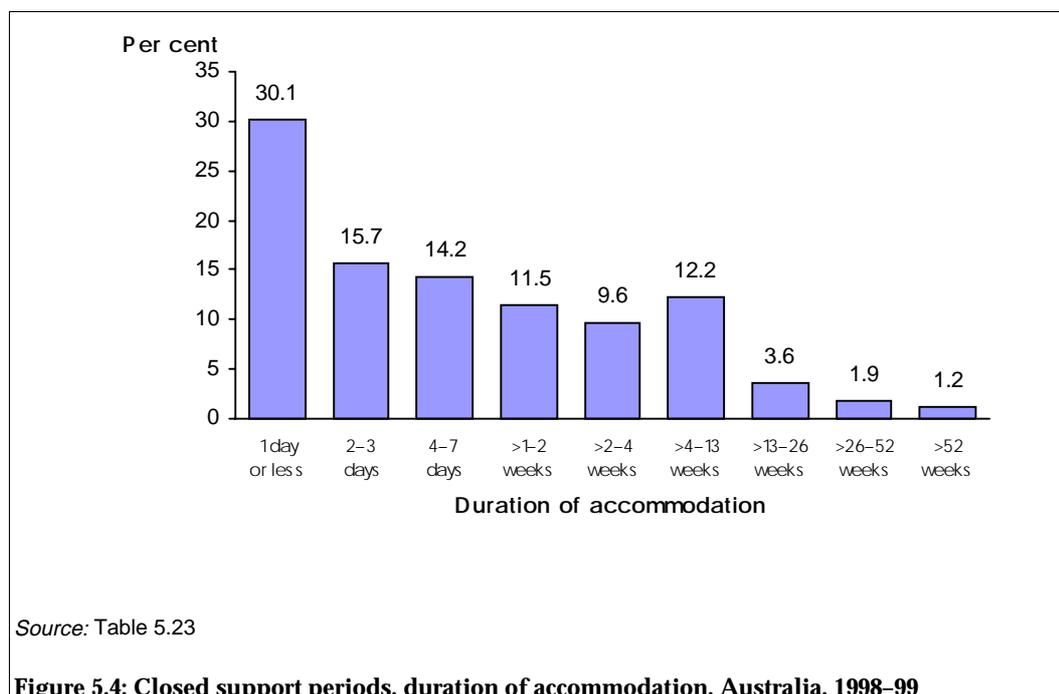
Crisis or short-term accommodation was provided in proportionally more cases in the Northern Territory and in New South Wales (95% and 93% respectively, of support periods involving accommodation), while the figure was lowest in Victoria (75%). Victorian agencies reported that clients received medium- to long-term accommodation in 24% of cases in which accommodation was provided and that other SAAP accommodation had been provided in 3% of such cases—higher than in any other State or Territory.

Agencies targeting single men and agencies targeting women escaping domestic violence both provided crisis or short-term accommodation in 96% of support periods in which clients were accommodated (Table 5.22). Clients who were accommodated by family agencies were the most likely to stay in other SAAP accommodation (6% of cases). The provision of medium- to long-term accommodation to accommodated clients was highest at agencies targeting families (29% of cases) and those targeting young people (24%).

In the majority of support periods in which clients were accommodated, the duration of accommodation was one week or less (in 60% of cases), with 30% lasting one day or less

¹⁰ Victorian SAAP transitional services no longer manage accommodation but generally provide outreach based services. Consequently the provision of medium- to long-term accommodation in Victoria is low while rates for referral to accommodation are higher than in other States and Territories.

(Figure 5.4). Accommodation lasted between four and 13 weeks in 12% of cases, and for more than 26 weeks in only 3% of cases.



There was some variation in this pattern across States and Territories. For example, the proportion of support periods in which accommodation lasted one day or less ranged from a high of 39% in New South Wales to a low of 16% in Victoria (Table 5.23). In Victoria, 39% of accommodated clients were accommodated for one week or less, compared with 69% in the Northern Territory. Conversely, accommodation lasting more than 26 weeks was provided in 8% of support periods in Victoria and just 1% in the Northern Territory.

Other regional variations—between capital cities, regional centres and rural areas for example—are generally small (Table 5.24). However, a unique pattern of relatively short accommodation periods emerges in remote areas. Whereas accommodation periods of one week or less make up close to 60% of support periods in other regions, they comprise 79% of support periods provided in remote areas.

Clients were accommodated for four weeks or less in 86% of support periods in which clients received crisis or short-term accommodation (Table 5.25). The comparable figure for clients receiving medium- to long-term accommodation was 20%. Of the small number of support periods where the agency arranged or paid for accommodation, the largest proportion (72%) lasted four weeks or less.

5.6 Referrals

When support services cannot be provided directly by a SAAP agency, clients may be referred to other (often more specialised) agencies. Across Australia, at least 127,400 referrals were made on behalf of SAAP clients during the year.¹¹ More referrals were

¹¹ Referrals for each type of support may have been made on more than one occasion. In each support period, only one referral for each support type is enumerated in the National Data Collection. Therefore, the total number of referrals may be higher (this figure is derived from Table 5.32).

made for health or medical services (9%), assistance to obtain independent housing (9%) and financial assistance or material aid (7%) than for other purposes (Table 5.26).

Referrals for assistance to obtain short-term accommodation were most often reported by agencies in the Australian Capital Territory and Victoria (12% and 10% respectively)—the national average was 6%. Agencies in Victoria had the highest rate of referral for SAAP/CAP accommodation (14%)—more than double the national average. In the Australian Capital Territory, agencies reported higher rates of referral for several types of support. Most notably, 17% of support periods included referral for health or medical services, 8% for drug or alcohol support or rehabilitation and 7% for psychiatric services—substantially higher than across Australia as a whole (9%, 5% and 3% respectively). Referrals for financial assistance or material aid were proportionally higher in Victoria (13% of support periods, compared with 7% nationally). South Australia, Tasmania and the Australian Capital Territory reported the highest incidence of referrals for assistance to obtain government pensions or benefits (6% each, compared with 4% nationally).

There were variations in referral patterns according to agencies' service delivery model. Medium- to long-term accommodation agencies reported the highest level of referral for many of the categories of support (Table 5.27). Day support agencies reported higher rates of referral for assistance to obtain short-term accommodation (13%) and SAAP/CAP accommodation (9%), while outreach agencies arranged more referrals than other agencies for assistance to obtain financial assistance or material aid (21%), SAAP/CAP accommodation (9%) and assistance to obtain government benefits or pensions (8%).

Agencies' referral patterns differed markedly according to their target group (Table 5.28). Agencies targeting single women had proportionately more referrals for drug or alcohol support or rehabilitation (7%), psychiatric services (6%) and incest or sexual abuse counselling (4%) than did all agencies (5%, 3% and 2% respectively). Family agencies made proportionately more referrals than other agencies for assistance to obtain independent housing (19%), financial assistance or material aid (14%), advice or information (9%) and family or relationship counselling and support (9%). Youth agencies were more likely to refer clients for employment or training assistance (7%) and assistance to obtain government benefits (6%) than were other agencies. Agencies for women escaping domestic violence reported the highest rate of referral for assistance with legal issues or court support (11%) and SAAP/CAP accommodation (10%)—comparable figures for all agencies were 5% and 6% respectively.

Referrals made on behalf of accompanying children were relatively infrequent when considered as a proportion of all support periods. However, at least 6,800 referrals for support for children were made across Australia during the year.¹² The most common type of referral for children was for counselling—made in 3% of support periods (Table 5.29). As was the case with services provided, referrals on behalf of accompanying children were more often made by agencies targeting families and women escaping domestic violence (Table 5.31).

5.7 Met and unmet demand

Unmet demand arises when the particular needs of existing clients and their accompanying children cannot be met either by the direct provision of services by SAAP agencies or through referrals to other agencies. (It should be noted that data about the

¹²

This figure is derived from Table 5.29. Referrals for each type of support may have been made on more than one occasion and for more than one child. In each support period, only one referral for each support type is enumerated in the National Data Collection, regardless of the number of children referred. Therefore, the number of referrals for support for children may have been higher.

final outcome of referrals are not collected. It is assumed that clients' needs are met through the referral process, but this may not always be the case.)

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

5.7.1 Unmet demand—SAAP clients

The vast majority (91%) of needs identified by clients are met by SAAP agencies through either direct provision or referral (Table 5.32). More than three-quarters (77%) of the 901,200 needs identified during the year were met by agencies directly providing services to clients. An additional 7% were met through referrals and 7% were met through a combination of direct service provision and referrals. The remaining 9% of needs were unmet.

Proportionately, needs for specialist services (21%) were most likely to be unmet. However, in absolute terms, the numbers of unmet needs for housing and accommodation and 'other' services were greater than for other support types.

Assistance to obtain independent housing and 'other' services were the most often reported unmet need (constituting 10% and 9% respectively of unmet requests), followed by requests for drug or alcohol support or rehabilitation (8%) and SAAP/CAP accommodation, health or medical services and assistance to obtain short-term accommodation (6% each) (Table 5.33). Requests for financial assistance or material aid, incest or sexual abuse counselling, domestic violence counselling and transport each constituted 4% of all unmet requests.

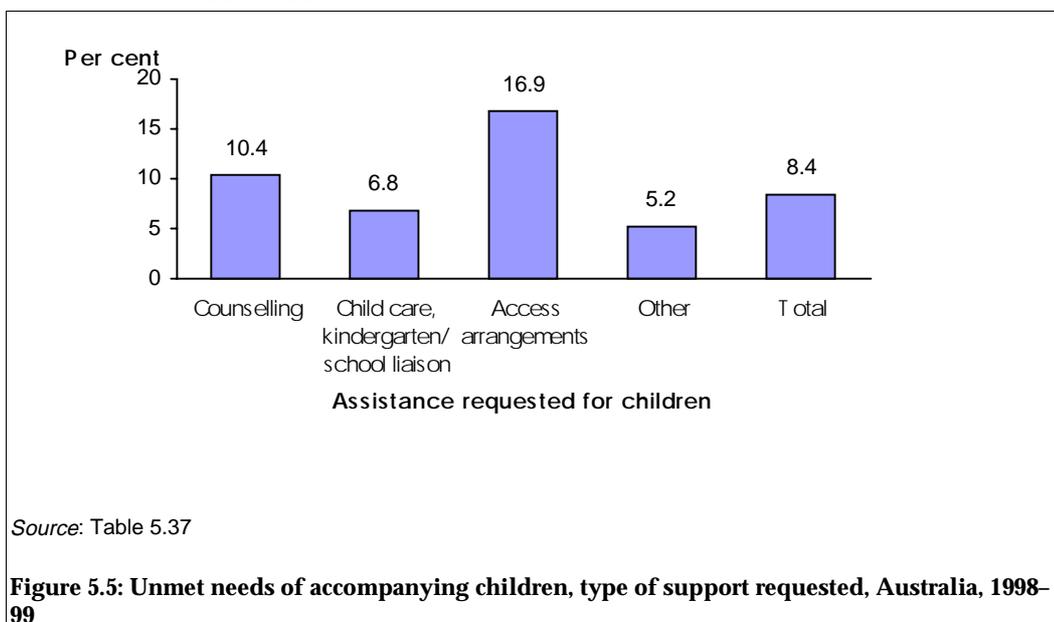
A more detailed examination of unmet demand shows some variation across jurisdictions. Unmet need for SAAP/CAP accommodation was highest in Queensland (8%) compared with 6% nationally. Agencies in Tasmania and South Australia reported that 15% and 14% of unmet requests respectively were for assistance to obtain independent housing—higher than the national average of 10%. Unmet need for advocacy or liaison assistance was proportionally high in South Australia—almost double the 3% average for Australia. Requests for drug or alcohol support or rehabilitation constituted 14% of unmet demand in New South Wales—much higher than the national average of 8%. A higher proportion of unmet requests for financial assistance or material aid was reported in Western Australia (8%) than was recorded across all States (4%).

Taken together, crisis or short-term accommodation and medium- to long-term accommodation agencies reported 57% of all unmet requests (Table 5.35). At day support agencies, requests for SAAP/CAP accommodation (20%), assistance to obtain short-term accommodation (18%) and financial assistance or material aid (18%), together accounted for the majority of unmet requests. The comparable figures for medium- to long-term accommodation agencies were 7%, 6% and 6% respectively. Other notable differences across service models were the large proportion of unmet needs for assistance relating to drug or alcohol support or rehabilitation (14%) at agencies with 'other' service delivery models—considerably higher than the national average of 8%.

Few variations in the pattern of unmet demand were apparent among agencies with different target groups. However, it was notable that unmet demand for drug or alcohol support or rehabilitation and health or medical services constituted 22% and 12% of unmet need at single men's agencies. This compares with, for example, 3% and 6% of unmet need at agencies targeting women escaping domestic violence (Table 5.36). Overall, in absolute terms agencies targeting single men and youth reported the highest numbers of unmet client needs.

5.7.2 Unmet demand—accompanying children

Among accompanying children, 92% of identified needs were met (Table 5.37). Some 65% of needs were met by agencies directly providing services, 13% were met through referrals and 14% were met through a combination of direct service provision and referrals. Overall, unmet needs constituted 8% of the 25,200 needs reported, but the proportion was a little lower in the case of child care and related services (7%) and higher for access arrangements (17%) (Figure 5.5). However, in absolute terms, the numbers of unmet requests for counselling services and child care and related services were larger than for other support types.



One-third of unmet needs for accompanying children were recorded in Victoria and a further 24% in New South Wales (Table 5.38). The Australian Capital Territory recorded the lowest levels of unmet needs for accompanying children, with fewer than 50 cases reported. The Northern Territory and Tasmania also reported relatively low numbers of unmet needs for accompanying children (5% of the total each).

Medium- to long-term accommodation agencies reported almost one-half (43%) of all unmet requests for assistance for accompanying children (Table 5.39). Medium- to long-term accommodation agencies reported the highest level of unmet needs for counselling services and crisis or short-term accommodation agencies reported the highest level of unmet demand for child care and related services. Importantly, 52% of unmet needs relating to services for accompanying children occurred at agencies targeting women escaping from domestic violence (Table 5.40).

5.7.3 Unmet demand—potential clients

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

Over the collection period, agencies across Australia reported 7,050 requests that were not met. However, as estimates of unmet demand should measure the capacity of SAAP to meet expressed need, calculations of unmet demand should exclude instances in

which an individual refuses an offer of support or was inappropriately referred to an agency (for example, where the individual concerned does not fall within the agency's target group). The number of *valid* unmet requests¹³ recorded during the Unmet Demand Collection was 4,475. If this were replicated throughout the year, an estimated 116,400 unmet requests for support or supported accommodation would have occurred during 1998–99. It must be emphasised that this figure does not represent actual people, as a person can make requests on more than one occasion and to more than one SAAP agency.

There are several methodological difficulties in estimating the number of people who request support or accommodation from SAAP agencies but who, for various reasons, are not provided with that assistance. These difficulties primarily exist because a linkage key (the alpha code) is not universally collected in the Unmet Demand Collection¹⁴ and because data are only collected for a two-week period. Although a detailed discussion of such difficulties is beyond the scope of this report,¹⁵ several key issues are noteworthy.

Firstly, an unknown proportion of people who make an unsuccessful request for support or accommodation may subsequently receive ongoing support or accommodation from a SAAP agency, quite possibly soon after the initial request. Alternatively they may have their needs met by other means and no longer require SAAP assistance (see Figure 5.6).

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

13 See *unmet requests for support or accommodation* in Appendix 1 for a definition of valid requests.

14 Although the alpha code was initially defined as a required item in the Unmet Demand Collection, SAAP agencies reported considerable difficulty in its collection during the collection's pilot test. In 1997, the alpha code was included as an optional data item. In 1998 only 31% of forms returned by agencies contained a valid alpha code.

15 Technical information about these difficulties is available from the NDCA on request.

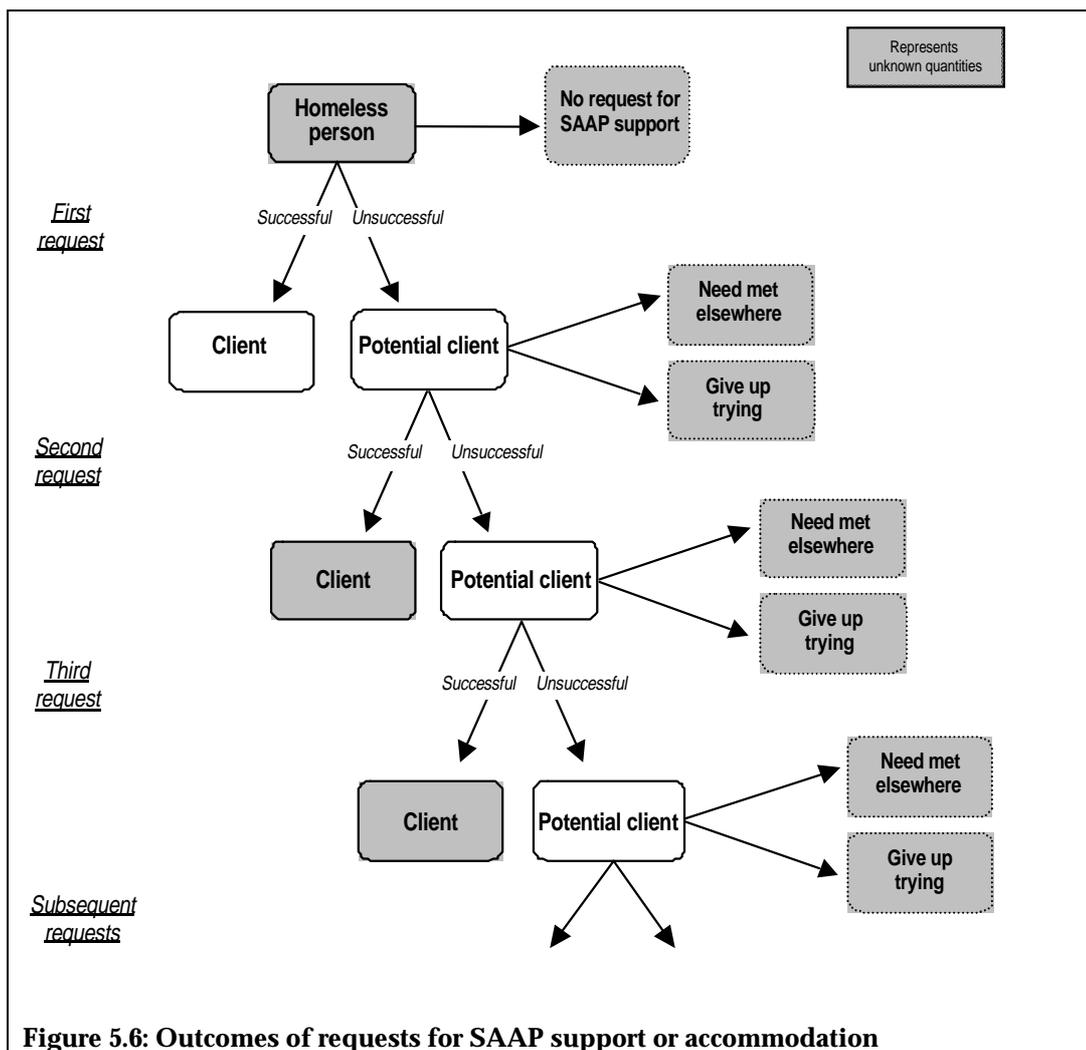


Figure 5.6: Outcomes of requests for SAAP support or accommodation

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

As a result, it is currently only possible to estimate the number of people in Australia who could not be supported or accommodated by SAAP agencies in the two-week collection period—during 12–25 November 1998, an estimated 4,020 potential clients (those who make an ‘appropriate’ request for support or accommodation but are not provided with the requested assistance) were unable to be supported by SAAP agencies at the time they made their request for assistance.¹⁶ Almost one-third (32%) of this potential client population was located in New South Wales, one-quarter was recorded in Victoria and a further 20% sought assistance from agencies in Queensland (Table 5.41).

16

Refer to Appendix 1 for the methodology used to derive this figure.

In its current stage of development, the National Data Collection cannot provide any reliable information about the rate of successful requests or the proportion of people who make no further attempt to become a client of SAAP.

The methodological issues discussed above will need to be addressed for the development of a suitable methodology to estimate reliably the number of potential clients unable to be assisted under the program. Solutions to some of these methodological issues may require changes to the collection instrument but it is hoped that more comprehensive use of the linkage key (alpha code) in the future will enable the compilation of a more complete picture of unmet demand for SAAP services. In the meantime, only limited information can be obtained from the collection about potential clients and this is reported below.

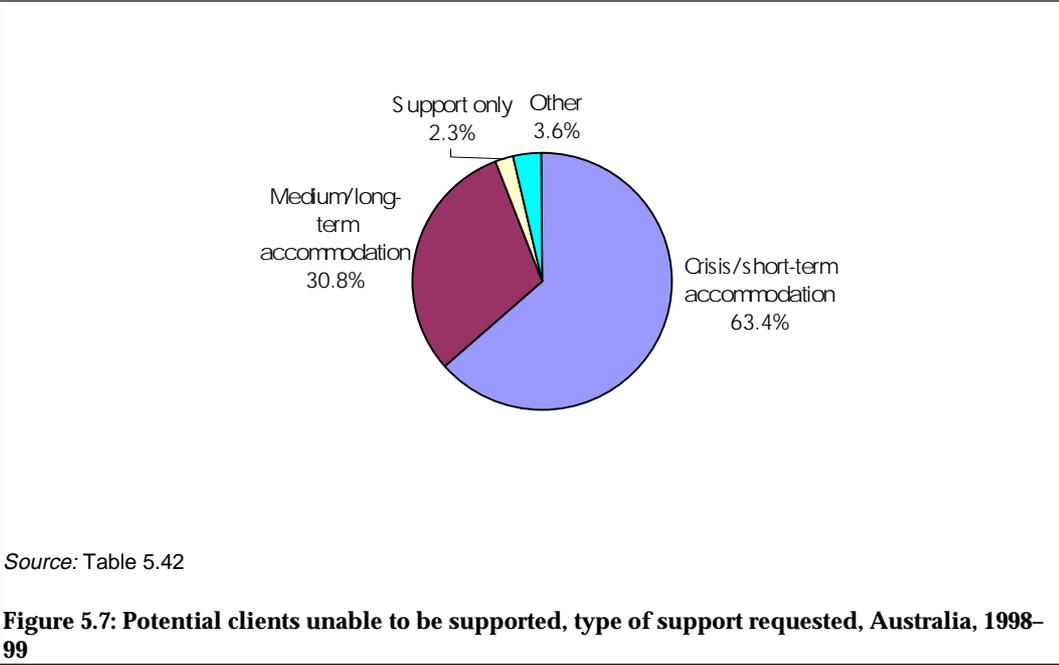
Circumstances and characteristics of potential clients

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

The majority of potential clients sought crisis or short-term accommodation (63%) (Figure 5.7). A further 31% sought medium- to long-term accommodation and 2% requested support without accommodation. Some 4% sought other forms of support.

Crisis or short-term accommodation was sought by 80% of potential clients presenting at agencies in the Northern Territory, while this type of accommodation was sought by just 46% of potential clients in the Australian Capital Territory (Table 5.42). A higher proportion of potential clients requested medium- to long-term accommodation in the Australian Capital Territory (54%) and Victoria (44%), compared with Queensland (18%) and Tasmania (15%).

Almost one-third (31%) of all potential clients were recorded in agencies targeting young people (Table 5.43). Agencies targeting multiple groups and families accounted for 21% and 18% respectively, of potential clients unable to be supported. The type of assistance requested by potential clients varied across target groups. For example, potential clients presenting at youth agencies were less likely than others to request crisis or short-term accommodation (50%, compared with 63% nationally). Agencies targeting single men reported the highest proportion of requests for this type of accommodation (83%). Medium- to long-term accommodation was more frequently sought at agencies targeting young people and those targeting single women (42% and 37% respectively, compared with 31% across all agencies). Seven per cent of potential clients at agencies targeting single women sought support only. The comparable figure for family agencies was 1%.



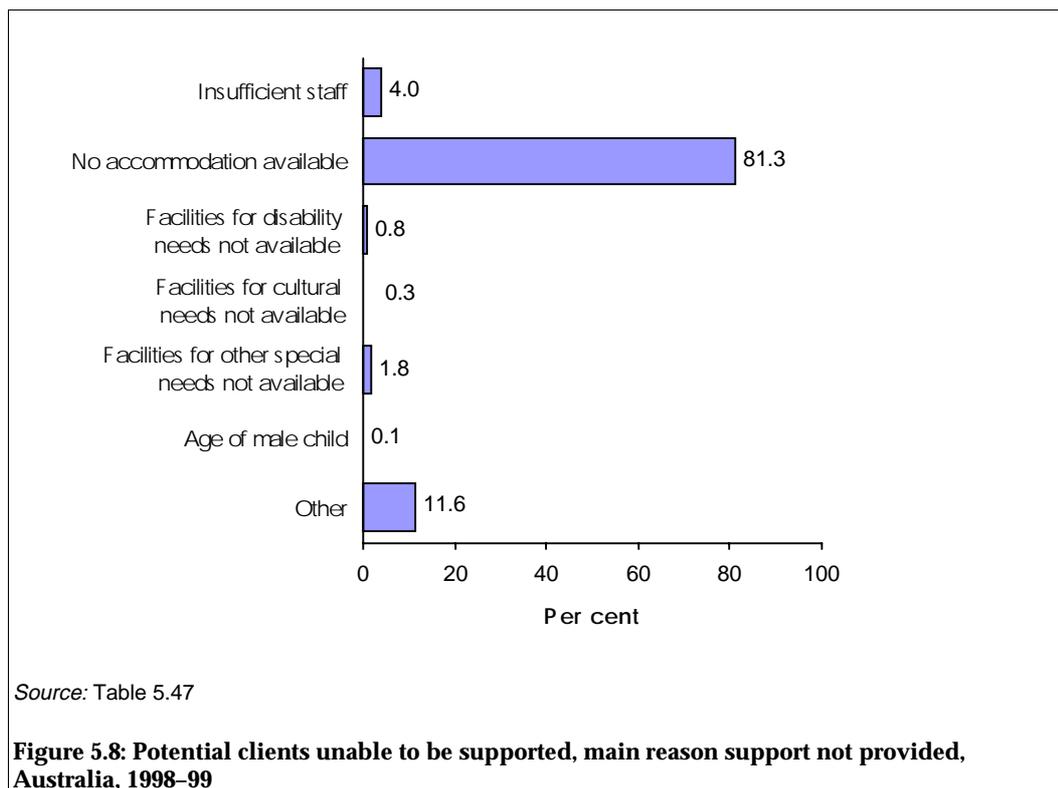
More women (60%) than men (40%) were recorded in the potential client population (Table 5.44). Only minor differences were recorded in the type of support requested by female and male potential clients.

More than one-half (56%) of potential clients were under 25 years of age (Table 5.45). Potential clients in older age groups were more likely than those in younger age groups to seek support only—requested by 1% of potential clients aged under 15 years, compared with 3% of potential clients aged 45–64 years. Potential clients aged 15–19 years were more likely to be seeking medium- to long-term accommodation than potential clients in any other age group.

Almost twice as many Indigenous Australians (12%) as people from non-English-speaking backgrounds (7%) made unsuccessful attempts to get SAAP support or accommodation (Table 5.46). Proportionately more potential clients who identified as Indigenous Australians (65%) and those from other English-speaking backgrounds (62%) sought crisis or short-term accommodation than potential clients from non-English-speaking backgrounds (49%).

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

Overall, the most common reason recorded by agencies for not meeting requests for assistance was that insufficient accommodation was available (81%) (Figure 5.8). In 4% of cases, potential clients were not supported because agencies had insufficient staff. Less than 1% of cases could not be supported because agencies at which requests were made lacked necessary facilities for disability or cultural needs, while 2% were not supported because facilities for other special needs were unavailable. Twelve per cent of potential clients were turned away for other, unclassified reasons.



This picture varied somewhat across States and Territories (Table 5.47). For example, agencies in Tasmania reported a lack of facilities for ‘other’ special needs in a greater proportion of cases than those in other jurisdictions (5%, compared with 2% nationally). Australian Capital Territory agencies reported a lack of facilities for cultural needs in 2% of cases, compared with less than 1% nationally. Unmet need recorded for the other (unspecified) category was highest in the Australian Capital Territory (20%) and lowest in Victoria (6%). Only 1% of cases of unmet demand resulted from insufficient staff in the Australian Capital Territory—this reason was more commonly given by agencies in South Australia (9%). It should be noted that no accommodation available was the prime reason for not meeting requests from potential clients in the majority of cases in all jurisdictions—ranging from a low of 74% in Tasmania up to 86% in Queensland.

There were only minor differences between potential clients who sought crisis or short-term accommodation and those requesting medium- to long-term accommodation (Table 5.48). Understandably, potential clients seeking only support were less likely than those seeking accommodation to be turned away because insufficient accommodation was available. Nearly half of potential clients seeking ‘other’ undefined services were not assisted because of ‘other’ unclassified reasons.

More than one-third (36%) of potential clients spent the night before requesting assistance living in temporary accommodation provided by friends or relatives (Table 5.49). Agencies in the Northern Territory reported the largest proportion of potential clients spending the night before requesting assistance living on the streets or in a car, tent, park or squat—22%, compared with 16% nationally. The proportion of potential clients in stable housing but at risk of eviction or becoming homeless in Tasmania (31%) was more than three times the proportion in the Australian Capital Territory (9%) and considerably higher than in Western Australia, New South Wales and the Northern Territory (12% each).

Agencies targeting single men reported the highest proportion (30%) of potential clients living in insecure accommodation such as a car, tent, park or squat the night before requesting assistance. The proportion of potential clients accommodated in a boarding

house or hostel was also much higher than the national average (4%) at agencies targeting single men (9%) (Table 5.51). In remote areas, agencies reported that 48% of potential clients were accommodated by friends or relatives on a temporary basis the night before requesting assistance, compared with 32% in other metropolitan centres (Table 5.52).

The majority of potential clients who could not be supported requested a need for SAAP accommodation within 24 hours (60%) (Table 5.54). Medium- to long-term agencies had the highest proportion of requests for accommodation to commence in more than 14 days from the time of request (14%, compared with 7% for all service delivery models) (Table 5.55). Agencies targeting single men reported the highest proportion of requests for accommodation within 24 hours (83%) (Table 5.56).

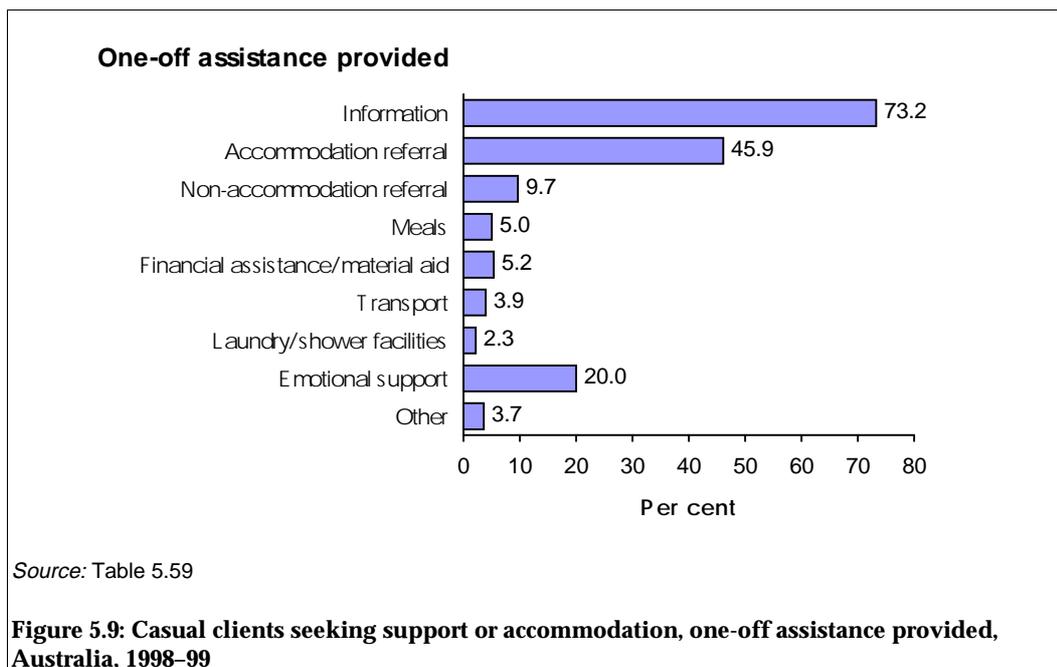
5.8 One-off assistance

In addition to ongoing support, SAAP agencies also provide one-off assistance to homeless people, including those who do not become clients at the time they request support or accommodation. One-off assistance includes the provision of a meal, a shower, transport, clothing, information and the like. A distinction is made in the National Data Collection between such one-off assistance, which takes less than one hour of a worker's time, and support, which requires a greater time commitment and which is normally provided as part of an ongoing support relationship. Recipients of one-off assistance are referred to as *casual clients* (see glossary) under the National Data Collection.

5.8.1 Unmet Demand Collection

During the two-week Unmet Demand Collection held 12–25 November 1998, SAAP workers recorded details of one-off assistance given to people who requested ongoing support or accommodation but who were not provided with these services. From that collection, it is estimated (from Table 5.59) that over 302,800 instances of one-off assistance were provided during 1998–99 to people who requested but were not provided with ongoing support or accommodation at the time of their request. In 14% of cases people seeking support or accommodation received no assistance at all.

One-off assistance in the form of information was provided following 73% of unsuccessful requests for support or accommodation (Figure 5.9). Referrals for accommodation were made following 46% of requests, and referrals for non-accommodation services were made after 10% of requests. Emotional support was provided following 20% of unsuccessful requests for support or accommodation. Other types of one-off assistance provided on relatively few occasions included: financial assistance or material aid (5%), meals (5%), transport (4%) and laundry or shower facilities (2%).



There were some geographic differences in the provision of one-off assistance. Agencies in Victoria reported providing information following 85% of unmet requests for support, while the comparable figure in Western Australia was 65% (Table 5.59). Northern Territory agencies provided a meal to people seeking assistance in 10% of cases—double the proportion for all States and Territories. They also provided transport services in greater proportions than were reported across the country.

Day support agencies provided proportionately more instances of referrals for non-accommodation services (22%), meals (19%) and laundry or shower facilities (7%) than other agencies (Table 5.60). Referrals for accommodation were more likely to be made by medium- to long-term accommodation agencies than by agencies with other service models. Outreach support agencies reported the provision of emotional support (36%) and financial assistance or material aid (14%) more frequently than other agencies.

Agencies targeting single men provided proportionally fewer instances of referrals for non-accommodation services to casual clients seeking support or accommodation than other agencies, but more commonly provided meals, transport services and access to laundry or shower facilities (Table 5.61). Referrals for non-accommodation services were most likely to be made by agencies targeting families (12%, compared with 10% across all target groups). The provision of emotional support was also most common at agencies targeting families.

Proportionately more older casual clients seeking support or accommodation received meals or accessed laundry or shower facilities than younger casual clients seeking support or accommodation—those aged over 65 years, for example, received meals in 10% of cases, compared with 4% of those aged 15-19 years and 3% of those aged under 15 years (Table 5.62).

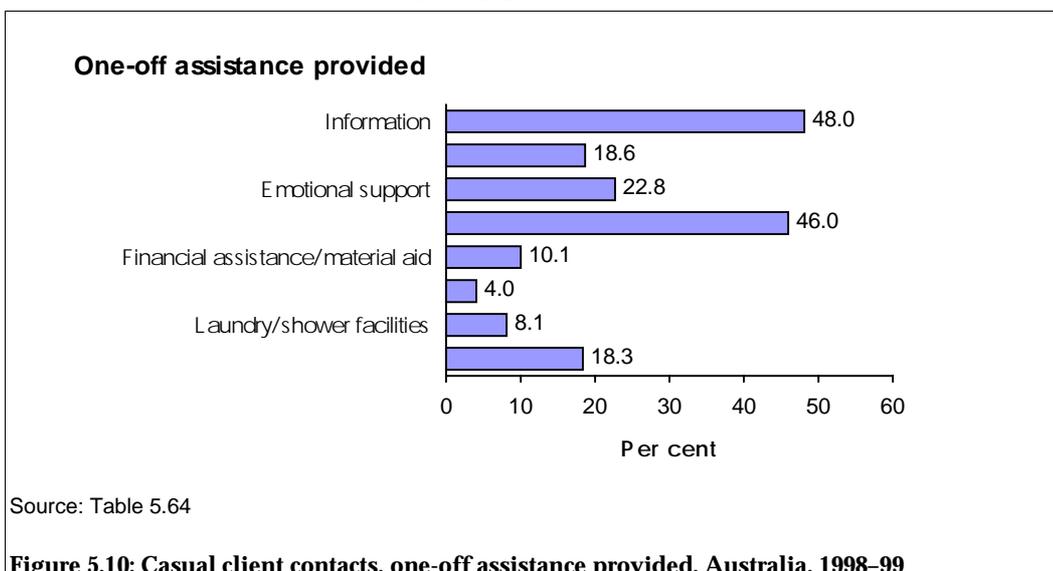
5.8.2 Casual Client Collection

The Casual Client Collection was held between 20 May and 2 June 1999 to obtain information about the provision of one-off assistance to people. It should be noted that the methodology for the Casual Client Collection differed from that of the Unmet Demand Collection—the former obtained information about services provided to each presenting unit whereas the latter collected information about services provided to each

adult. As a result, estimates derived from the Casual Client Collection may understate the actual level of service provision.

During that fortnight, agencies reported providing one-off assistance to over 28,250 casual client contacts, which, if weighted to estimate a yearly figure, would equate to 734,500 contacts. It is estimated that over 1.3 million instances of one-off assistance were provided during 1998–99 to these casual clients (derived from Table 5.64).

Information was the most common form of one-off assistance provided to casual clients—provided in 48% of cases (Figure 5.10). Meals (46%), emotional support (23%) and referrals (19%) were other frequently provided forms of one-off assistance.



Across States and Territories, patterns in the provision of one-off assistance differed markedly. Meals were provided to 61% of casual client contacts in Queensland, compared with 8% in South Australia and 6% in the Northern Territory (Table 5.64). Referrals were provided for 34% of casual client contacts in New South Wales—the comparable figure in Queensland was 9%.

Day support agencies, which recorded 25% of the nation’s casual client contacts, provided meals (in 75% of cases), more frequently than any other type of assistance (Table 5.65). Not unexpectedly, telephone information or referral agencies most often provided information (94%). There were some notable differences in the provision of one-off assistance between accommodation agencies—medium- to long-term accommodation agencies were more likely to provide information, referrals and emotional support (in 74%, 33% and 30% of cases respectively) than crisis or short-term accommodation agencies (62%, 18% and 29% respectively).

Differences in the provision of one-off assistance across target groups were also evident. Cross target, multiple target and general target agencies assisted the majority of casual clients, reporting 53% of all casual client contacts (Table 5.66). These agencies provided meals to 66% of their casual client contacts. Agencies targeting women escaping domestic violence reported a higher provision of emotional support (51%) than other agencies. Financial or material aid was more often provided to casual clients at single men’s agencies (17%) than at other agencies.

One-off assistance was sought most frequently by a person alone—in 79% of casual client contacts (Table 5.67). Children accompanied 17% of casual client contacts. People presenting alone most often received meals, while information was the most common form of one-off assistance provided to all other groups. Emotional support was more commonly provided to people without a partner but who attended with a child or

children (44%), and financial or material aid was considerably more common among couples with children (22%) than among those going to other agencies.

5.9 Detailed tables

5.9.1 Support provided to clients

Table 5.1: Support periods, support services provided to client by State and Territory, Australia, 1998-99 (%)

Support services provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Housing/accommodation									
SAAP/CAP accommodation	83.0	35.8	74.2	85.3	62.2	61.9	83.9	72.6	66.6
Assistance to obtain short-term accommodation	11.0	23.2	9.5	11.7	12.8	10.2	15.2	9.0	14.2
Assistance to obtain independent housing	8.9	24.7	11.8	13.2	17.6	24.1	24.3	10.2	15.4
<i>Subtotal</i>	<i>84.2</i>	<i>59.9</i>	<i>77.5</i>	<i>86.7</i>	<i>70.3</i>	<i>75.0</i>	<i>85.2</i>	<i>77.1</i>	<i>75.2</i>
Financial/employment									
Assistance to obtain government benefit/pension/allowance	4.6	8.7	6.5	8.0	9.1	9.7	10.4	7.0	7.0
Employment/training assistance	2.4	4.0	3.0	4.7	3.8	1.5	9.0	3.4	3.3
Financial assistance/material aid	21.3	32.0	24.4	22.3	25.5	21.9	35.5	42.8	26.1
Financial counselling	4.8	7.7	10.5	9.7	11.6	8.0	15.6	10.2	7.8
<i>Subtotal</i>	<i>26.3</i>	<i>38.1</i>	<i>30.8</i>	<i>28.8</i>	<i>33.7</i>	<i>30.8</i>	<i>43.7</i>	<i>49.9</i>	<i>32.2</i>
Counselling									
Incest/sexual abuse counselling	0.8	1.5	1.3	1.0	1.9	8.0	9.9	3.0	1.6
Domestic violence counselling	6.7	16.4	11.9	10.4	17.1	8.7	12.2	6.8	11.3
Family/relationship counselling and support	8.5	14.7	14.9	14.2	17.0	11.5	20.6	11.6	12.6
Emotional support/other counselling	22.8	40.7	37.1	34.8	40.3	40.7	41.5	50.4	33.9
<i>Subtotal</i>	<i>25.4</i>	<i>47.0</i>	<i>41.8</i>	<i>38.7</i>	<i>45.2</i>	<i>49.7</i>	<i>51.2</i>	<i>52.7</i>	<i>38.5</i>
General support/advocacy									
Living skills/personal development	11.2	14.2	18.2	11.7	13.9	9.9	23.3	21.4	13.9
Assistance with legal issues/court support	7.0	12.5	8.6	8.0	10.7	8.3	11.0	10.3	9.3
Advice/information	46.7	74.1	58.0	47.2	74.9	62.9	75.0	73.6	59.9
Retrieval/storage/removal of personal belongings	29.0	14.2	20.2	10.9	29.1	13.2	20.4	27.4	21.5
Advocacy/liaison on behalf of client	19.7	51.9	23.5	24.4	43.2	32.8	38.4	33.1	32.2
<i>Subtotal</i>	<i>63.0</i>	<i>80.5</i>	<i>69.5</i>	<i>53.0</i>	<i>81.6</i>	<i>70.0</i>	<i>80.4</i>	<i>78.1</i>	<i>70.4</i>
Specialist services									
Psychological services	0.6	1.2	0.6	0.7	1.6	0.6	1.9	1.5	0.9
Psychiatric services	1.2	1.7	1.2	1.4	1.0	1.0	2.7	0.4	1.3
Pregnancy support	0.8	1.6	1.7	1.3	2.4	1.3	2.8	1.4	1.4
Family planning support	0.5	1.0	0.8	0.7	1.3	0.8	2.0	1.1	0.8
Drug/alcohol support/rehabilitation	7.6	5.3	3.8	14.6	4.1	4.4	12.7	5.3	6.6
Physical disability services	0.3	0.5	0.8	1.0	0.8	0.3	1.4	0.3	0.5
Intellectual disability services	0.1	0.3	0.1	0.1	0.3	0.4	0.4	0.1	0.2
Culturally appropriate support	3.2	5.4	3.9	9.4	6.3	0.8	6.1	41.5	5.8
Interpreter services	1.2	1.8	0.7	1.9	1.1	0.2	0.6	0.5	1.2
Health/medical services	9.7	10.0	14.1	12.0	14.9	9.1	13.9	12.5	11.2
<i>Subtotal</i>	<i>18.7</i>	<i>19.7</i>	<i>21.3</i>	<i>34.3</i>	<i>24.9</i>	<i>14.9</i>	<i>29.0</i>	<i>49.2</i>	<i>22.1</i>
Other support									
Meals	69.9	23.2	61.2	63.5	45.0	50.4	55.0	67.3	52.7
Laundry/shower facilities	74.5	18.7	58.3	66.5	45.1	50.6	76.4	64.6	53.1
Recreation	27.1	11.3	37.3	22.7	30.9	23.7	57.5	50.2	25.6
Transport	28.3	28.2	38.9	37.1	31.7	38.6	42.7	43.4	32.0
Brokerage services	4.3	4.5	1.3	0.9	1.9	0.8	4.2	0.7	3.2
Other	1.9	5.0	2.4	5.0	4.0	1.5	3.8	2.0	3.2
<i>Subtotal</i>	<i>83.5</i>	<i>43.7</i>	<i>71.9</i>	<i>75.5</i>	<i>62.7</i>	<i>65.4</i>	<i>82.3</i>	<i>78.6</i>	<i>68.0</i>
Total number	55,400	44,200	25,800	12,400	11,100	5,600	3,000	5,600	163,200

Note: See notes under Table 5.2.

Source: SAAP NDCA Client and Administrative Data Collections

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

Support services provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Housing/accommodation						
SAAP/CAP accommodation	87.8	47.9	4.9	20.4	72.0	66.6
Assistance to obtain short-term accommodation	14.4	14.9	22.0	12.7	11.8	14.2
Assistance to obtain independent housing	13.6	26.2	10.4	26.9	8.2	15.4
<i>Subtotal</i>	<i>88.4</i>	<i>66.1</i>	<i>33.2</i>	<i>46.4</i>	<i>77.4</i>	<i>75.2</i>
Financial/employment						
Assistance to obtain government benefit/pension/allowance	7.1	10.6	1.8	10.7	4.3	7.0
Employment/training assistance	2.4	6.3	1.6	5.2	2.1	3.3
Financial assistance/material aid	24.0	28.2	31.2	26.0	25.8	26.1
Financial counselling	6.2	13.3	3.6	13.0	5.6	7.8
<i>Subtotal</i>	<i>29.7</i>	<i>37.4</i>	<i>34.8</i>	<i>37.8</i>	<i>29.9</i>	<i>32.2</i>
Counselling						
Incest/sexual abuse counselling	1.3	1.5	1.5	1.5	2.2	1.6
Domestic violence counselling	14.3	11.5	0.8	13.6	9.1	11.3
Family/relationship counselling and support	12.7	18.0	4.2	18.5	9.0	12.6
Emotional support/other counselling	36.5	42.7	15.9	53.7	24.5	33.9
<i>Subtotal</i>	<i>40.8</i>	<i>47.5</i>	<i>18.2</i>	<i>57.6</i>	<i>29.6</i>	<i>38.5</i>
General support/advocacy						
Living skills/personal development	14.5	20.1	3.7	14.7	9.5	13.9
Assistance with legal issues/court support	11.3	12.3	1.8	11.7	5.3	9.3
Advice/information	58.6	68.2	67.1	74.7	51.2	59.9
Retrieval/storage/removal of personal belongings	22.1	16.1	2.4	9.8	30.8	21.5
Advocacy/liaison on behalf of client	29.6	47.3	24.4	51.3	22.0	32.2
<i>Subtotal</i>	<i>67.9</i>	<i>74.9</i>	<i>71.2</i>	<i>80.1</i>	<i>68.5</i>	<i>70.4</i>
Specialist services						
Psychological services	0.8	1.3	0.3	1.1	0.7	0.9
Psychiatric services	1.8	1.4	0.4	0.6	1.0	1.3
Pregnancy support	1.3	2.1	0.1	2.4	1.1	1.4
Family planning support	0.7	1.4	0.1	1.1	0.6	0.8
Drug/alcohol support/rehabilitation	7.8	6.0	2.6	3.2	6.5	6.6
Physical disability services	0.4	0.7	0.3	0.4	0.6	0.5
Intellectual disability services	0.2	0.3	0.1	0.3	0.1	0.2
Culturally appropriate support	7.7	5.7	0.9	13.3	3.8	5.8
Interpreter services	1.6	1.4	—	2.6	0.8	1.2
Health/medical services	16.9	8.6	2.9	6.0	7.8	11.2
<i>Subtotal</i>	<i>29.0</i>	<i>20.3</i>	<i>6.1</i>	<i>22.5</i>	<i>17.8</i>	<i>22.1</i>
Other support						
Meals	74.1	28.8	16.3	9.5	56.7	52.7
Laundry/shower facilities	74.3	27.4	4.8	8.1	62.0	53.1
Recreation	37.2	15.1	3.4	6.0	25.9	25.6
Transport	41.8	33.1	5.6	34.6	23.3	32.0
Brokerage services	2.0	3.7	6.5	2.2	3.8	3.2
Other	3.2	3.8	6.8	1.6	2.2	3.2
<i>Subtotal</i>	<i>82.4</i>	<i>51.6</i>	<i>30.1</i>	<i>40.1</i>	<i>74.1</i>	<i>68.0</i>
Total number	62,300	41,100	9,800	4,400	45,400	163,200

Notes

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

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

Support services provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Housing/accommodation							
SAAP/CAP accommodation	55.2	90.9	71.6	60.3	64.7	55.4	66.6
Assistance to obtain short-term accommodation	14.7	9.0	10.5	14.5	15.6	18.2	14.2
Assistance to obtain independent housing	18.2	6.8	18.9	34.6	13.9	18.6	15.4
<i>Subtotal</i>	<i>65.7</i>	<i>91.7</i>	<i>79.4</i>	<i>73.9</i>	<i>71.5</i>	<i>71.3</i>	<i>75.2</i>
Financial/employment							
Assistance to obtain government benefit/pension/allowance	10.1	2.4	7.4	9.9	9.2	5.8	7.0
Employment/training assistance	8.2	1.0	3.4	3.7	1.3	2.5	3.3
Financial assistance/material aid	23.3	21.8	26.3	39.5	25.5	31.1	26.1
Financial counselling	9.9	4.6	7.2	18.9	4.6	9.7	7.8
<i>Subtotal</i>	<i>32.9</i>	<i>25.6</i>	<i>32.5</i>	<i>48.1</i>	<i>30.8</i>	<i>36.3</i>	<i>32.2</i>
Counselling							
Incest/sexual abuse counselling	1.5	0.1	3.4	1.8	2.3	2.6	1.6
Domestic violence counselling	2.7	0.2	8.2	11.1	42.5	3.6	11.3
Family/relationship counselling and support	18.3	2.9	14.4	21.2	18.8	9.4	12.6
Emotional support/other counselling	35.3	15.0	45.5	46.5	53.9	30.4	33.9
<i>Subtotal</i>	<i>38.9</i>	<i>15.7</i>	<i>50.3</i>	<i>50.4</i>	<i>66.0</i>	<i>33.2</i>	<i>38.5</i>
General support/advocacy							
Living skills/personal development	30.8	5.8	18.4	15.2	7.2	10.3	13.9
Assistance with legal issues/court support	7.5	2.2	11.5	11.7	24.1	4.5	9.3
Advice/information	63.9	44.9	54.8	76.1	68.5	60.6	59.9
Retrieval/storage/removal of personal belongings	21.0	34.7	15.0	14.0	12.5	18.6	21.5
Advocacy/liaison on behalf of client	37.1	12.4	39.7	50.6	41.3	35.0	32.2
<i>Subtotal</i>	<i>74.5</i>	<i>56.8</i>	<i>66.3</i>	<i>81.5</i>	<i>76.0</i>	<i>73.1</i>	<i>70.4</i>
Specialist services							
Psychological services	1.1	0.7	1.2	0.9	1.1	0.7	0.9
Psychiatric services	0.7	2.4	2.4	1.4	1.0	1.0	1.3
Pregnancy support	2.2	—	2.7	4.2	2.0	0.8	1.4
Family planning support	1.7	0.1	1.1	1.9	0.8	0.5	0.8
Drug/alcohol support/rehabilitation	7.7	8.0	6.7	4.4	2.3	8.2	6.6
Physical disability services	0.8	0.3	0.5	0.6	0.6	0.5	0.5
Intellectual disability services	0.2	0.1	0.4	0.5	0.2	0.2	0.2
Culturally appropriate support	5.3	1.9	4.4	6.8	14.6	2.4	5.8
Interpreter services	0.5	0.3	1.6	1.6	3.5	0.8	1.2
Health/medical services	9.7	14.7	15.4	11.5	14.3	5.7	11.2
<i>Subtotal</i>	<i>22.2</i>	<i>21.7</i>	<i>26.2</i>	<i>23.2</i>	<i>28.5</i>	<i>16.1</i>	<i>22.1</i>
Other support							
Meals	44.5	81.3	56.6	20.9	49.2	40.6	52.7
Laundry/shower facilities	41.6	87.3	49.9	22.9	51.1	37.7	53.1
Recreation	30.0	37.8	20.5	15.8	21.8	14.5	25.6
Transport	42.8	16.5	44.8	34.6	47.4	21.5	32.0
Brokerage services	4.6	1.4	5.1	4.3	2.4	4.1	3.2
Other	4.4	1.2	3.0	5.0	4.0	3.0	3.2
<i>Subtotal</i>	<i>61.4</i>	<i>91.4</i>	<i>73.3</i>	<i>49.5</i>	<i>64.4</i>	<i>57.2</i>	<i>68.0</i>
Total number	39,300	39,600	3,500	7,900	34,500	38,300	163,200

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.4: Support periods, support services provided to client by region, Australia, 1998-99 (%)

Support services provided	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Housing/accommodation						
SAAP/CAP accommodation	66.1	67.9	68.4	61.1	83.3	66.6
Assistance to obtain short-term accommodation	15.0	10.9	14.9	13.6	9.3	14.2
Assistance to obtain independent housing	14.7	13.2	19.7	20.1	5.9	15.4
<i>Subtotal</i>	<i>74.9</i>	<i>71.5</i>	<i>79.2</i>	<i>72.3</i>	<i>85.3</i>	<i>75.2</i>
Financial/employment						
Assistance to obtain government benefit/pension/allowance	6.7	6.6	7.0	9.4	4.3	7.0
Employment/training assistance	3.4	3.5	2.6	3.6	2.9	3.3
Financial assistance/material aid	26.8	24.5	22.9	27.8	20.6	26.1
Financial counselling	7.6	10.5	8.2	8.2	5.1	7.8
<i>Subtotal</i>	<i>32.5</i>	<i>30.2</i>	<i>29.7</i>	<i>35.8</i>	<i>25.7</i>	<i>32.2</i>
Counselling						
Incest/sexual abuse counselling	1.6	1.5	2.4	1.6	0.7	1.6
Domestic violence counselling	8.7	12.4	16.6	19.7	7.5	11.3
Family/relationship counselling and support	10.5	14.0	17.0	19.3	9.0	12.6
Emotional support/other counselling	31.0	33.5	39.4	44.2	30.6	33.9
<i>Subtotal</i>	<i>34.7</i>	<i>39.3</i>	<i>46.0</i>	<i>51.3</i>	<i>32.9</i>	<i>38.5</i>
General support/advocacy						
Living skills/personal development	12.4	24.5	14.2	14.4	14.0	13.9
Assistance with legal issues/court support	8.5	7.8	10.6	13.2	7.7	9.3
Advice/information	60.2	64.8	59.0	62.9	41.9	59.9
Retrieval/storage/removal of personal belongings	24.1	23.7	15.2	16.7	12.4	21.5
Advocacy/liaison on behalf of client	31.6	28.3	29.0	42.4	22.3	32.2
<i>Subtotal</i>	<i>71.3</i>	<i>80.5</i>	<i>65.6</i>	<i>71.8</i>	<i>49.7</i>	<i>70.4</i>
Specialist services						
Psychological services	1.0	0.5	0.6	0.9	0.5	0.9
Psychiatric services	1.6	1.0	1.1	1.0	0.3	1.3
Pregnancy support	1.3	1.3	1.7	1.9	1.0	1.4
Family planning support	0.8	0.8	0.9	1.0	0.9	0.8
Drug/alcohol support/rehabilitation	6.9	12.3	4.1	4.8	4.0	6.6
Physical disability services	0.5	0.4	0.9	0.8	0.4	0.5
Intellectual disability services	0.2	0.2	0.2	0.2	0.1	0.2
Culturally appropriate support	5.7	1.8	3.1	4.5	21.5	5.8
Interpreter services	1.8	0.3	0.2	0.3	0.2	1.2
Health/medical services	12.0	9.5	9.7	9.2	11.6	11.2
<i>Subtotal</i>	<i>22.9</i>	<i>23.5</i>	<i>17.1</i>	<i>18.6</i>	<i>30.1</i>	<i>22.1</i>
Other support						
Meals	52.1	63.5	56.1	42.3	67.5	52.7
Laundry/shower facilities	53.7	63.8	54.1	39.8	67.4	53.1
Recreation	25.4	35.9	27.6	18.5	30.8	25.6
Transport	26.6	38.2	36.6	43.0	49.8	32.0
Brokerage services	3.3	3.8	1.8	4.2	0.6	3.2
Other	3.2	3.9	2.5	3.4	2.8	3.2
<i>Subtotal</i>	<i>67.1</i>	<i>76.7</i>	<i>69.1</i>	<i>62.8</i>	<i>80.3</i>	<i>68.0</i>
Total number	104,000	11,800	15,500	23,700	8,500	163,200

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.5: Support periods, support services provided to client by age of client, Australia, 1998–99 (%)

Support services provided	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Housing/accommodation							
SAAP/CAP accommodation	58.4	59.4	60.8	69.1	74.1	75.2	66.3
Assistance to obtain short-term accommodation	10.9	16.9	17.2	14.2	9.4	10.0	14.5
Assistance to obtain independent housing	3.7	20.4	20.3	15.6	11.4	12.3	16.6
<i>Subtotal</i>	<i>62.1</i>	<i>71.9</i>	<i>75.0</i>	<i>77.9</i>	<i>80.0</i>	<i>82.2</i>	<i>76.2</i>
Financial/employment							
Assistance to obtain government benefit/pension/allowance	4.0	12.9	7.0	6.3	4.5	4.4	7.5
Employment/training assistance	2.6	8.8	4.6	1.8	1.5	0.5	3.6
Financial assistance/material aid	17.7	26.3	29.8	29.9	25.9	27.4	28.4
Financial counselling	3.4	11.2	9.9	7.8	6.6	4.8	8.6
<i>Subtotal</i>	<i>21.7</i>	<i>37.9</i>	<i>36.3</i>	<i>35.4</i>	<i>30.4</i>	<i>31.1</i>	<i>35.1</i>
Counselling							
Incest/sexual abuse counselling	2.5	1.7	1.6	1.5	0.9	0.3	1.5
Domestic violence counselling	6.1	4.0	10.7	16.8	8.8	5.9	11.9
Family/relationship counselling and support	33.8	19.4	13.0	12.6	8.2	5.9	13.8
Emotional support/other counselling	48.4	39.1	36.2	37.6	28.4	27.6	36.6
<i>Subtotal</i>	<i>57.4</i>	<i>43.5</i>	<i>40.2</i>	<i>42.7</i>	<i>31.2</i>	<i>30.1</i>	<i>41.1</i>
General support/advocacy							
Living skills/personal development	33.5	32.4	15.1	8.9	7.9	7.5	15.0
Assistance with legal issues/court support	7.3	8.4	9.0	12.2	6.8	5.4	10.0
Advice/information	55.5	68.3	67.4	62.9	52.6	53.6	63.1
Retrieval/storage/removal of personal belongings	14.1	20.8	18.7	23.5	32.7	32.4	23.3
Advocacy/liaison on behalf of client	42.8	41.3	35.5	34.0	23.5	26.5	34.4
<i>Subtotal</i>	<i>69.5</i>	<i>77.8</i>	<i>75.2</i>	<i>74.1</i>	<i>70.2</i>	<i>71.2</i>	<i>74.4</i>
Specialist services							
Psychological services	2.4	1.0	0.8	0.9	0.9	0.8	1.0
Psychiatric services	0.6	0.7	1.2	1.6	1.9	1.6	1.4
Pregnancy support	1.0	2.8	2.5	1.1	—	0.1	1.5
Family planning support	1.1	2.1	1.3	0.5	0.1	0.1	0.9
Drug/alcohol support/rehabilitation	2.6	5.6	7.2	7.5	7.4	4.9	6.9
Physical disability services	0.4	0.6	0.6	0.5	0.7	1.3	0.5
Intellectual disability services	—	0.2	0.2	0.2	0.2	0.2	0.2
Culturally appropriate support	6.5	5.0	6.3	7.1	4.6	4.8	6.2
Interpreter services	0.4	0.5	0.8	1.7	1.4	3.0	1.3
Health/medical services	10.9	10.4	10.6	12.5	12.3	16.0	11.7
<i>Subtotal</i>	<i>20.1</i>	<i>21.1</i>	<i>23.0</i>	<i>25.0</i>	<i>22.7</i>	<i>24.0</i>	<i>23.5</i>
Other support							
Meals	55.4	46.9	47.6	58.3	67.1	70.1	55.5
Laundry/shower facilities	50.7	43.9	45.4	58.0	66.8	68.8	54.3
Recreation	42.4	32.4	23.6	25.6	25.3	28.7	27.0
Transport	49.7	46.7	32.6	29.8	24.1	26.6	33.3
Brokerage services	2.1	4.8	3.9	3.0	1.9	2.4	3.4
Other	5.7	4.5	4.4	2.9	2.3	2.6	3.4
<i>Subtotal</i>	<i>66.6</i>	<i>65.9</i>	<i>64.3</i>	<i>71.5</i>	<i>77.3</i>	<i>79.9</i>	<i>70.0</i>
Total number	2,900	33,200	26,300	77,700	20,300	2,600	162,900

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 223
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

5.9.2 Support provided to accompanying children

Table 5.6: Support periods, support services provided to accompanying children by State and Territory, Australia, 1998–99 (%)

Support services provided to children	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Counselling	6.1	4.6	6.0	3.4	8.3	3.7	5.6	5.7	5.4
Child care, kindergarten/school liaison	8.3	4.0	6.2	7.5	9.0	7.3	3.5	3.1	6.3
Access arrangements	0.6	0.7	0.5	0.3	1.2	0.6	0.7	0.2	0.6
Other	2.3	1.6	3.7	7.7	4.4	0.5	1.5	3.0	2.9
Total number	31,300	37,300	19,600	12,400	8,200	5,600	3,000	4,800	122,300

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.7: Support periods, support services provided to accompanying children by service delivery model, Australia, 1998–99 (%)

Support services provided to accompanying children	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Counselling	7.1	4.0	0.2	1.5	4.9	5.4
Child care, kindergarten/school liaison	9.7	2.8	0.1	1.4	5.5	6.3
Access arrangements	0.7	0.6	—	0.2	0.5	0.6
Other	4.1	1.6	1.7	1.1	2.9	2.9
Total number	53,600	37,400	3,000	4,400	23,900	122,300

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.8: Support periods, support services provided to accompanying children by primary target group, Australia, 1998–99 (%)

Support services provided to accompanying children	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Counselling	1.0	0.2	1.3	12.2	13.8	2.4	5.4
Child care, kindergarten/school liaison	0.8	0.2	1.8	14.6	16.8	2.2	6.3
Access arrangements	0.1	—	0.4	1.4	1.5	0.3	0.6
Other	0.8	0.2	1.2	6.1	6.8	1.9	2.9
Total number	34,000	16,400	3,500	7,800	33,000	27,600	122,300

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.9: Support periods, support services provided to accompanying children by region, Australia, 1998–99 (%)

Support services for accompanying children referred	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Counselling	5.0	5.8	5.5	7.1	3.2	5.4
Child care, kindergarten/school liaison	6.2	6.2	5.9	7.8	2.8	6.3
Access arrangements	0.7	0.5	0.7	0.6	0.1	0.6
Other	2.6	1.9	2.5	3.4	7.2	2.9
Total number	67,400	9,700	14,600	22,900	7,700	122,300

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

5.9.3 Case management/support plans

Table 5.10: Support periods, existence of a support plan by State and Territory, Australia, 1998–99 (%)

Existence of support plan	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Support plan	57.0	68.5	53.0	50.4	67.9	57.8	63.4	68.0	60.6
No support plan	15.2	8.2	17.9	22.4	12.5	17.0	10.9	10.7	13.9
Not appropriate	27.7	23.3	29.0	27.2	19.6	25.1	25.8	21.3	25.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	28,800	34,000	18,100	11,100	7,400	5,000	2,800	4,700	111,900

Notes

1. Number excluded due to errors (weighted): 187
2. Number excluded due to omissions (weighted): 10,241
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.11: Support periods, existence of a support plan by service delivery model, Australia, 1998–99 (%)

Existence of support plan	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Support plan	58.2	70.0	31.3	57.5	53.0	60.6
No support plan	16.0	10.6	19.2	15.0	13.7	13.9
Not appropriate	25.8	19.4	49.5	27.5	33.3	25.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	49,500	34,900	1,100	4,200	22,200	111,900

Notes

1. Number excluded due to errors (weighted): 187
2. Number excluded due to omissions (weighted): 10,241
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.12: Support periods, existence of a support plan by primary target group, Australia, 1998–99 (%)

Existence of support plan	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Support plan	64.5	53.2	61.1	70.0	59.0	59.2	60.6
No support plan	12.7	19.1	18.0	8.7	12.6	14.7	13.9
Not appropriate	22.9	27.7	20.9	21.3	28.4	26.1	25.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	31,400	15,100	3,200	7,400	30,700	24,100	111,900

Notes

1. Number excluded due to errors (weighted): 187
2. Number excluded due to omissions (weighted): 10,241
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

5.9.4 Duration of support

Table 5.13: Closed support periods, duration of support by State and Territory, Australia, 1998–99 (%)

Duration of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Less than 1 day	14.7	29.5	14.1	9.6	12.6	11.5	8.2	14.8	17.7
1–3 days	40.4	10.5	26.1	43.1	21.0	21.0	28.9	33.0	28.1
4–7 days	11.7	5.7	13.2	12.3	11.1	12.3	10.1	13.9	10.5
>1–2 weeks	8.7	6.6	11.9	8.7	11.4	13.4	11.3	10.3	9.1
>2–4 weeks	7.6	9.4	10.1	7.4	10.6	11.2	13.0	11.3	9.0
>4–13 weeks	10.9	21.6	15.9	10.8	17.5	20.9	16.1	11.6	15.4
>13–26 weeks	3.2	9.5	5.2	4.0	8.1	4.9	6.0	3.1	5.6
>26–52 weeks	1.6	4.6	2.4	2.7	4.9	3.0	4.1	1.4	2.9
>52 weeks	1.2	2.6	1.1	1.3	2.9	1.7	2.4	0.5	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	52,000	38,400	23,900	10,800	9,600	5,100	2,600	5,400	147,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 319
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.14: Closed support periods, duration of support by service delivery model, Australia, 1998–99 (%)

Duration of support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Less than 1 day	9.5	10.2	87.0	24.2	18.9	17.7
1–3 days	33.7	16.5	2.4	10.6	37.1	28.1
4–7 days	14.8	6.7	1.5	6.5	9.9	10.5
>1–2 weeks	12.7	7.0	1.6	7.6	7.6	9.1
>2–4 weeks	11.1	9.7	1.9	10.4	6.9	9.0
>4–13 weeks	13.4	25.5	2.5	26.0	11.9	15.4
>13–26 weeks	3.1	12.9	1.5	8.4	4.0	5.6
>26–52 weeks	1.1	7.3	1.1	3.9	2.2	2.9
>52 weeks	0.5	4.1	0.5	2.3	1.5	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	58,400	34,000	9,600	3,800	41,900	147,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 319
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.15: Closed support periods, duration of support by primary target group, Australia, 1998–99 (%)

Duration of support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Less than 1 day	19.6	9.5	11.0	11.2	17.4	26.9	17.7
1–3 days	18.9	43.4	23.0	8.6	27.9	24.8	28.1
4–7 days	8.5	13.4	12.4	7.8	11.2	8.9	10.5
>1–2 weeks	8.5	11.3	8.9	8.0	9.2	7.4	9.1
>2–4 weeks	10.2	8.7	10.0	11.5	9.1	7.5	9.0
>4–13 weeks	19.0	9.8	17.5	27.0	16.5	14.5	15.4
>13–26 weeks	7.7	2.2	8.8	14.7	5.5	5.6	5.6
>26–52 weeks	4.7	1.0	4.7	8.2	2.3	2.7	2.9
>52 weeks	2.9	0.8	3.6	3.1	1.0	1.6	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	34,000	37,600	3,000	6,400	31,800	34,900	147,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 319
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.16: Closed support periods, duration of support by gender of client, Australia, 1998–99 (%)

Duration of support	Female	Male	Total
Less than 1 day	18.6	16.1	17.3
1–3 days	21.7	34.0	28.2
4–7 days	9.6	11.4	10.5
>1–2 weeks	8.5	9.8	9.2
>2–4 weeks	9.4	8.6	9.0
>4–13 weeks	18.5	12.6	15.4
>13–26 weeks	7.5	4.1	5.7
>26–52 weeks	4.0	2.1	3.0
>52 weeks	2.1	1.3	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	66,600	74,800	141,400

Notes

1. Number excluded due to errors (weighted): 59
2. Number excluded due to omissions (weighted): 6,549
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 5.17: Closed support periods, duration of support by age of client, Australia, 1998–99 (%)

Duration of support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Less than 1 day	10.1	18.2	23.8	16.7	14.4	12.2	17.7
1–3 days	27.4	20.0	24.6	30.3	36.2	36.9	28.1
4–7 days	9.8	9.2	9.6	10.9	11.9	11.2	10.5
>1–2 weeks	9.4	8.6	8.3	9.2	8.8	7.8	8.9
>2–4 weeks	9.9	10.1	8.5	8.7	7.7	7.6	8.8
>4–13 weeks	17.8	18.4	14.5	14.8	13.0	12.2	15.2
>13–26 weeks	7.9	8.1	5.5	5.3	4.2	5.5	5.8
>26–52 weeks	5.7	4.8	3.1	2.6	2.3	2.8	3.2
>52 weeks	2.1	2.7	2.1	1.4	1.7	3.9	1.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,500	29,000	23,900	71,100	18,500	2,300	147,300

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 520
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 5.18: Closed support periods, duration of support by presenting unit of client, Australia, 1998–99 (%)

Duration of support	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Less than 1 day	17.3	32.8	16.2	25.0	18.0	17.7
1–3 days	31.6	14.3	19.2	7.5	17.4	28.0
4–7 days	11.1	5.8	9.6	5.7	6.3	10.5
>1–2 weeks	9.5	6.8	8.7	5.5	7.1	9.1
>2–4 weeks	8.9	7.9	9.6	8.9	9.4	9.0
>4–13 weeks	13.5	19.6	21.3	22.7	19.9	15.4
>13–26 weeks	4.4	7.4	8.7	14.7	11.7	5.7
>26–52 weeks	2.3	3.6	4.6	7.1	6.7	2.9
>52 weeks	1.5	1.9	2.1	2.9	3.5	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	107,700	3,800	28,100	3,800	1,300	144,700

Notes

1. Number excluded due to errors (weighted): 237
2. Number excluded due to omissions (weighted): 3,078
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 5.19: Closed support periods, duration of support by ethnicity of client, Australia, 1998–99 (%)

Duration of support	Indigenous Australian	Non-English-speaking background	Other	Total
Less than 1 day	13.3	17.1	18.3	17.4
1–3 days	40.4	21.7	26.5	28.1
4–7 days	12.7	8.7	10.2	10.5
>1–2 weeks	8.5	8.2	9.1	8.9
>2–4 weeks	7.5	8.7	9.1	8.9
>4–13 weeks	10.7	19.0	15.8	15.3
>13–26 weeks	3.9	8.7	5.9	5.9
>26–52 weeks	2.1	4.6	3.2	3.2
>52 weeks	0.9	3.3	1.9	1.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	20,300	12,400	109,500	142,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 5,662
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 5.20: Closed support periods, existence of a support plan by duration of support, Australia, 1998–99 (%)

Existence of support plan	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Support plan	26.9	33.5	56.6	66.2	72.5	75.4	82.9	87.2	88.0	57.7
No support plan	17.7	23.1	19.2	15.3	11.1	8.7	6.0	4.7	4.3	14.8
Not appropriate	55.4	43.4	24.2	18.5	16.3	15.8	11.1	8.0	7.7	27.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	12,300	23,100	10,500	9,700	10,400	19,000	7,500	4,000	2,200	98,800

Notes

1. Number excluded due to errors (weighted): 177
2. Number excluded due to omissions (weighted): 8,926
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

5.9.5 Accommodation provided

Table 5.21: Support periods in which clients were accommodated, accommodation provided by State and Territory, Australia, 1998–99 (%)

Accommodation type	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Crisis/short-term accommodation	92.5	75.3	92.2	89.7	81.0	88.3	79.2	94.8	88.8
Medium/long-term accommodation	7.1	24.1	7.0	11.2	22.1	13.2	20.7	4.9	11.2
Other SAAP	0.8	3.1	1.6	1.5	0.5	0.4	0.6	0.7	1.3
Total number	43,800	13,800	18,100	9,500	6,500	3,200	2,300	3,800	101,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 5,770
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.22: Support periods in which clients were accommodated, accommodation provided by primary target group, Australia, 1998–99 (%)

Accommodation type	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	74.7	95.5	83.1	67.5	95.9	88.7	88.8
Medium/long-term accommodation	24.3	4.7	17.2	29.3	5.0	11.5	11.2
Other SAAP	2.6	0.3	1.9	6.1	0.8	1.2	1.3
Total number	19,800	34,900	2,300	4,300	20,200	19,700	101,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 5,770
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.23: Closed support periods in which clients were accommodated, duration of accommodation by State and Territory, Australia, 1998–99 (%)

Duration of accommodation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
1 day or less	39.4	16.4	21.8	33.0	18.1	19.9	29.3	26.8	30.1
2–3 days	16.0	9.7	16.2	21.8	13.7	13.5	10.1	23.4	15.7
4–7 days	12.9	12.9	17.5	13.6	14.5	16.6	11.5	18.4	14.2
>1–2 weeks	9.4	11.8	14.8	9.5	15.1	17.6	12.9	12.3	11.5
>2–4 weeks	7.6	13.3	11.2	8.0	11.9	12.8	13.3	8.5	9.6
>4–13 weeks	9.9	20.8	12.5	9.3	16.1	14.1	13.4	7.7	12.2
>13–26 weeks	2.5	7.3	3.9	2.3	5.9	3.0	4.1	1.7	3.6
>26–52 weeks	1.2	4.6	1.7	1.5	3.5	1.8	3.0	0.8	1.9
>52 weeks	1.0	3.2	0.5	1.0	1.1	0.7	2.4	0.3	1.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	41,300	11,500	16,700	8,700	5,700	2,900	2,100	3,600	92,600

Notes

1. Number excluded due to errors (weighted): 425
2. Number excluded due to omissions (weighted): 5,261
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.24: Closed support periods in which clients were accommodated, duration of accommodation by region, Australia, 1998–99 (%)

Duration of accommodation	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
1 day or less	33.0	22.4	23.4	25.0	30.6	30.1
2–3 days	13.5	16.1	16.2	17.1	33.9	15.7
4–7 days	12.8	17.5	17.3	16.7	14.7	14.2
>1–2 weeks	11.0	13.8	14.6	11.6	9.1	11.5
>2–4 weeks	9.6	10.7	10.4	10.1	5.7	9.6
>4–13 weeks	12.6	13.3	12.8	13.0	4.4	12.2
>13–26 weeks	3.8	3.4	3.4	3.9	1.0	3.6
>26–52 weeks	2.2	1.9	1.3	2.1	0.4	1.9
>52 weeks	1.5	0.9	0.6	0.7	0.1	1.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	58,600	7,000	9,100	11,900	6,100	92,600

Notes

1. Number excluded due to errors (weighted): 425
2. Number excluded due to omissions (weighted): 5,261
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.25: Support periods in which clients were accommodated, duration of accommodation by accommodation provided, Australia, 1998–99 (%)

Duration of accommodation	Crisis/short-term accommodation	Medium/long-term accommodation	Other SAAP	Total
1 day or less	32.2	1.9	22.1	29.5
2–3 days	16.8	1.4	8.4	15.4
4–7 days	14.7	3.7	21.2	13.9
>1–2 weeks	12.0	4.8	10.4	11.3
>2–4 weeks	9.8	7.7	9.7	9.6
>4–13 weeks	11.3	27.8	12.5	12.7
>13–26 weeks	2.3	21.7	7.6	4.0
>26–52 weeks	0.7	19.0	4.4	2.3
>52 weeks	0.3	12.0	3.6	1.4
Total number	81,286	7,656	1,111	90,053

Notes

1. Number excluded due to errors (weighted): 413
2. Number excluded due to omissions (weighted): 12,027
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections 5.9.6 Support services for clients referred

Table 5.26: Support periods, support services referred by State and Territory, Australia, 1998–99 (%)

Support services referred	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Housing/accommodation									
SAAP/CAP accommodation	3.1	13.6	2.9	3.0	7.2	3.5	5.6	4.4	6.2
Assistance to obtain short-term accommodation	3.8	10.3	3.7	2.2	7.5	3.7	11.6	4.9	5.8
Assistance to obtain independent housing	6.3	12.5	6.4	4.9	14.2	9.2	16.1	5.5	8.7
<i>Subtotal</i>	<i>11.0</i>	<i>28.7</i>	<i>10.8</i>	<i>8.9</i>	<i>24.1</i>	<i>14.7</i>	<i>26.6</i>	<i>12.3</i>	<i>17.0</i>
Financial/employment									
Assistance to obtain government benefit/pension/allowance	3.0	4.7	4.0	2.8	6.1	5.6	5.8	3.7	4.0
Employment/training assistance	2.4	3.8	2.6	2.2	3.6	1.9	6.7	3.1	3.0
Financial assistance/material aid	2.8	13.0	3.4	4.0	10.3	11.1	6.7	10.0	6.9
Financial counselling	1.1	4.6	0.9	1.6	3.8	3.3	2.7	1.2	2.3
<i>Subtotal</i>	<i>7.4</i>	<i>20.3</i>	<i>8.9</i>	<i>8.2</i>	<i>17.8</i>	<i>16.6</i>	<i>16.1</i>	<i>14.3</i>	<i>12.6</i>
Counselling									
Incest/sexual abuse counselling	1.3	2.2	1.3	0.8	1.5	1.5	3.1	1.1	1.5
Domestic violence counselling	1.7	4.1	3.0	3.8	3.4	3.8	4.1	5.0	3.1
Family/relationship counselling and support	3.0	6.3	3.0	2.6	3.9	2.5	6.4	2.7	3.9
Emotional support/other counselling	2.7	5.6	2.2	2.1	3.9	2.7	4.5	2.0	3.5
<i>Subtotal</i>	<i>6.0</i>	<i>12.7</i>	<i>7.1</i>	<i>6.6</i>	<i>8.8</i>	<i>8.3</i>	<i>12.7</i>	<i>8.7</i>	<i>8.5</i>
General support/advocacy									
Living skills/personal development	0.7	1.9	0.8	0.7	2.4	0.6	1.7	1.1	1.2
Assistance with legal issues/court support	3.4	7.6	4.5	4.0	5.6	4.5	7.5	5.7	5.1
Advice/information	3.3	7.1	2.6	2.4	5.8	2.1	8.7	2.3	4.3
Retrieval/storage/removal of personal belongings	0.9	1.9	0.8	0.7	2.1	1.5	1.6	0.7	1.3
Advocacy/liaison on behalf of client	2.5	6.1	2.2	2.0	5.6	1.7	6.2	2.5	3.6
<i>Subtotal</i>	<i>7.8</i>	<i>16.2</i>	<i>8.5</i>	<i>6.9</i>	<i>14.6</i>	<i>8.4</i>	<i>16.9</i>	<i>9.7</i>	<i>10.8</i>
Specialist services									
Psychological services	1.3	2.6	1.0	0.9	2.0	0.9	2.8	1.8	1.6
Psychiatric services	2.2	3.4	1.9	2.0	3.1	2.6	6.6	1.1	2.6
Pregnancy support	0.5	1.2	0.7	0.4	1.1	0.6	1.8	0.8	0.8
Family planning support	0.5	0.8	0.5	0.4	0.6	0.4	2.0	0.7	0.6
Drug/alcohol support/rehabilitation	4.3	6.4	3.1	4.6	3.7	3.2	7.7	2.7	4.6
Physical disability services	0.2	0.6	0.3	0.4	0.7	0.4	0.9	0.6	0.4
Intellectual disability services	0.2	0.5	0.2	0.1	0.5	0.5	0.4	0.2	0.3
Culturally appropriate support	0.7	1.5	0.7	1.1	1.1	0.3	1.6	2.1	1.0
Interpreter services	0.4	0.8	0.4	0.5	0.3	0.1	0.5	0.5	0.5
Health/medical services	7.7	10.9	8.3	5.9	9.8	7.6	16.8	13.1	9.0
<i>Subtotal</i>	<i>12.7</i>	<i>19.2</i>	<i>12.6</i>	<i>12.4</i>	<i>15.9</i>	<i>12.4</i>	<i>26.1</i>	<i>18.2</i>	<i>15.1</i>
Other support									
Meals	1.7	2.1	1.1	0.7	0.8	1.1	2.5	1.3	1.5
Laundry/shower facilities	0.7	0.4	0.3	0.3	0.3	0.4	0.6	1.0	0.5
Recreation	0.8	1.1	0.5	0.2	0.7	0.5	1.8	0.7	0.8
Transport	1.5	1.6	0.8	0.8	1.7	1.1	1.9	3.3	1.4
Brokerage services	0.7	0.7	0.1	0.2	0.5	0.1	1.1	0.1	0.5
Other	0.6	1.3	0.5	3.9	1.2	0.7	0.9	0.7	1.1
<i>Subtotal</i>	<i>4.4</i>	<i>5.8</i>	<i>2.5</i>	<i>5.3</i>	<i>4.2</i>	<i>3.0</i>	<i>6.4</i>	<i>4.6</i>	<i>4.5</i>
Total number	55,400	44,200	25,800	12,400	11,100	5,600	3,000	5,600	163,200

Note: See notes under Table 5.28.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.27: Support periods, support services referred by service delivery model, Australia, 1998–99 (%)

Support services referred	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Housing/accommodation						
SAAP/CAP accommodation	4.1	7.9	9.2	8.9	6.8	6.2
Assistance to obtain short-term accommodation	5.1	7.8	12.5	7.0	3.5	5.8
Assistance to obtain independent housing	8.1	13.2	9.4	9.2	5.2	8.7
<i>Subtotal</i>	<i>14.5</i>	<i>21.9</i>	<i>26.5</i>	<i>19.4</i>	<i>13.6</i>	<i>17.0</i>
Financial/employment						
Assistance to obtain government benefit/pension/allowance	3.8	5.8	2.1	8.2	2.6	4.0
Employment/training assistance	1.9	6.0	0.8	5.5	1.9	3.0
Financial assistance/material aid	4.1	12.2	11.1	21.2	3.6	6.9
Financial counselling	1.4	5.2	0.5	4.9	1.3	2.3
<i>Subtotal</i>	<i>9.1</i>	<i>21.8</i>	<i>13.5</i>	<i>28.4</i>	<i>7.5</i>	<i>12.6</i>
Counselling						
Incest/sexual abuse counselling	1.6	2.3	0.6	2.0	0.9	1.5
Domestic violence counselling	3.8	4.2	0.7	3.5	1.5	3.1
Family/relationship counselling and support	3.4	7.1	1.6	5.9	2.2	3.9
Emotional support/other counselling	3.2	5.9	2.0	4.7	1.8	3.5
<i>Subtotal</i>	<i>8.6</i>	<i>13.5</i>	<i>4.0</i>	<i>11.9</i>	<i>4.5</i>	<i>8.5</i>
General support/advocacy						
Living skills/personal development	0.8	2.2	0.6	2.7	0.8	1.2
Assistance with legal issues/court support	5.4	7.8	1.8	6.7	2.7	5.1
Advice/information	3.4	7.7	4.4	3.4	2.6	4.3
Retrieval/storage/removal of personal belongings	1.1	2.3	0.4	1.6	0.7	1.3
Advocacy/liaison on behalf of client	2.8	7.4	2.5	2.8	1.7	3.6
<i>Subtotal</i>	<i>9.9</i>	<i>17.4</i>	<i>8.2</i>	<i>12.9</i>	<i>6.5</i>	<i>10.8</i>
Specialist services						
Psychological services	1.5	2.7	0.3	2.9	1.1	1.6
Psychiatric services	2.8	3.2	1.7	2.5	1.8	2.6
Pregnancy support	0.7	1.4	0.3	1.4	0.5	0.8
Family planning support	0.5	1.1	0.2	1.4	0.4	0.6
Drug/alcohol support/rehabilitation	5.3	6.0	3.1	4.0	2.9	4.6
Physical disability services	0.3	0.7	0.5	0.5	0.3	0.4
Intellectual disability services	0.2	0.5	0.2	0.4	0.2	0.3
Culturally appropriate support	1.2	1.3	0.2	0.7	0.8	1.0
Interpreter services	0.6	0.7	—	0.3	0.3	0.5
Health/medical services	10.9	11.6	2.9	9.8	5.4	9.0
<i>Subtotal</i>	<i>17.3</i>	<i>19.2</i>	<i>7.7</i>	<i>16.9</i>	<i>9.8</i>	<i>15.1</i>
Other support						
Meals	1.4	1.4	1.3	3.5	1.7	1.5
Laundry/shower facilities	0.5	0.4	0.1	1.0	0.6	0.5
Recreation	0.5	1.4	0.2	1.2	0.7	0.8
Transport	1.6	1.5	1.2	1.7	1.2	1.4
Brokerage services	0.3	1.0	0.6	1.0	0.4	0.5
Other	1.3	0.9	0.8	1.1	1.1	1.1
<i>Subtotal</i>	<i>4.2</i>	<i>5.4</i>	<i>3.9</i>	<i>6.6</i>	<i>4.2</i>	<i>4.5</i>
Total number	62,300	41,100	9,800	4,400	45,400	163,200

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.28: Support periods, support services referred by primary target group, Australia, 1998–99 (%)

Support services referred	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Housing/accommodation							
SAAP/CAP accommodation	8.5	2.2	6.2	6.1	10.1	4.8	6.2
Assistance to obtain short-term accommodation	7.4	2.8	6.4	8.6	5.0	7.4	5.8
Assistance to obtain independent housing	10.5	4.2	10.9	19.0	8.7	9.2	8.7
<i>Subtotal</i>	<i>20.7</i>	<i>7.7</i>	<i>19.7</i>	<i>26.2</i>	<i>20.3</i>	<i>17.5</i>	<i>17.0</i>
Financial/employment							
Assistance to obtain government benefit/pension/allowance	5.9	1.1	2.6	5.5	5.1	3.8	4.0
Employment/training assistance	6.7	1.1	3.7	4.0	1.5	2.2	3.0
Financial assistance/material aid	7.2	2.2	8.4	13.8	5.9	10.7	6.9
Financial counselling	2.0	0.6	3.6	7.2	2.6	3.1	2.3
<i>Subtotal</i>	<i>16.2</i>	<i>4.4</i>	<i>13.8</i>	<i>23.0</i>	<i>11.6</i>	<i>16.2</i>	<i>12.6</i>
Counselling							
Incest/sexual abuse counselling	2.1	0.2	3.8	2.9	2.7	0.9	1.5
Domestic violence counselling	2.0	0.2	5.8	7.1	7.7	2.0	3.1
Family/relationship counselling and support	5.9	0.8	4.4	8.9	5.2	3.1	3.9
Emotional support/other counselling	4.3	1.0	4.5	7.0	4.9	3.0	3.5
<i>Subtotal</i>	<i>10.0</i>	<i>1.7</i>	<i>12.6</i>	<i>17.2</i>	<i>14.3</i>	<i>6.6</i>	<i>8.5</i>
General support/advocacy							
Living skills/personal development	1.7	0.3	1.6	2.3	1.5	1.0	1.2
Assistance with legal issues/court support	4.3	1.3	4.8	7.6	11.2	3.8	5.1
Advice/information	4.1	2.3	3.6	9.1	5.4	4.8	4.3
Retrieval/storage/removal of personal belongings	0.7	0.5	1.7	2.5	2.3	1.3	1.3
Advocacy/liaison on behalf of client	3.2	1.2	3.9	8.5	4.7	4.6	3.6
<i>Subtotal</i>	<i>10.1</i>	<i>4.3</i>	<i>11.3</i>	<i>19.4</i>	<i>17.3</i>	<i>10.7</i>	<i>10.8</i>
Specialist services							
Psychological services	2.0	0.8	3.0	2.1	2.7	0.9	1.6
Psychiatric services	2.0	2.7	5.8	3.3	2.3	2.8	2.6
Pregnancy support	1.2	—	1.4	1.9	1.1	0.6	0.8
Family planning support	1.2	—	0.9	1.7	0.7	0.3	0.6
Drug/alcohol support/rehabilitation	4.8	5.5	6.6	5.0	2.8	4.9	4.6
Physical disability services	0.3	0.1	0.5	0.7	0.5	0.7	0.4
Intellectual disability services	0.4	0.1	0.5	0.5	0.3	0.3	0.3
Culturally appropriate support	0.8	0.3	1.7	2.0	2.2	0.7	1.0
Interpreter services	0.2	0.1	1.2	0.6	1.6	0.2	0.5
Health/medical services	9.8	4.6	12.9	14.5	13.0	7.7	9.0
<i>Subtotal</i>	<i>15.5</i>	<i>10.4</i>	<i>22.0</i>	<i>21.9</i>	<i>19.0</i>	<i>13.9</i>	<i>15.1</i>
Other support							
Meals	1.5	2.0	1.0	2.3	0.9	1.6	1.5
Laundry/shower facilities	0.6	0.6	0.5	0.3	0.6	0.3	0.5
Recreation	1.1	0.9	1.5	0.7	0.6	0.5	0.8
Transport	1.4	0.5	2.3	1.2	2.6	1.4	1.4
Brokerage services	0.8	0.1	1.0	1.0	0.4	0.7	0.5
Other	0.7	0.4	0.7	1.0	1.5	1.9	1.1
<i>Subtotal</i>	<i>4.5</i>	<i>3.2</i>	<i>5.1</i>	<i>5.3</i>	<i>4.9</i>	<i>5.5</i>	<i>4.5</i>
Total number	39,300	39,600	3,500	7,900	34,500	38,300	163,200

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

5.9.7 Support services for accompanying children referred

Table 5.29: Support periods, support services for accompanying children referred by State and Territory, Australia, 1998–99 (%)

Support services for accompanying children referred	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Counselling	2.2	3.3	1.9	1.7	3.7	1.0	1.7	1.9	2.5
Child care, kindergarten/school liaison	1.7	2.4	1.9	1.0	3.0	0.6	2.0	1.2	1.9
Access arrangements	0.4	0.9	0.3	0.5	0.8	0.2	0.6	0.2	0.5
Other	0.6	0.7	0.6	0.9	1.6	0.2	0.8	0.9	0.7
Total number	31,300	37,300	19,600	12,400	8,200	5,600	3,000	4,800	122,300

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.30: Support periods, support services for accompanying children referred by service delivery model, Australia, 1998–99 (%)

Support services for accompanying children referred	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support	Other	Total
Counselling	2.0	3.5	0.3	1.5	2.3	2.5
Child care, kindergarten/school liaison	1.8	2.3	—	1.4	1.9	1.9
Access arrangements	0.4	0.9	0.0	0.8	0.4	0.5
Other	0.7	0.7	0.9	0.4	0.9	0.7
Total number	53,600	37,400	3,000	4,400	23,900	122,300

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.31: Support periods, support services for accompanying children referred by primary target group, Australia, 1998–99 (%)

Support services for accompanying children referred	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Counselling	0.6	0.2	1.1	7.1	5.3	1.5	2.5
Child care, kindergarten/school liaison	0.7	0.1	1.5	4.9	4.1	1.1	1.9
Access arrangements	0.2	—	0.4	1.0	1.4	0.3	0.5
Other	0.3	—	0.5	1.9	1.3	0.7	0.7
Total number	34,000	16,400	3,500	7,800	33,000	27,600	122,300

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

5.9.8 Unmet demand—SAAP clients

Table 5.32: Support needed by SAAP clients, met and unmet demand by type of support requested, Australia, 1998–99 (%)

Met and unmet demand	Housing/accommodation	Financial/employment assistance	Counselling	General support, advocacy and information	Specialist services	Other	Total
Met							
Provided only	72.2	61.1	72.1	83.2	40.3	90.9	77.0
Referred only	9.9	15.2	8.4	3.5	23.5	1.2	7.1
Provided and referred	7.8	12.8	8.6	8.3	15.8	1.9	7.3
Unmet							
Neither provided nor referred	10.1	10.9	10.8	5.0	20.5	5.9	8.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	164,500	65,800	110,500	219,900	74,000	266,600	901,200

Notes

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

Source: SAAP NDCA Client Collection

Table 5.33: SAAP clients' unmet needs, type of support requested by State and Territory, Australia, 1998–99 (%)

Support services requested	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Housing/accommodation									
SAAP/CAP accommodation	6.4	7.3	7.9	2.2	5.1	1.4	2.3	3.7	6.2
Assistance to obtain short-term accommodation	3.7	7.7	7.8	5.5	8.2	5.7	5.5	6.1	5.8
Assistance to obtain independent housing	5.8	12.5	11.3	10.9	14.4	14.9	9.6	10.0	9.5
<i>Subtotal</i>	<i>15.9</i>	<i>27.5</i>	<i>27.1</i>	<i>18.5</i>	<i>27.7</i>	<i>22.0</i>	<i>17.4</i>	<i>19.8</i>	<i>21.4</i>
Financial/employment									
Assistance to obtain government benefit/pension/allowance	1.1	2.7	2.9	2.2	2.3	3.3	3.0	4.4	2.1
Employment/training assistance	2.1	3.1	4.2	2.6	2.5	2.3	4.4	5.2	2.8
Financial assistance/material aid	2.2	7.2	4.3	7.6	3.6	4.0	4.0	4.9	4.3
Financial counselling	2.5	3.2	3.1	3.3	4.8	3.8	4.4	3.3	3.0
<i>Subtotal</i>	<i>7.9</i>	<i>16.3</i>	<i>14.6</i>	<i>15.6</i>	<i>13.2</i>	<i>13.3</i>	<i>15.7</i>	<i>17.8</i>	<i>12.2</i>
Counselling									
Incest/sexual abuse counselling	3.2	4.8	4.7	5.1	5.8	4.0	6.1	5.8	4.2
Domestic violence counselling	3.5	5.1	4.8	3.6	5.4	4.6	4.0	4.6	4.3
Family/relationship counselling and support	0.7	1.1	1.5	1.7	1.1	1.9	2.5	1.2	1.0
Emotional support/other counselling	1.9	3.3	3.9	4.9	3.2	3.4	5.1	4.9	2.9
<i>Subtotal</i>	<i>9.3</i>	<i>14.3</i>	<i>15.0</i>	<i>15.4</i>	<i>15.5</i>	<i>13.8</i>	<i>17.7</i>	<i>16.4</i>	<i>12.4</i>
General support/advocacy									
Living skills/personal development	2.8	3.2	3.9	2.9	3.9	3.0	3.7	4.8	3.1
Assistance with legal issues/court support	1.5	4.5	2.8	4.5	2.9	3.1	3.2	4.9	2.9
Advice/information	2.1	2.8	3.0	3.8	3.5	5.7	2.0	3.3	2.7
Retrieval/storage/removal of personal belongings	1.1	3.2	1.8	2.3	2.8	2.9	2.4	1.2	2.0
Advocacy/liaison on behalf of client	2.0	4.6	3.1	4.7	5.8	4.4	2.9	3.3	3.3
<i>Subtotal</i>	<i>9.5</i>	<i>18.4</i>	<i>14.6</i>	<i>18.2</i>	<i>19.0</i>	<i>19.1</i>	<i>14.2</i>	<i>17.4</i>	<i>14.1</i>
Specialist services									
Psychological services	0.9	1.5	1.3	1.1	1.5	1.2	2.5	1.0	1.2
Psychiatric services	1.0	1.2	3.0	0.9	1.8	2.6	3.0	0.5	1.4
Pregnancy support	0.3	0.8	0.9	1.0	1.1	0.7	1.0	1.2	0.6
Family planning support	0.5	0.7	0.9	1.2	1.1	0.5	1.2	0.5	0.7
Drug/alcohol support/rehabilitation	13.5	3.1	5.6	3.5	4.0	4.8	6.1	4.7	8.1
Physical disability services	0.2	0.2	0.2	0.2	0.2	0.5	0.5	0.1	0.2
Intellectual disability services	0.3	0.3	0.3	0.4	0.4	0.5	0.7	0.3	0.3
Culturally appropriate support	0.6	1.2	0.4	0.8	0.9	0.2	0.6	1.7	0.8
Interpreter services	0.1	0.5	0.1	0.2	0.4	—	0.4	0.4	0.3
Health/medical services	8.3	3.9	3.7	5.5	3.4	4.6	4.6	5.6	5.9
<i>Subtotal</i>	<i>25.8</i>	<i>13.4</i>	<i>16.5</i>	<i>14.8</i>	<i>14.8</i>	<i>15.6</i>	<i>20.6</i>	<i>15.9</i>	<i>19.5</i>
Other support									
Meals	2.5	1.6	1.9	3.9	1.0	3.3	3.9	1.7	2.2
Laundry/shower facilities	3.2	1.1	2.5	4.5	1.8	3.8	2.4	2.6	2.5
Recreation	1.8	1.4	3.0	3.6	1.7	3.7	2.8	3.7	2.0
Transport	4.3	4.5	3.4	4.2	3.5	3.9	3.8	3.7	4.2
Brokerage services	0.7	0.6	0.2	0.2	0.5	0.3	0.5	0.5	0.5
Other	19.1	0.9	1.4	1.0	1.3	1.2	1.1	0.5	8.9
<i>Subtotal</i>	<i>31.6</i>	<i>10.2</i>	<i>12.4</i>	<i>17.4</i>	<i>9.8</i>	<i>16.2</i>	<i>14.5</i>	<i>12.7</i>	<i>20.4</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	34,000	22,700	7,400	3,200	4,100	2,700	1,700	2,000	77,800

Note: See notes under Table 5.34.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.34: SAAP clients' unmet needs, type of support requested by region, Australia, 1998–99 (%)

Support services requested	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Australia
Housing/accommodation						
SAAP/CAP accommodation	6.6	8.1	3.8	5.5	2.6	6.2
Assistance to obtain short-term accommodation	5.6	7.1	7.3	5.6	4.6	5.8
Assistance to obtain independent housing	8.7	12.3	12.9	11.8	6.8	9.5
<i>Subtotal</i>	<i>20.9</i>	<i>27.6</i>	<i>24.0</i>	<i>22.8</i>	<i>14.0</i>	<i>21.4</i>
Financial/employment						
Assistance to obtain government benefit/pension/allowance	1.9	2.5	2.2	2.8	2.7	2.1
Employment/training assistance	2.6	3.0	3.3	2.7	3.9	2.8
Financial assistance/material aid	4.4	3.5	4.0	3.8	5.5	4.3
Financial counselling	2.7	2.0	5.6	3.8	3.6	3.0
<i>Subtotal</i>	<i>11.7</i>	<i>11.0</i>	<i>15.2</i>	<i>13.2</i>	<i>15.8</i>	<i>12.2</i>
Counselling						
Incest/sexual abuse counselling	3.7	4.9	5.2	5.7	5.1	4.2
Domestic violence counselling	4.0	4.9	4.6	5.8	4.5	4.3
Family/relationship counselling and support	1.0	0.8	1.3	1.2	0.7	1.0
Emotional support/other counselling	2.6	2.8	3.6	4.3	3.8	2.9
<i>Subtotal</i>	<i>11.3</i>	<i>13.4</i>	<i>14.8</i>	<i>16.9</i>	<i>14.1</i>	<i>12.4</i>
General support/advocacy						
Living skills/personal development	2.8	3.9	3.1	4.4	4.3	3.1
Assistance with legal issues/court support	2.9	2.4	2.7	3.3	3.8	2.9
Advice/information	2.3	2.9	3.9	4.7	2.8	2.7
Retrieval/storage/removal of personal belongings	2.0	1.9	2.4	2.7	1.1	2.0
Advocacy/liaison on behalf of client	2.9	2.9	4.7	5.8	2.8	3.3
<i>Subtotal</i>	<i>12.9</i>	<i>14.0</i>	<i>16.7</i>	<i>20.8</i>	<i>14.6</i>	<i>14.1</i>
Specialist services						
Psychological services	1.3	0.9	1.4	1.1	0.8	1.2
Psychiatric services	1.4	1.8	1.9	1.1	0.6	1.4
Pregnancy support	0.5	0.7	0.8	1.2	1.0	0.6
Family planning support	0.6	0.7	0.7	1.0	1.4	0.7
Drug/alcohol support/rehabilitation	9.5	4.2	5.6	3.9	4.7	8.1
Physical disability services	0.2	0.2	0.3	0.1	0.2	0.2
Intellectual disability services	0.3	0.4	0.4	0.3	0.1	0.3
Culturally appropriate support	0.8	0.5	0.4	1.0	0.6	0.8
Interpreter services	0.3	0.1	0.1	0.1	0.3	0.3
Health/medical services	6.9	3.4	3.5	3.3	3.8	5.9
<i>Subtotal</i>	<i>21.9</i>	<i>12.8</i>	<i>15.0</i>	<i>13.1</i>	<i>13.4</i>	<i>19.5</i>
Other support						
Meals	2.1	1.6	2.5	2.0	5.0	2.2
Laundry/shower facilities	2.3	1.8	2.9	2.2	7.8	2.5
Recreation	1.7	2.5	3.2	3.3	2.3	2.0
Transport	3.9	2.7	3.9	4.1	12.0	4.2
Brokerage services	0.5	0.7	0.4	0.6	0.2	0.5
Other	10.9	11.8	1.4	1.1	0.6	8.9
<i>Subtotal</i>	<i>21.4</i>	<i>21.2</i>	<i>14.3</i>	<i>13.1</i>	<i>27.9</i>	<i>20.4</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	56,100	5,400	4,600	8,100	3,600	77,800

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.35: SAAP clients' unmet needs, type of support requested by service delivery model, Australia, 1998-99 (%)

Support services requested	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Housing/accommodation						
SAAP/CAP accommodation	2.8	6.6	20.4	5.3	7.7	6.2
Assistance to obtain short-term accommodation	7.4	6.1	17.7	7.3	3.0	5.8
Assistance to obtain independent housing	12.0	13.0	12.5	12.0	4.6	9.5
<i>Subtotal</i>	<i>22.2</i>	<i>25.7</i>	<i>50.6</i>	<i>24.6</i>	<i>15.3</i>	<i>21.4</i>
Financial/employment						
Assistance to obtain government benefit/pension/allowance	2.9	2.6	0.5	4.4	1.0	2.1
Employment/training assistance	3.0	4.5	0.2	5.1	1.6	2.8
Financial assistance/material aid	4.1	6.0	17.9	6.3	2.2	4.3
Financial counselling	2.8	3.9	2.0	4.6	2.5	3.0
<i>Subtotal</i>	<i>12.8</i>	<i>17.1</i>	<i>20.5</i>	<i>20.3</i>	<i>7.3</i>	<i>12.2</i>
Counselling						
Incest/sexual abuse counselling	4.9	5.5	3.2	5.7	2.6	4.2
Domestic violence counselling	4.6	5.8	2.2	6.8	3.1	4.3
Family/relationship counselling and support	1.3	1.3	0.5	1.2	0.7	1.0
Emotional support/other counselling	4.0	2.9	2.7	1.9	2.1	2.9
<i>Subtotal</i>	<i>14.8</i>	<i>15.5</i>	<i>8.7</i>	<i>15.5</i>	<i>8.5</i>	<i>12.4</i>
General support/advocacy						
Living skills/personal development	3.2	4.8	0.3	4.7	2.1	3.1
Assistance with legal issues/court support	3.7	2.8	2.5	3.7	2.3	2.9
Advice/information	3.7	3.7	1.5	3.8	1.3	2.7
Retrieval/storage/removal of personal belongings	2.6	2.1	0.8	1.6	1.6	2.0
Advocacy/liaison on behalf of client	4.1	5.3	0.7	6.6	1.3	3.3
<i>Subtotal</i>	<i>17.4</i>	<i>18.7</i>	<i>5.8</i>	<i>20.4</i>	<i>8.6</i>	<i>14.1</i>
Specialist services						
Psychological services	1.5	1.4	0.8	0.7	0.9	1.2
Psychiatric services	2.1	1.3	1.4	0.7	0.8	1.4
Pregnancy support	0.8	0.9	0.3	0.7	0.4	0.6
Family planning support	0.9	1.0	0.1	0.4	0.3	0.7
Drug/alcohol support/rehabilitation	5.3	3.7	3.5	2.8	14.0	8.1
Physical disability services	0.2	0.3	0.2	0.5	0.1	0.2
Intellectual disability services	0.4	0.3	0.3	0.2	0.2	0.3
Culturally appropriate support	0.9	0.8	0.7	0.8	0.7	0.8
Interpreter services	0.3	0.3	0.1	0.6	0.2	0.3
Health/medical services	4.7	3.2	2.8	3.0	9.2	5.9
<i>Subtotal</i>	<i>17.2</i>	<i>13.3</i>	<i>10.2</i>	<i>10.4</i>	<i>26.9</i>	<i>19.5</i>
Other support						
Meals	2.9	1.8	0.5	0.7	2.1	2.2
Laundry/shower facilities	3.5	1.2	0.1	1.3	2.8	2.5
Recreation	3.4	2.1	0.2	2.7	0.9	2.0
Transport	4.3	2.8	0.6	3.4	5.4	4.2
Brokerage services	0.6	0.7	0.8	0.2	0.4	0.5
Other	0.9	1.2	2.0	0.3	21.8	8.9
<i>Subtotal</i>	<i>15.7</i>	<i>9.7</i>	<i>4.2</i>	<i>8.7</i>	<i>33.4</i>	<i>20.4</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	24,800	19,700	2,500	1,300	29,500	77,800

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.36: SAAP clients' unmet needs, type of support requested by primary target group, Australia, 1998-99 (%)

Support services requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Housing/accommodation							
SAAP/CAP accommodation	4.8	9.8	3.0	8.6	3.6	6.0	6.2
Assistance to obtain short-term accommodation	6.2	4.2	5.1	9.0	5.3	6.8	5.8
Assistance to obtain independent housing	11.9	5.6	13.4	14.2	8.6	10.6	9.5
<i>Subtotal</i>	<i>22.9</i>	<i>19.5</i>	<i>21.4</i>	<i>31.9</i>	<i>17.4</i>	<i>23.4</i>	<i>21.4</i>
Financial/employment							
Assistance to obtain government benefit/pension/allowance	3.6	0.7	2.1	1.5	2.9	1.3	2.1
Employment/training assistance	5.5	1.6	3.2	2.8	1.1	2.8	2.8
Financial assistance/material aid	4.0	1.6	5.2	5.2	5.0	7.1	4.3
Financial counselling	3.3	2.8	3.3	4.4	1.8	3.7	3.0
<i>Subtotal</i>	<i>16.3</i>	<i>6.6</i>	<i>13.7</i>	<i>13.8</i>	<i>10.8</i>	<i>14.8</i>	<i>12.2</i>
Counselling							
Incest/sexual abuse counselling	6.4	1.9	5.7	5.1	4.3	3.8	4.2
Domestic violence counselling	5.5	2.3	5.6	5.0	5.1	4.0	4.3
Family/relationship counselling and support	1.3	0.2	2.5	1.1	1.7	0.9	1.0
Emotional support/other counselling	2.0	0.4	4.8	4.5	6.5	2.8	2.9
<i>Subtotal</i>	<i>15.3</i>	<i>4.8</i>	<i>18.5</i>	<i>15.8</i>	<i>17.7</i>	<i>11.5</i>	<i>12.4</i>
General support/advocacy							
Living skills/personal development	5.6	2.1	3.9	2.8	2.1	2.6	3.1
Assistance with legal issues/court support	2.5	0.8	3.4	2.8	6.6	2.2	2.9
Advice/information	3.0	1.0	3.5	4.1	4.2	2.6	2.7
Retrieval/storage/removal of personal belongings	1.6	0.7	1.7	2.2	4.7	1.6	2.0
Advocacy/liaison on behalf of client	3.2	0.7	3.1	6.4	5.9	3.3	3.3
<i>Subtotal</i>	<i>15.9</i>	<i>5.2</i>	<i>15.5</i>	<i>18.2</i>	<i>23.4</i>	<i>12.2</i>	<i>14.1</i>
Specialist services							
Psychological services	1.4	0.6	1.7	1.8	1.7	1.1	1.2
Psychiatric services	0.9	1.8	1.8	1.2	1.4	1.3	1.4
Pregnancy support	0.7	—	1.4	1.6	1.2	0.5	0.6
Family planning support	0.9	0.1	1.8	1.9	0.7	0.6	0.7
Drug/alcohol support/rehabilitation	3.7	21.5	3.6	2.9	2.9	4.0	8.1
Physical disability services	0.1	0.2	0.9	0.3	0.2	0.2	0.2
Intellectual disability services	0.3	0.3	0.4	0.2	0.3	0.3	0.3
Culturally appropriate support	0.6	0.2	1.0	1.0	1.9	0.6	0.8
Interpreter services	0.1	0.1	0.3	0.3	0.8	0.2	0.3
Health/medical services	3.7	11.9	4.7	3.4	5.5	2.5	5.9
<i>Subtotal</i>	<i>12.4</i>	<i>36.7</i>	<i>17.6</i>	<i>14.5</i>	<i>16.6</i>	<i>11.3</i>	<i>19.5</i>
Other support							
Meals	2.1	3.4	2.1	0.6	2.3	1.2	2.2
Laundry/shower facilities	2.2	4.6	2.5	0.8	2.2	1.0	2.5
Recreation	3.9	1.3	2.6	1.1	1.6	1.2	2.0
Transport	4.3	4.9	3.1	2.1	6.2	1.9	4.2
Brokerage services	0.8	0.4	0.8	0.3	0.5	0.4	0.5
Other	3.8	12.4	2.1	0.9	1.1	20.9	8.9
<i>Subtotal</i>	<i>17.2</i>	<i>27.1</i>	<i>13.3</i>	<i>5.8</i>	<i>14.0</i>	<i>26.7</i>	<i>20.4</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	19,000	20,000	1,900	4,100	16,200	16,600	77,800

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

5.9.9 Unmet demand—accompanying children

Table 5.37: Support needed by accompanying children, met and unmet demand by type of support requested Australia, 1998–99 (%)

Met and unmet demand	Counselling	Child care, kindergarten/ school liaison	Access arrangements	Other	Total
Met					
Provided only	55.6	71.1	38.6	79.0	65.1
Referred only	16.9	10.0	32.6	5.1	12.8
Provided and referred	17.1	12.1	11.8	10.7	13.7
Unmet					
Neither provided nor referred	10.4	6.8	16.9	5.2	8.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	9,800	9,500	1,200	4,800	25,200

Note: See notes under Table 5.39

Source: SAAP NDCA Client Collection

Table 5.38: Unmet needs of accompanying children, type of support requested by State and Territory, Australia, 1998–99 (%)

Support services requested for accompanying children	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Counselling	49.2	46.7	53.8	35.4	50.0	46.2	61.5	60.8	48.4
Child care, kindergarten/ school liaison	30.0	29.6	27.8	34.2	31.2	43.4	23.1	31.1	30.6
Access arrangements	5.9	11.9	8.5	18.4	6.4	3.8	7.7	2.7	9.2
Other	15.0	11.8	9.8	12.0	12.4	6.6	7.7	5.4	11.8
<i>Total</i>	<i>100.0</i>								
Total number	500	700	300	200	200	100	—	100	2,100

Note: See notes under Table 5.39

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.39: Unmet needs of accompanying children, type of support requested by service delivery model, Australia, 1998–99 (%)

Support services requested for accompanying children	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Counselling	47.7	50.8	29.3	39.5	45.4	48.4
Child care, kindergarten/ school liaison	34.5	28.9	—	11.5	29.4	30.6
Access arrangements	7.8	10.9	—	31.6	5.8	9.2
Other	10.0	9.3	70.7	17.4	19.3	11.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	800	900	0	0	300	2,100

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.40: Unmet needs of accompanying children, type of support requested by primary target group, Australia, 1998–99 (%)

Support services requested for accompanying children	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target multiple/ general	Total
Counselling	34.9	49.8	27.5	50.1	50.0	49.4	48.4
Child care, kindergarten/ school liaison	37.0	40.2	43.7	32.5	28.5	30.1	30.6
Access arrangements	8.7	0.0	3.0	6.8	11.4	7.0	9.2
Other	19.3	10.1	25.8	10.6	10.0	13.5	11.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	0	100	400	1,100	400	2,100

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

5.9.10 Unmet demand—potential clients

Table 5.41: Estimated potential clients unable to be supported by State and Territory, Australia, 12–25 November 1998

State/Territory	Number	Per cent
NSW	1,270	31.6
Vic	990	24.6
Qld	790	19.7
WA	370	9.2
SA	280	7.0
Tas	120	3.0
ACT	110	2.7
NT	90	2.2
Australia	4,020	100.0

Notes

1. Estimates are based on information collected in the two-week period 12–25 November 1998. An adjustment has been made for valid subsequent requests that followed an invalid first request and, as a result, numbers may not be consistent with those in tables presented below. See Appendix 1 for information about the estimation procedure used.
2. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.42: Potential clients unable to be supported, type of support requested by State and Territory, Australia, 12–25 November 1998 (%)

Type of support requested	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Crisis/short-term accommodation	67.4	47.7	77.3	66.7	56.1	77.1	46.2	79.7	63.4
Medium/long-term accommodation	28.6	43.9	17.5	24.2	38.2	14.5	53.8	18.8	30.8
Support only	1.3	3.3	2.3	3.0	3.3	4.8	—	—	2.3
Other	2.8	5.1	3.0	6.1	2.4	3.6	—	1.6	3.6
<i>Total</i>	<i>100.0</i>								
Total number	940	750	580	260	210	80	90	60	2,980

Notes

1. Number excluded due to errors: 13
2. Number excluded due to omissions: 8
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.43: Potential clients unable to be supported, type of support requested by primary target group, Australia, 12–25 November 1998 (%)

Type of support requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	50.2	82.5	52.1	65.8	72.1	66.5	63.4
Medium/long-term accommodation	42.4	13.2	36.5	31.6	22.7	26.8	30.8
Support only	2.3	2.6	7.3	1.3	2.4	2.2	2.3
Other	5.2	1.7	4.2	1.3	2.8	4.4	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>
Total number	930	300	100	530	490	630	2,980

Notes

1. Number excluded due to errors: 13
2. Number excluded due to omissions: 8
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.44: Potential clients unable to be supported, type of support requested by gender of person making request, Australia, 12–25 November 1998 (%)

Type of support requested	Female	Male	Total
Crisis/short-term accommodation	61.4	65.8	63.1
Medium/long-term accommodation	32.0	29.6	31.0
Support only	2.5	2.0	2.3
Other	4.1	2.7	3.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,740	1,170	2,910

Notes

1. Number excluded due to errors: 23
2. Number excluded due to omissions: 77
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.45: Potential clients unable to be supported, type of support requested by age of person making request, Australia, 12–25 November 1998 (%)

Type of support requested	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Crisis/short-term accommodation	75.2	52.8	62.5	66.9	65.6	62.1
Medium/long-term accommodation	22.1	40.7	32.2	27.4	27.2	32.1
Support only	1.3	1.8	1.7	3.0	3.3	2.3
Other	1.3	4.7	3.7	2.8	4.0	3.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	150	850	540	1,050	150	2,750

Notes

1. Number excluded due to errors: 20
2. Number excluded due to omissions: 233
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. There were very few potential clients who were unable to be supported aged 65 years and over. To ensure confidentiality these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.46: Potential clients unable to be supported, type of support requested by ethnicity of person making request, Australia, 12–25 November 1998 (%)

Type of support requested	Indigenous Australian	Non-English-speaking background	Other	Total
Crisis/short-term accommodation	64.6	49.4	62.2	61.6
Medium/long-term accommodation	30.5	47.8	31.0	32.1
Support only	2.0	1.7	2.5	2.4
Other	3.0	1.1	4.2	3.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	310	180	2,090	2,570

Notes

1. Number excluded due to errors: 6
2. Number excluded due to omissions: 429
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.47: Potential clients unable to be supported, main reason support not provided by State and Territory, Australia, 12–25 November 1998 (%)

Main reason support not provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Insufficient staff	3.0	5.9	2.1	4.2	8.9	4.8	1.1	1.6	4.0
No accommodation available	76.4	84.9	86.1	85.2	79.3	73.5	75.5	78.1	81.3
Facilities for disability needs not available	1.2	0.4	0.7	0.8	0.5	1.2	—	1.6	0.8
Facilities for cultural needs not available	—	0.5	0.3	—	—	—	2.1	1.6	0.3
Facilities for other special needs not available	2.4	1.6	0.7	1.5	2.3	4.8	1.1	3.1	1.8
Age of male child	0.2	0.1	—	—	—	—	—	—	0.1
Other	16.9	6.6	10.1	8.3	8.9	15.7	20.2	14.1	11.6
<i>Total</i>	<i>100.0</i>								
Total number	950	760	580	260	210	80	90	60	3,010

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.48: Potential clients unable to be supported, main reason support not provided by type of support requested, Australia, 12–25 November 1998 (%)

Main reason support not provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Support only	Other	Total
Insufficient staff	2.1	3.6	44.9	15.1	4.0
No accommodation available	84.9	84.7	11.6	32.1	81.3
Facilities for disability needs not available	0.5	1.2	2.9	—	0.8
Facilities for cultural needs not available	0.3	0.3	—	0.9	0.3
Facilities for other special needs not available	1.9	1.4	5.8	2.8	1.8
Age of male child	0.1	0.0	1.4	—	0.1
Other	10.3	8.7	33.3	49.1	11.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,890	920	70	110	2,980

Notes

1. Number excluded due to errors: 13
2. Number excluded due to omissions: 8
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.49: Potential clients unable to be supported, living situation the night before requesting assistance by State and Territory, Australia, 12–25 November 1998 (%)

Living situation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Streets/car/tent/park/squat	18.9	15.9	15.1	13.7	9.3	15.0	9.8	22.0	15.9
SAAP or other emergency accommodation	20.3	12.1	8.5	14.5	10.4	17.5	25.0	—	14.3
Accommodation by friends/relatives on a temporary basis	28.0	40.6	38.3	44.0	45.4	26.3	29.3	47.5	36.3
Single room in a boarding house or hostel	3.2	3.8	4.1	2.9	3.8	2.5	2.2	8.5	3.6
In stable/permanent housing but at risk of eviction or becoming homeless	12.1	17.6	22.2	12.4	19.1	31.3	8.7	11.9	16.5
Other	17.5	10.0	11.7	12.4	12.0	7.5	25.0	10.2	13.4
<i>Total</i>	<i>100.0</i>								
Total number	870	740	560	240	180	80	90	60	2,830

Notes

1. Number excluded due to errors: 5
2. Number excluded due to omissions: 170
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.50: Potential clients unable to be supported, living situation the night before requesting assistance by service delivery model, Australia, 12–25 November 1998 (%)

Living situation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Streets/car/tent/park/squat	19.3	8.2	17.1	6.1	22.8	15.9
SAAP or other emergency accommodation	13.7	16.8	9.8	9.1	12.1	14.3
Accommodation by friends/relatives on a temporary basis	33.2	42.2	31.7	42.4	32.1	36.3
Single room in a boarding house or hostel	3.9	2.7	7.3	9.1	3.9	3.6
In stable/permanent housing but at risk of eviction or becoming homeless	14.1	19.1	22.0	24.2	15.8	16.5
Other	15.7	11.0	12.2	9.1	13.3	13.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,170	1,000	40	30	590	2,830

Notes

1. Number excluded due to errors: 5
2. Number excluded due to omissions: 170
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.51: Potential clients unable to be supported, living situation the night before requesting assistance by primary target group, Australia, 12–25 November 1998 (%)

Living situation	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Streets/car/tent/park/squat	14.4	29.6	5.4	12.2	8.3	22.5	15.9
SAAP or other emergency accommodation	22.1	9.5	23.7	7.0	15.7	8.6	14.3
Accommodation by friends/relatives on a temporary basis	36.4	27.0	30.1	47.0	32.7	34.9	36.3
Single room in a boarding house or hostel	1.6	8.8	4.3	3.0	2.4	5.6	3.6
In stable/permanent housing but at risk of eviction or becoming homeless	13.6	6.9	15.1	22.6	21.1	16.7	16.5
Other	11.9	18.2	21.5	8.2	19.8	11.6	13.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	900	270	90	500	460	600	2,830

Notes

1. Number excluded due to errors: 5
2. Number excluded due to omissions: 170
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.52: Potential clients unable to be supported, living situation the night before requesting assistance by region, Australia, 12–25 November 1998 (%)

Living situation	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Streets/car/tent/park/squat	15.6	20.5	15.2	14.1	11.9	15.9
SAAP or other emergency accommodation	16.9	11.5	8.6	8.7	2.4	14.4
Accommodation by friends/relatives on a temporary basis	35.5	32.0	39.3	41.2	47.6	36.2
Single room in a boarding house or hostel	3.4	4.0	5.8	2.3	4.8	3.6
In stable/permanent housing but at risk of eviction or becoming homeless	15.7	17.6	15.6	20.6	16.7	16.4
Other	12.9	14.4	15.6	13.2	16.7	13.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,870	350	260	310	40	2,830

Notes

1. Number excluded due to errors: 5
2. Number excluded due to omissions: 172
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.53: Potential clients unable to be supported, living situation the night before requesting assistance by age of client, Australia, 12–25 November 1998 (%)

Living situation	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Streets/car/tent/park/squat	12.8	15.1	17.1	15.2	24.2	15.9
SAAP or other emergency accommodation	23.4	21.5	10.8	10.8	6.7	14.5
Accommodation by friends/relatives on a temporary basis	25.5	38.7	43.2	35.5	18.8	36.5
Single room in a boarding house or hostel	0.7	1.7	4.2	4.4	11.4	3.7
In stable/permanent housing but at risk of eviction or becoming homeless	22.0	12.7	13.1	19.3	22.1	16.4
Other	15.6	10.3	11.6	14.9	16.8	13.0
<i>Total</i>	100.0	100.0	100.0	100.0	100.0	100.0
Total number	140	810	520	1,010	150	2,650

Notes

1. Number excluded due to errors: 12
2. Number excluded due to omissions: 347
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.54: Potential clients unable to be supported, immediacy of need for SAAP accommodation by State and Territory, Australia, 12–25 November 1998 (%)

SAAP accommodation required	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Within 24 hours	68.4	44.5	58.4	73.4	62.6	82.4	52.7	58.7	60.2
Between 24 and 48 hours	10.3	13.4	15.9	6.0	7.3	12.2	5.4	15.9	11.6
In 2 to 6 days	9.2	19.5	15.4	9.0	13.4	4.1	19.4	4.8	13.3
In 7 to 14 days	6.3	14.1	5.8	5.2	11.7	—	5.4	14.3	8.4
In more than 14 days	5.7	8.4	4.5	6.4	5.0	1.4	17.2	6.3	6.5
<i>Total</i>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total number	890	690	530	230	180	70	90	60	2,750

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 252
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.55: Potential clients unable to be supported, immediacy of need for SAAP accommodation by service delivery model, Australia, 12–25 November 1998 (%)

SAAP accommodation required	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Within 24 hours	79.8	26.5	50.0	60.9	72.6	60.2
Between 24 and 48 hours	10.3	14.0	23.1	17.4	10.0	11.6
In 2 to 6 days	5.9	26.2	15.4	8.7	8.9	13.3
In 7 to 14 days	2.1	18.9	7.7	4.3	5.2	8.4
In more than 14 days	2.0	14.4	3.8	8.7	3.3	6.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,200	910	30	20	600	2,750

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 252
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.56: Potential clients unable to be supported, immediacy of need for SAAP accommodation by primary target group, Australia, 12–25 November 1998 (%)

SAAP accommodation required	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Within 24 hours	51.5	83.0	43.5	48.7	75.6	61.6	60.2
Between 24 and 48 hours	10.0	8.0	25.9	14.9	8.5	13.3	11.6
In 2 to 6 days	17.1	4.2	20.0	20.4	5.7	11.4	13.3
In 7 to 14 days	11.0	2.8	5.9	8.9	4.8	10.2	8.4
In more than 14 days	10.4	2.1	4.7	7.1	5.4	3.5	6.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	850	290	90	500	460	580	2,750

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 252
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.57: Potential clients unable to be supported, immediacy of need for SAAP accommodation by region, Australia, 12–25 November 1998 (%)

SAAP accommodation required	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Within 24 hours	59.7	73.5	53.7	54.4	54.5	60.2
Between 24 and 48 hours	10.1	12.1	16.5	16.4	15.9	11.6
in 2 to 6 days	13.3	10.3	15.7	16.4	6.8	13.3
in 7 to 14 days	8.9	3.5	10.3	7.7	13.6	8.3
in more than 14 days	8.1	0.6	3.7	5.2	9.1	6.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,840	340	240	290	40	2,750

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 254
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.58: Potential clients unable to be supported, immediacy of need for SAAP accommodation by age of client, Australia, 12–25 November 1998 (%)

SAAP accommodation required	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Within 24 hours	71.5	52.0	57.5	62.2	63.3	58.8
Between 24 and 48 hours	13.2	11.1	12.1	12.4	12.2	12.0
in 2 to 6 days	10.4	14.9	13.9	13.5	11.5	13.7
in 7 to 14 days	4.2	11.1	9.5	7.1	9.4	8.7
in more than 14 days	0.7	10.9	6.9	4.9	3.6	6.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	140	770	500	980	140	2,550

Notes

1. Number excluded due to errors: 8
2. Number excluded due to omissions: 448
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

5.9.11 One-off assistance provided—Unmet Demand Collection

Table 5.59: Casual clients seeking support or accommodation, one-off assistance provided by State and Territory, Australia, 1998–99 (%)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Information	66.6	84.6	74.1	64.6	72.0	65.1	73.0	75.3	73.2
Referral for accommodation	42.2	50.2	44.6	55.8	35.7	42.9	52.0	51.3	45.9
Referral for non-accommodation	8.6	13.0	7.5	4.4	12.0	10.6	6.1	21.4	9.7
Meals	5.9	3.3	6.1	4.1	4.3	6.9	1.0	9.7	5.0
Financial assistance/material aid	3.1	8.7	5.3	3.2	5.3	3.2	1.0	8.4	5.2
Transport	5.1	3.8	2.7	1.7	3.5	4.2	1.5	10.4	3.9
Laundry/shower facilities	3.0	1.4	2.8	1.5	2.0	4.2	0.5	3.9	2.3
Emotional support	14.2	28.5	16.3	18.8	24.1	15.3	18.4	38.3	20.0
Other	3.4	4.3	2.7	4.4	5.7	3.2	3.6	3.9	3.7
Total number	59,200	46,900	35,100	15,300	12,700	4,900	5,100	4,000	183,300

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.60: Casual clients seeking support or accommodation, one-off assistance provided by service delivery model, Australia, 1998–99 (%)

One-off assistance provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Telephone information/ referral	Other	Total
Information	66.4	81.3	81.1	75.0	81.9	71.1	73.2
Referral for accommodation	46.6	51.0	32.0	34.2	42.6	38.4	45.9
Referral for non-accommodation	6.6	11.8	21.9	19.2	7.4	10.1	9.7
Meals	5.3	2.6	18.9	5.0	8.5	6.4	5.0
Financial assistance/ material aid	3.6	6.8	12.4	14.2	6.4	3.9	5.2
Transport	2.8	4.0	1.2	5.8	5.3	6.1	3.9
Laundry/shower facilities	2.2	1.4	7.1	—	1.1	3.9	2.3
Emotional support	14.6	27.6	31.4	35.8	23.4	14.7	20.0
Other	3.2	3.6	7.1	18.3	10.6	3.1	3.7
Total number	74,200	63,500	4,400	3,100	2,400	35,600	183,300

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.61: Casual clients seeking support or accommodation, one-off assistance provided by primary target group, Australia, 1998–99 (%)

One-off assistance provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Information	72.7	66.4	78.7	80.9	58.0	82.6	73.2
Referral for accommodation	45.8	48.9	44.5	48.0	46.8	42.6	45.9
Referral for non-accommodation	8.7	5.9	7.1	11.6	9.6	11.8	9.7
Meals	3.2	18.2	0.9	1.4	2.8	7.5	5.0
Financial assistance/ material aid	4.5	5.6	5.7	7.6	3.6	5.5	5.2
Transport	4.0	6.2	3.8	2.8	4.7	3.0	3.9
Laundry/shower facilities	1.3	9.7	2.4	0.9	2.1	2.3	2.3
Emotional support	15.2	11.6	18.5	26.4	23.6	23.6	20.0
Other	3.8	2.6	6.2	2.5	5.5	3.2	3.7
Total number	62,100	15,900	5,500	29,600	31,700	38,500	183,300

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.62: Casual clients seeking support or accommodation, one-off assistance provided by age of person, Australia, 1998–99 (%)

One-off assistance provided	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Information	67.7	74.3	79.0	76.5	72.9	70.7	75.5
Referral for accommodation	45.8	46.4	48.7	46.2	45.5	51.2	46.7
Referral for non-accommodation	9.1	8.4	11.0	11.4	11.0	9.8	10.2
Meals	2.5	3.9	5.2	6.4	9.6	9.8	5.3
Financial assistance/material aid	3.2	4.1	7.1	6.4	6.5	4.9	5.6
Transport	1.5	4.5	4.0	4.6	4.2	7.3	4.2
Laundry/shower facilities	1.2	1.8	2.5	3.0	4.8	4.9	2.5
Emotional support	14.3	17.5	23.1	24.3	26.0	14.6	21.3
Other	4.7	3.1	4.5	3.7	4.0	4.9	3.8
Total number	10,600	52,800	32,000	58,100	9,200	1,100	163,700

Notes

1. Number excluded due to errors (weighted): 468
2. Number excluded due to omissions (weighted): 19,084
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.63: Casual clients seeking support or accommodation, one-off assistance provided by presenting unit, Australia, 1998–99 (%)

One-off assistance provided	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Information	71.7	78.7	74.4	80.4	84.1	73.4
Referral for accommodation	44.5	47.9	48.5	48.4	50.0	46.0
Referral for non-accommodation	8.0	10.5	12.6	13.3	15.9	9.7
Meals	6.5	3.5	2.0	3.6	3.7	5.0
Financial assistance/material aid	4.7	8.3	5.5	6.1	4.9	5.2
Transport	4.4	2.5	3.7	2.2	2.4	4.0
Laundry/shower facilities	2.8	2.2	1.2	2.7	2.4	2.4
Emotional support	16.8	23.5	26.4	24.0	19.5	20.1
Other	3.7	3.5	3.7	3.9	6.1	3.8
Total number	113,300	8,200	47,300	10,700	2,100	181,600

Notes

1. Number excluded due to errors (weighted): 130
2. Number excluded due to omissions (weighted): 1,534
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

5.9.12 One-off assistance provided—Casual Client Collection

Table 5.64: Casual client contacts, one-off assistance provided by State and Territory, Australia, 1998–99 (%)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Information	68.5	43.6	40.2	35.5	71.8	75.9	68.7	57.7	48.0
Referral arranged	33.9	19.2	9.3	12.8	27.0	32.0	25.4	31.6	18.6
Emotional support	32.7	15.6	19.0	28.0	38.8	41.2	34.7	38.6	22.8
Meals	19.5	51.7	61.1	52.2	7.5	10.7	19.5	6.0	46.0
Financial/material aid	7.3	7.3	13.7	7.1	18.2	12.6	12.1	41.4	10.1
Transport	8.2	2.6	3.5	2.2	3.9	4.7	5.3	16.3	4.0
Laundry/shower facilities	7.0	2.9	15.7	6.6	3.3	3.7	8.0	1.9	8.1
Other	20.2	13.3	21.1	20.9	22.3	18.8	21.4	15.8	18.3
Total number	126,200	238,300	230,900	82,700	29,100	13,400	8,400	5,600	734,500

Notes

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

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.65: Casual client contacts, one-off assistance provided by service delivery model, Australia, 1998–99 (%)

One-off assistance provided	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support	Telephone information/referral	Multiple	Other	Total
Information	61.5	74.3	15.9	69.2	94.2	33.4	71.2	48.0
Referral arranged	18.3	32.6	7.2	41.4	43.9	13.0	32.4	18.6
Emotional support	29.1	30.0	13.9	43.6	43.6	12.4	32.9	22.8
Meals	41.5	16.8	74.9	0.7	0.2	57.2	8.6	46.0
Financial/material aid	9.9	12.5	8.4	19.6	4.8	10.5	7.2	10.1
Transport	5.1	4.6	1.7	6.1	0.2	5.0	6.8	4.0
Laundry/shower facilities	13.5	2.8	7.0	0.3	0.3	9.1	4.1	8.1
Other	24.1	20.8	13.7	18.6	7.5	15.5	9.5	18.3
Total number	214,700	140,400	185,000	15,300	23,300	149,900	5,800	734,500

Notes

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

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.66: Casual client contacts, one-off assistance provided by primary target group, Australia, 1998–99 (%)

One-off assistance provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Information	77.3	32.2	72.7	88.2	76.7	32.4	48.0
Referral arranged	30.5	12.4	27.7	27.6	38.1	11.7	18.6
Emotional support	23.6	9.3	25.0	38.6	51.3	19.2	22.8
Meals	9.2	61.8	7.2	3.9	9.4	65.9	46.0
Financial/material aid	9.8	16.9	6.1	14.1	6.6	8.9	10.1
Transport	7.8	3.4	3.4	2.4	9.5	2.2	4.0
Laundry/shower facilities	1.3	16.3	1.1	0.1	2.9	10.3	8.1
Other	28.3	13.2	27.1	14.2	24.6	15.6	18.3
Total number	122,100	97,800	13,700	44,900	66,400	389,700	734,500

Notes

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

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.67: Casual client contacts, one-off assistance provided by presenting unit, Australia, 1998–99 (%)

One-off assistance provided	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Information	42.9	68.3	82.7	81.2	50.9	50.4
Referral arranged	15.3	29.3	37.7	37.0	22.2	19.5
Emotional support	19.9	23.9	43.8	35.0	22.5	23.9
Meals	52.3	21.8	5.8	8.8	27.6	43.4
Financial/material aid	9.6	17.5	13.0	22.4	6.5	10.7
Transport	3.9	3.8	5.9	6.7	3.1	4.2
Laundry/shower facilities	10.2	5.1	1.4	1.3	6.5	8.5
Other	18.3	23.9	22.3	25.9	27.0	19.3
Total number	549,300	18,700	97,800	19,800	7,600	693,200

Notes

1. Number excluded due to errors (weighted): 2,860
2. Number excluded due to omissions (weighted): 38,402
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client Collection

6 Circumstances of SAAP clients after support

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

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

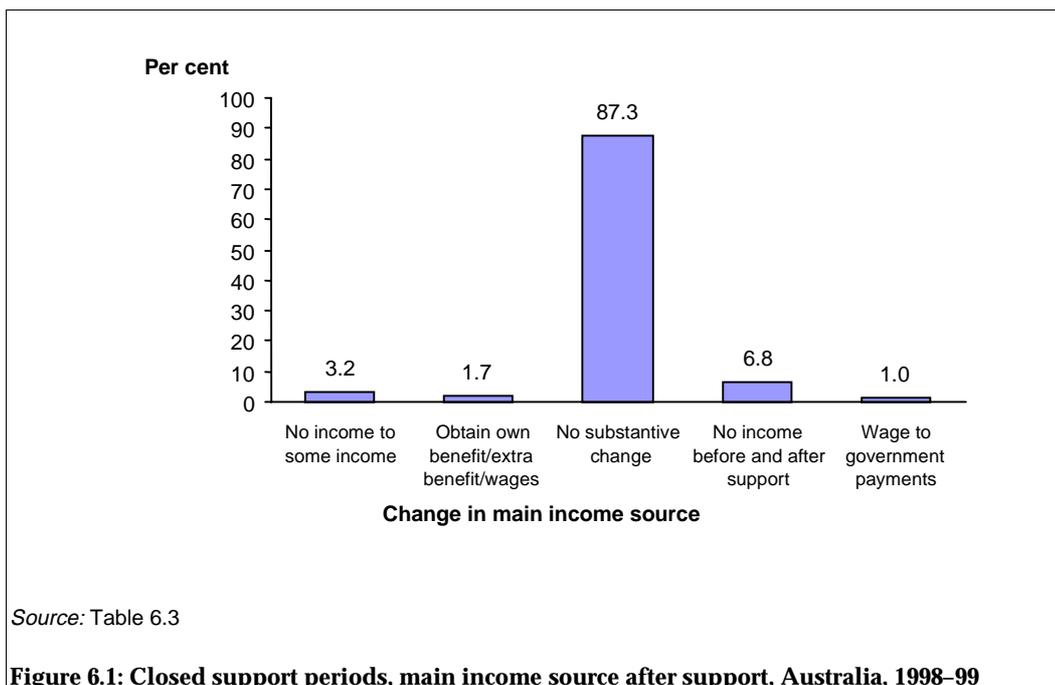
To enable some assessment about the program’s ability to achieve these objectives, this chapter details changes in clients’ circumstances following the provision of SAAP services. It is important to remember that the achievement of such objectives does not depend on the intervention of SAAP agencies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

Analyses presented here permit comparisons of client circumstances after support achieved in different regions, for agencies with different target groups and service delivery models, and by clients with different characteristics. Circumstances after support in relation to clients’ income, housing, labour force status and student status are examined in Sections 6.1–6.4 respectively. The populations of all tables in this chapter relate to occasions of support rather than to discrete individuals; they include only those support periods that ended during the year.

6.1 Clients’ income

In the overwhelming majority of completed support periods (94%), the primary income source of SAAP clients had not changed after support—this includes 7% of cases in which clients had no income before and after receiving support (Figure 6.1). In 3% of cases clients had no income prior to support but had some income by the end of their support period.

When looking at changes in income, the pattern was similar for all service models (Table 6.1). However, it is notable that agencies targeting young people had a relatively high proportion of cases (19%) in which clients had no income before and after receiving support (Table 6.2).



A few variations from the national picture were also apparent among States and Territories (Table 6.3). Clients in 9% of cases in the Northern Territory, New South Wales and Queensland ended their support without having gained an income—more than double the proportion for Tasmania (4%) and Western Australia (3%), and slightly less than that recorded for the Australian Capital Territory (10%).

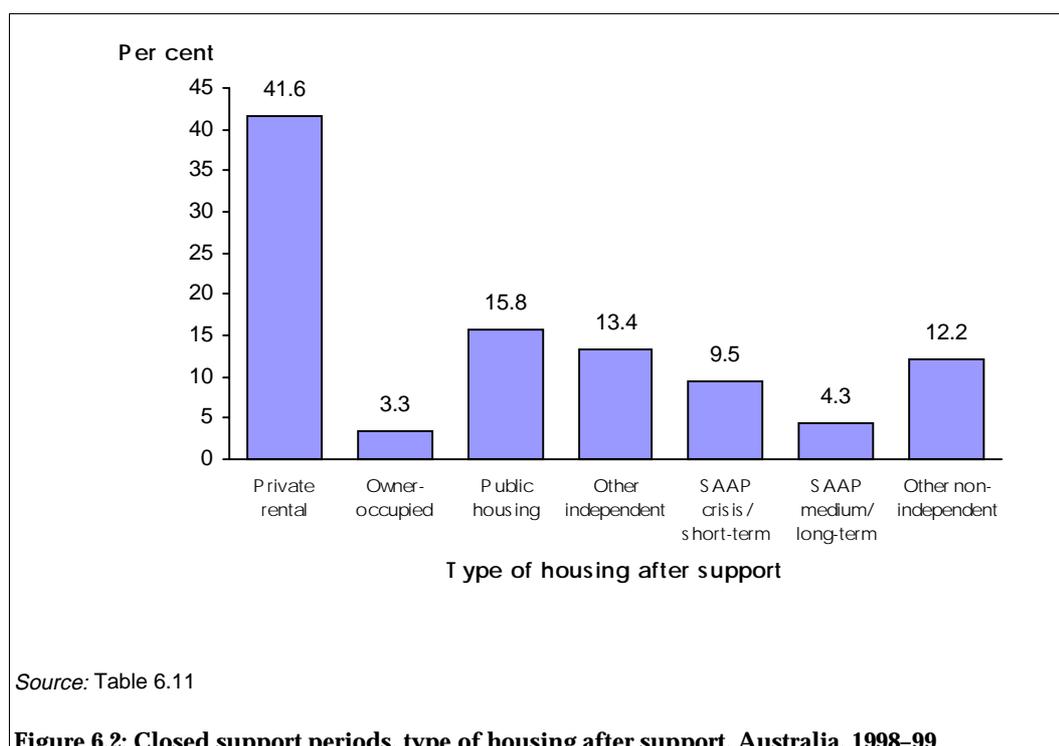
There were no significant differences in terms of gender regarding changes in clients' income source (Table 6.4). However, there were a few variations among age groups and cultural groups. Clients aged 15–19 years, for example, were more likely than clients in any other age group to move from no income before support to some income after support (Table 6.5). And clients aged under 15 years were substantially more likely than older clients to remain without an income—in 83% of support periods provided to clients aged under 15 years, compared with 15% of those involving 15–19-year-olds and just 2% of those provided to 20–24-year-old and 25–44 year-old clients.

Clients from non-English-speaking backgrounds improved their income during support in 11% of cases—proportionately more than cases involving Aboriginal and Torres Strait Islander clients (3%) and clients from other English-speaking backgrounds (5%) (Table 6.6). A further 7% of support periods involving clients from both non-English-speaking backgrounds and 'other' clients concluded without the client having any income—slightly higher than the comparable figure for Indigenous clients (6%).

As might be expected, an improvement in income over the support period was more likely to occur when the support period was longer. In support periods lasting between 26–52 weeks or longer than 52 weeks, clients who had previously been without an income had gained one in 6% and 8% of cases respectively (Table 6.7). Clients whose support periods lasted less than one day or 1–3 days had this outcome in only 1% of cases.

6.2 Clients' housing

At the conclusion of almost three-quarters (74%) of support periods, clients were living in housing that could be characterised as 'independent' (Table 6.9). (See Appendix 1 for details of how independent and dependent housing have been defined.) In comparison, clients had been living in independent housing before support in 62% of all support periods (see Chapter 4). Most frequently—in 42% of cases—clients were living in the private rental market after receiving support. In 16% of cases clients were living in public housing after their support period, and in a further 3% of cases clients were living in dwellings they owned or were purchasing. In 26% of cases clients were not living in independent housing—this included 14% of support periods in which clients were housed in SAAP accommodation (Figure 6.2).



Housing outcomes varied according to the service delivery model and target group of different agencies. Clients receiving assistance from outreach agencies and medium- to long-term accommodation were more likely to be living in some form of independent housing (after 83% and 82% of support periods respectively) than clients from crisis or short-term accommodation (70%), 'other' agencies (68%) or clients at day support agencies (63%) (Table 6.9). At day support and crisis or short-term accommodation agencies, clients were living in 'other' non-independent housing after support—such as SAAP funded accommodation at hostels or motels, non-SAAP emergency accommodation or in a car, squat, park or on the streets—in 22% and 15% of cases respectively. The average for all agencies was 12%.

Living in public housing after support was more common among clients of agencies targeting families (28%), single women (24%) and women escaping domestic violence (22%) (Table 6.10). In comparison, clients of youth agencies were living in public housing after support in 7% of cases. Following 16% of support periods at youth agencies and 14% of support periods at single men's agencies, clients were living in SAAP accommodation—much higher than the proportion of cases with this outcome at cross target, multiple target and general target agencies and family agencies (7% and 6% respectively).

There were also differences among States, Territories and regions in the housing outcomes of clients. Proportionately fewer cases in the Australian Capital Territory concluded with the client living in independent housing (58%), for example, than cases in Queensland (80%) (Table 6.11). Tasmania and Queensland agencies reported the two highest proportions of cases in which clients were living in private rental accommodation after support (50% and 48% respectively). Agencies in the Northern Territory reported the highest proportions of cases in which the client was living in public housing after support (24%)—substantially higher than the national average of 16%. Some 21% of cases at agencies in the Australian Capital Territory, 17% in New South Wales and 16% in Victoria concluded with the client living in SAAP accommodation—the average for all agencies was 14%.

The proportion of clients living in independent housing at the conclusion of support ranged from 84% in other rural areas and 83% in large rural centres to 67% in capital city locations (Table 6.12). Clients were living in SAAP accommodation after support in a higher proportion of cases in the metropolitan regions than the rural and remote regions. Remote area clients were much less likely than other clients to reside in private rental accommodation (24%) but much more likely to be in 'other' independent housing (25%).

Females were considerably more likely to be living in independent housing at the end of their support periods than were men (78%, compared with 68%). This difference was largely due to higher proportions of support periods which ended with female clients living in public housing and owner-occupied accommodation (Table 6.13).

To a large extent, similar proportions of clients in each age group were living in independent housing at the conclusion of support (Table 6.14). However, clients aged 20–24 years were more likely to move to private rental accommodation than other clients; and over one-half (57%) of clients aged under 15 years were living in 'other' independent accommodation after support—more than four times the average for all age groups. Movement to SAAP medium- to long-term accommodation was greatest among clients aged 15–19 years (8% compared with 4% across all age groups).

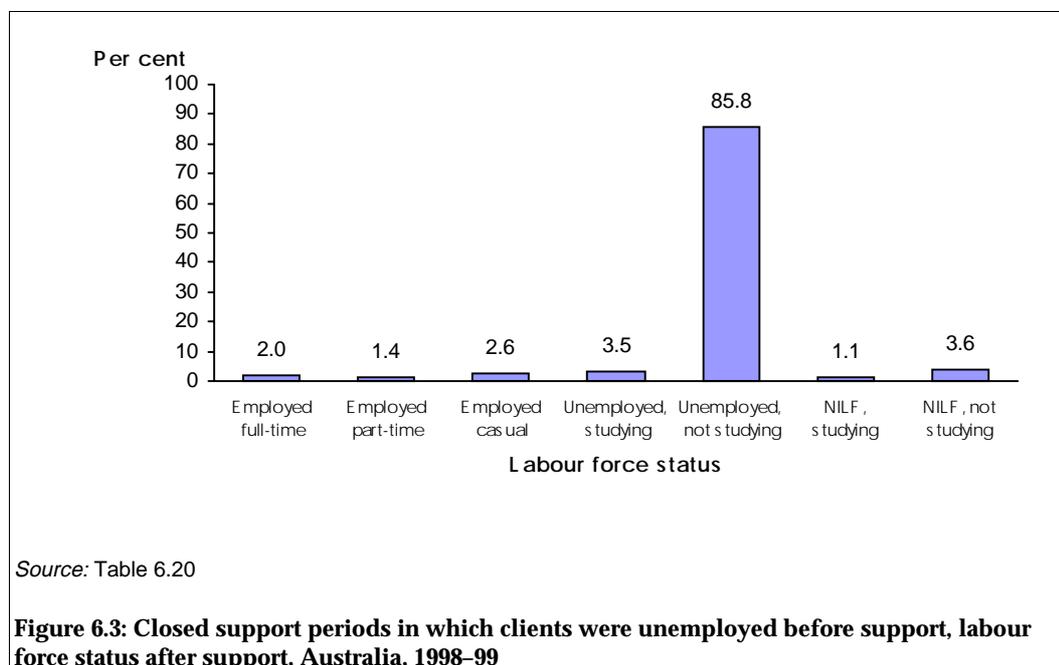
There were variations in housing outcomes across cultural groups—clients from non-English-speaking backgrounds, for example, were living in owner-occupied accommodation after support in a higher proportion of cases (7%) than Indigenous clients (1%) and clients from other English-speaking backgrounds (3%) (Table 6.15). Indigenous clients were living in public housing after support in 29% of cases, much higher than the comparable figure for clients from non-English-speaking backgrounds (17%) and other English-speaking clients (13%). However, fewer cases involving Indigenous Australians concluded with the client living in private rental accommodation than was the case for clients with non-English-speaking and other English-speaking backgrounds.

The likelihood of living in public housing accommodation following SAAP support tended to increase with the duration of clients' support periods (Table 6.16). For example, after support periods of 1–3 days and 4–7 days, 13% of clients had obtained public housing. The comparable figures for clients supported for 13–26 weeks, 26–52 weeks and more than one year were 24%, 29% and 33% respectively. In general, clients' ability to secure private housing varied relatively little according to duration of support. Not unexpectedly, movement to SAAP crisis or short-term accommodation was greatest among clients who had shorter support periods.

6.3 Clients' labour force status

The examination of circumstances after support in this section is limited to those support periods in which clients were unemployed before receiving SAAP assistance. Caution should be exercised when examining the analysis presented here as almost one-third of all cases have been excluded due to missing data.

Following 3% of support periods, previously unemployed clients had obtained either full-time or part-time work and clients were working on a casual basis in an additional 3% of cases (Figure 6.3). However, in the majority of cases (89%), clients who were previously out of work continued to be unemployed after receiving support.



Medium- to long-term accommodation agencies recorded the highest proportion of support periods in which clients who were previously unemployed found either full-time, part-time or casual employment (9%) (Table 6.18). The comparable figure at crisis or short-term accommodation agencies and outreach support agencies was 4%.

Agencies targeting families and single men recorded slightly higher than average proportions of cases in which previously unemployed clients were working at the end of support (9% and 7% respectively) (Table 6.19). The corresponding figure reported by agencies targeting women escaping domestic violence was 4%.

There was very little variation across jurisdictions in the proportion of unemployed clients finding some form of employment by the end of their support period. The exception was Tasmania in which only 3% were employed at the end of support, compared to 6% nationally (Table 6.20). A significant number of clients continued to be unemployed at the end of support, ranging from 93% of cases in Tasmania to 86% in Western Australia.

Agencies in other metropolitan centres reported that previously unemployed clients had obtained work of some type after 4% of support periods, slightly lower than in other regions (Table 6.21)

There was little gender variation in the proportion of clients engaged in employment after support; however, male clients were slightly more likely to be working on a full-time basis (Table 6.22). Female clients, on the other hand, were more likely to be studying after receiving support than were male clients.

Indigenous clients who were unemployed before receiving support from SAAP agencies were less likely to obtain employment (in 3% of cases) than were clients from non-English-speaking backgrounds (9%) and clients from other English-speaking backgrounds (6%) (Table 6.24). Previously unemployed clients from non-English-speaking backgrounds were more frequently undertaking study at the completion of

support periods—in 10% of cases, compared with Aboriginal and Torres Strait Islander clients and those from other backgrounds (both 4%).

Duration of support also affects labour force outcomes. Generally, the longer a client (who was unemployed before support) had been receiving support, the more likely she or he would be employed in some capacity at the end of their support (Table 6.25). Previously unemployed clients were employed in some capacity in 28% of cases with support lasting more than one year — more than four times the national average.

6.4 Clients' student status

Only a small minority of support periods involved clients who were students or trainees before receiving assistance (see Chapter 4).¹⁷ Nevertheless, it is interesting to note that clients were still studying immediately after receiving support in 74% of such cases (Table 6.27). Such clients were employed on either a full-time or part-time basis in a further 8% of cases and were working on a casual basis in 6% of cases. Previous students were not studying and were either unemployed or not in the labour force after support in the remaining 12% of cases.

There was some variation in this picture at the State and Territory level. For example, clients continued to study immediately after support in 81% of cases in Tasmania, compared with 56% of cases in Western Australia (Table 6.28).

The proportion of support periods involving students who were still studying after support was lowest in remote areas (53%) and highest in non-capital city metropolitan areas (80%) (Table 6.29). Students assisted in remote areas were considerably more likely to be employed after support than clients in other regions.

Female clients who were studying before support were working after support at a greater rate than were male clients—15% of support periods involving female students ended with the client in some form of employment, compared with 12% of those for male clients (Table 6.30).

Age differences in student status after support also existed. Clients who were aged under 15 years continued to study after support in almost all cases (97%); for clients aged 15–19 years the proportion was 77% (Table 6.31).

Students from non-English-speaking and Indigenous backgrounds continued to study after support in 76% and 69% of cases respectively. The comparable figure for clients from other English-speaking backgrounds was 74% (Table 6.32). The proportion of previous students who gained employment after support was relatively constant among the groups—14% of support periods involving Indigenous clients and 'other' clients and 13% of cases involving clients from non-English-speaking backgrounds. Some 6% of Indigenous clients and 3% of those from other English-speaking backgrounds were employed full time. A reverse situation applied with casual employment; 6% of other English-speaking clients and 2% of those from Indigenous backgrounds were employed casually.

Most clients were not students before receiving support. Among this group, clients undertook studies or employment training of some description after receiving assistance in 2% of cases (Table 6.35). The comparable figure was slightly lower in Tasmania, Western Australia and the Northern Territory (each 1%) and in remote regions (1%) (Tables 6.36 and 6.37). It was higher for clients aged under 15 years (7%) and 15–19 years (5%) and for clients from non-English-speaking backgrounds (3%) (Tables 6.39 and 6.40).

Clients undertook studies or employment training in a higher proportion of cases where support was provided for longer periods. For example, clients were studying or involved

¹⁷ The discussion of the post-support student status of clients who were students before support (Tables 6.27–6.34) must be treated with some caution as data were missing for over one-half of the support periods relevant to the analysis.

in employment training following 9% of support periods lasting in excess of one year (Table 6.41). The comparable figures for support periods of 1-2 weeks', 2-4 weeks' and 4-13 weeks' duration were 1%, 2% and 3% respectively.

6.6 Detailed tables

6.6.1 Change in income source

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

Income source change	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
No income to some income	2.8	4.0	1.2	4.8	3.2	3.2
Obtain own benefit/ extra benefit/wages	1.4	2.3	0.8	1.8	1.7	1.7
No substantive change	87.7	86.8	95.0	83.3	87.2	87.3
No income before and after support	7.4	6.1	2.7	9.4	6.3	6.8
Wage to government payments/ some income to no income	0.8	0.9	0.2	0.8	1.5	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	42,400	24,500	800	3,500	16,700	87,900

Notes

1. Number excluded due to errors (weighted): 1,703
2. Number excluded due to omissions (weighted): 18,162
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Income source change	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
No income to some income	4.2	2.7	3.5	3.3	3.1	2.5	3.2
Obtain own benefit/extra benefit/wages	1.1	2.3	1.0	2.1	2.2	1.4	1.7
No substantive change	75.0	92.8	90.4	91.8	90.2	93.4	87.3
No income before and after support	19.1	1.7	4.1	1.7	2.8	2.0	6.8
Wage to government payments/some income to no income	0.6	0.6	1.1	1.0	1.6	0.7	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	23,700	11,800	2,500	5,300	25,100	19,500	87,900

Notes

1. Number excluded due to errors (weighted): 1,703
2. Number excluded due to omissions (weighted): 18,162
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.3: Closed support periods, change in income source of client by State and Territory, Australia, 1998–99 (%)

Income source change	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
No income to some income	3.6	3.4	3.3	2.3	2.9	2.6	3.7	2.9	3.2
Obtain own benefit/extra benefit/wages	1.6	1.7	1.9	1.4	2.1	0.8	1.5	2.2	1.7
No substantive change	85.3	88.2	85.2	91.9	88.7	92.0	84.7	85.1	87.3
No income before and after support	8.9	5.1	8.9	3.3	5.4	4.1	9.7	9.0	6.8
Wage to government payments/some income to no income	0.6	1.5	0.7	1.0	0.9	0.5	0.4	0.9	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	23,300	25,400	14,500	8,700	5,700	4,100	2,100	4,100	87,900

Notes

1. Number excluded due to errors (weighted): 1,703
2. Number excluded due to omissions (weighted): 18,162
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Income source change	Female	Male	Total
No income to some income	3.3	3.2	3.2
Obtain own benefit/ extra benefit/wages	1.7	1.7	1.7
No substantive change	87.5	86.8	87.3
No income before and after support	6.4	7.6	6.8
Wage to government payments/ some income to no income	1.1	0.7	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	52,100	35,200	87,300

Notes

1. Number excluded due to errors (weighted): 1,731
2. Number excluded due to omissions (weighted): 18,675
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Income source change	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
No income to some income	3.2	4.8	2.1	3.0	2.7	1.2	3.2
Obtain own benefit/ extra benefit/wages	0.3	1.0	1.8	2.1	1.9	0.1	1.7
No substantive change	13.2	79.1	93.3	91.8	92.3	97.4	87.3
No income before and after support	82.9	14.5	1.9	1.9	2.2	0.9	6.8
Wage to government payments/ some income to no income	0.5	0.7	0.9	1.2	0.9	0.4	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,100	20,900	14,700	40,800	8,200	1,000	87,700

Notes

1. Number excluded due to errors (weighted): 1,703
2. Number excluded due to omissions (weighted): 18,297
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Income source change	Indigenous Australian	Non-English-speaking background	Other	Total
No income to some income	1.9	7.8	2.9	3.2
Obtain own benefit/ extra benefit/wages	0.7	2.9	1.8	1.7
No substantive change	90.9	79.6	87.5	87.3
No income before and after support	6.0	7.4	6.9	6.8
Wage to government payments/ some income to no income	0.5	2.3	0.9	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	12,800	8,100	64,200	85,200

Notes

1. Number excluded due to errors (weighted): 1,643
2. Number excluded due to omissions (weighted): 20,915
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Income source change	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
No income to some income	0.8	1.0	2.5	3.6	4.5	5.1	5.1	6.4	8.4	3.2
Obtain own benefit/ extra benefit/wages	0.3	0.4	1.2	1.5	1.8	2.5	3.6	4.6	6.8	1.7
No substantive change	90.3	88.8	88.3	87.8	86.5	85.9	84.7	82.3	80.3	87.3
No income before and after support	7.4	9.0	7.2	6.4	6.3	5.6	5.1	5.1	3.1	6.8
Wage to government payments/ some income to no income	1.2	0.7	0.8	0.7	0.9	0.9	1.5	1.6	1.4	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10,500	21,200	9,500	8,500	9,200	16,200	6,600	3,800	2,100	87,600

Notes

1. Number excluded due to errors (weighted): 1,703
2. Number excluded due to omissions (weighted): 18,451
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Income source change	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
No income to some income	3.0	3.1	3.7	4.5	3.4	3.5	3.3	3.3
Obtain own benefit/ extra benefit/wages	1.4	1.7	1.8	2.1	2.5	2.5	2.1	1.8
No substantive change	88.7	89.6	88.8	84.5	86.6	86.5	85.0	87.3
No income before and after support	6.3	4.9	5.0	7.3	6.2	4.9	8.7	6.6
Wage to government payments/ some income to no income	0.6	0.7	0.8	1.7	1.3	2.6	0.9	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	22,700	4,500	9,900	3,200	2,800	5,800	17,300	66,300

Notes

1. Number excluded due to errors (weighted): 1,194
2. Number excluded due to omissions (weighted): 40,273
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

6.6.2 Type of housing after support

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

Type of housing after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Independent housing						
Private rental	37.4	48.5	34.3	49.0	39.0	41.6
Owner-occupied	3.1	3.7	1.9	4.9	2.8	3.3
Public housing	15.8	16.8	15.7	12.3	14.8	15.8
Other	14.1	13.1	10.6	16.7	11.5	13.4
Non-independent housing						
SAAP crisis/short term	9.2	5.7	13.0	4.8	17.7	9.5
SAAP medium/long term	5.6	3.4	2.8	4.4	2.8	4.3
Other	14.9	8.9	21.7	8.0	11.5	12.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	23,200	16,200	500	1,700	8,800	50,400

Notes

1. Number excluded due to errors (weighted): 139
2. Number excluded due to omissions (weighted): 24,472
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data CollectionsTable

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

Type of housing after support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Independent housing							
Private rental	39.0	39.9	37.5	50.0	36.2	50.6	41.6
Owner-occupied	0.9	1.1	4.0	2.2	7.3	1.8	3.3
Public housing	6.9	10.2	24.1	27.6	21.9	15.8	15.8
Other	26.7	10.3	8.3	6.4	9.1	7.8	13.4
Non-independent housing							
SAAP crisis/short term	8.9	9.4	5.4	3.6	15.2	4.5	9.5
SAAP medium/long term	7.4	4.7	7.1	2.8	3.1	2.4	4.3
Other	10.2	24.4	13.5	7.3	7.2	17.0	12.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	13,300	5,300	1,300	3,400	15,600	11,500	50,400

Notes

1. Number excluded due to errors (weighted): 139
2. Number excluded due to omissions (weighted): 24,472
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.11: Closed support periods, client's type of housing after support by State and Territory, Australia, 1998–99 (%)

Type of housing after support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Independent housing									
Private rental	40.3	43.9	48.2	38.4	39.2	49.6	19.2	27.4	41.6
Owner-occupied	2.2	4.2	4.0	3.5	3.1	2.3	2.3	1.0	3.3
Public housing	13.3	14.4	12.8	21.5	22.0	17.4	16.8	23.7	15.8
Other	13.9	11.8	14.6	9.0	13.4	9.8	19.9	26.2	13.4
Non-independent housing									
SAAP crisis/short term	11.4	11.6	7.4	5.3	7.0	6.1	11.3	5.5	9.5
SAAP medium/long term	5.3	4.8	2.7	2.6	4.2	3.0	9.5	2.8	4.3
Other	13.6	9.3	10.2	19.8	11.1	11.9	21.0	13.4	12.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,600	17,300	7,100	5,000	3,300	2,100	1,300	2,600	50,400

Notes

1. Number excluded due to errors (weighted): 139
2. Number excluded due to omissions (weighted): 24,472
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.12: Closed support periods, client's type of housing after support by region, Australia, 1998-99 (%)

Type of housing after support	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Independent housing						
Private rental	37.5	49.7	52.4	48.9	24.3	41.6
Owner-occupied	3.0	4.1	3.1	4.6	0.6	3.3
Public housing	15.0	10.3	13.5	15.9	31.2	15.8
Other	11.5	12.7	14.3	14.1	24.6	13.4
Non-independent housing						
SAAP crisis/short term	13.4	6.5	3.9	5.0	5.1	9.5
SAAP medium/long term	6.0	3.2	2.6	2.1	1.9	4.3
Other	13.5	13.4	10.2	9.5	12.4	12.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	26,700	3,700	5,800	10,700	3,500	50,400

Notes

1. Number excluded due to errors (weighted): 139
2. Number excluded due to omissions (weighted): 24,472
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.13: Closed support periods, client's type of housing after support by gender of client, Australia, 1998-99 (%)

Type of housing after support	Female	Male	Total
Independent housing			
Private rental	40.7	43.1	41.6
Owner-occupied	4.7	0.8	3.3
Public housing	19.5	9.2	15.8
Other	12.7	14.6	13.4
Non-independent housing			
SAAP crisis/short term	10.4	7.8	9.5
SAAP medium/long term	4.1	4.7	4.3
Other	7.9	19.8	12.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	32,000	18,100	50,100

Notes

1. Number excluded due to errors (weighted): 163
2. Number excluded due to omissions (weighted): 24,795
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.14: Closed support periods, client's type of housing after support by age of client, Australia, 1998–99 (%)

Type of housing after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Independent housing							
Private rental	12.4	39.5	46.1	43.0	40.9	34.7	41.6
Owner-occupied	1.8	0.5	0.6	4.2	8.5	11.6	3.2
Public housing	4.6	6.6	15.3	20.2	18.3	19.7	15.7
Other	57.4	25.5	11.5	7.4	6.5	8.3	13.4
Non-independent housing							
SAAP crisis/short term	8.8	9.8	8.8	10.0	7.7	7.4	9.5
SAAP medium/long term	3.1	7.5	4.4	2.9	3.8	4.7	4.3
Other	11.9	10.7	13.4	12.2	14.2	13.8	12.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,100	11,600	8,000	23,400	4,700	600	49,500

Notes

1. Number excluded due to errors (weighted): 136
2. Number excluded due to omissions (weighted): 25,412
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.15: Closed support periods, client's type of housing after support by ethnicity of client, Australia, 1998–99 (%)

Type of housing after support	Indigenous Australian	Non-English-speaking background	Other	Total
Independent housing				
Private rental	30.5	41.0	43.8	41.6
Owner-occupied	0.5	7.0	3.3	3.3
Public housing	29.2	16.5	13.1	15.8
Other	17.0	9.6	13.3	13.4
Non-independent housing				
SAAP crisis/short term	7.4	12.8	9.3	9.4
SAAP medium/long term	2.3	5.4	4.5	4.3
Other	13.2	7.6	12.7	12.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	7,000	5,300	36,500	48,800

Notes

1. Number excluded due to errors (weighted): 137
2. Number excluded due to omissions (weighted): 26,099
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.16: Closed support periods, client's type of housing after support by duration of support, Australia, 1998–99 (%)

Type of housing after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Independent housing										
Private rental	43.5	32.4	39.5	42.2	43.9	46.5	45.3	44.3	42.3	41.6
Owner-occupied	4.1	2.7	2.9	2.4	2.9	3.9	4.2	3.0	2.6	3.3
Public housing	9.6	13.4	13.1	12.1	12.0	16.8	24.0	29.2	32.5	15.8
Other	10.9	14.7	15.2	15.5	14.5	12.3	12.1	11.7	10.6	13.4
Non-independent housing										
SAAP crisis/short term	19.2	14.9	10.1	9.0	8.2	5.5	3.7	2.7	1.8	9.5
SAAP medium/long term	1.6	2.3	3.9	4.8	5.9	6.4	5.0	3.8	3.8	4.3
Other	11.1	19.7	15.3	14.1	12.6	8.6	5.8	5.3	6.5	12.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	5,300	10,100	4,800	4,800	5,700	10,700	4,600	2,700	1,500	50,200

Notes

1. Number excluded due to errors (weighted): 139
2. Number excluded due to omissions (weighted): 24,704
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.17: Closed support periods, client's type of housing after support by duration of client's current homelessness, Australia, 1998–99 (%)

Type of housing after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Independent housing								
Private rental	42.1	45.7	44.7	37.7	37.5	32.4	46.2	42.6
Owner-occupied	2.0	1.4	2.5	3.3	4.0	5.0	4.2	3.1
Public housing	13.8	16.0	16.3	16.7	15.3	16.4	16.6	15.6
Other	14.7	12.1	11.3	13.4	13.6	9.9	14.4	13.4
Non-independent housing								
SAAP crisis/short term	8.6	8.0	9.4	12.7	14.1	19.7	4.5	9.0
SAAP medium/long term	4.8	5.0	4.8	5.2	5.6	4.7	2.9	4.3
Other	14.0	11.8	11.0	11.1	9.8	11.9	11.0	12.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,900	2,600	6,000	1,900	1,600	3,400	10,500	37,900

Notes

1. Number excluded due to errors (weighted): 93
2. Number excluded due to omissions (weighted): 36,996
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

6.6.3 Unemployed persons—labour force status after support

Table 6.18: Closed support periods in which clients were unemployed before support, labour force status of client after support by service delivery model, Australia, 1998–99 (%)

Labour force status after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Employed full time	1.5	2.8	0.4	1.8	2.4	2.0
Employed part time	1.0	2.4	1.1	0.8	1.2	1.4
Employed on casual basis	1.6	4.2	2.4	1.4	2.8	2.6
Unemployed—studying	3.4	3.9	0.6	4.0	3.4	3.5
Unemployed—not studying	88.4	81.0	92.2	88.7	85.6	85.8
Not in labour force—studying	0.8	1.5	—	1.1	1.1	1.1
Not in labour force—not studying	3.3	4.3	3.4	2.2	3.4	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>
Total number	14,100	8,400	300	1,400	5,700	29,800

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 13,900
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.19: Closed support periods in which clients were unemployed before support, labour force status of client after support by primary target group, Australia, 1998–99 (%)

Labour force status after support	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/ multiple/ general	Total
Employed full time	2.1	3.5	1.5	2.4	0.8	1.5	2.0
Employed part time	1.5	1.0	1.8	2.4	1.5	1.5	1.4
Employed on casual basis	2.6	2.4	2.9	4.5	1.7	2.6	2.6
Unemployed—studying	4.7	0.9	5.3	4.8	5.3	2.6	3.5
Unemployed—not studying	84.1	88.8	81	80.4	82.4	88.8	85.8
Not in labour force—studying	2.4	0.1	1.4	0.8	0.5	0.3	1.1
Not in labour force—not studying	2.6	3.3	6.0	4.7	7.8	2.8	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>
Total number	10,700	5,600	600	1,200	3,700	8,000	29,800

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 13,900
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.20: Closed support periods in which clients were unemployed before support, labour force status of client after support by State and Territory, Australia, 1998–99 (%)

Labour force status after support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Employed full time	2.5	1.8	2.0	2.0	1.8	0.8	1.5	2.4	2.0
Employed part time	1.3	1.7	1.7	1.7	1.7	0.4	0.4	0.9	1.4
Employed on casual basis	2.0	3.0	2.6	2.3	3.0	1.4	4.5	2.9	2.6
Unemployed—studying	3.9	3.9	2.5	3.0	4.5	2.8	4.7	3.1	3.5
Unemployed—not studying	86.7	84.6	87.4	82.9	82.9	90.2	82.1	88.0	85.8
Not in labour force—studying	0.9	1.5	0.9	1.1	1.4	0.8	1.7	0.3	1.1
Not in labour force—not studying	2.7	3.6	2.9	7.0	4.8	3.6	5.1	2.4	3.6
<i>Total</i>	<i>100.0</i>								
Total number	8,200	8,100	5,100	2,600	1,800	1,500	800	1,700	29,800

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 13,900
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Labour force status after support	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Employed full time	2.4	1.7	1.2	1.5	2.8	2.0
Employed part time	1.5	1.0	1.2	1.9	0.8	1.4
Employed on casual basis	2.5	1.7	2.5	3.1	3.2	2.6
Unemployed—studying	3.7	2.2	3.7	4.1	2.4	3.5
Unemployed—not studying	85.0	90.2	87.6	84.6	86.9	85.8
Not in labour force—studying	1.1	0.8	1.1	1.4	0.5	1.1
Not in labour force—not studying	4.0	2.4	2.7	3.5	3.4	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>
Total number	15,900	2,700	3,500	5,600	2,000	29,800

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 13,900
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Labour force status after support	Female	Male	Total
Employed full time	1.2	2.6	2.0
Employed part time	1.7	1.2	1.4
Employed on casual basis	2.5	2.6	2.6
Unemployed—studying	5.3	2.3	3.5
Unemployed—not studying	82.5	88.0	85.8
Not in labour force—studying	1.6	0.7	1.1
Not in labour force—not studying	5.1	2.6	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,800	17,900	29,700

Notes

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 14,027
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Labour force status after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Employed full time	4.8	1.7	1.9	2.2	3.0	2.0
Employed part time	2.2	1.3	1.2	1.6	1.5	1.4
Employed on casual basis	2.4	2.4	2.8	2.4	4.1	2.6
Unemployed—studying	7.3	5.1	3.0	2.6	2.8	3.5
Unemployed—not studying	71.0	84.5	87.7	86.5	83.5	85.8
Not in labour force—studying	10.9	2.4	0.5	0.3	0.2	1.1
Not in labour force—not studying	1.5	2.5	2.9	4.5	4.9	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>
Total number	200	9,600	6,300	11,800	1,800	29,800

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 13,939
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. There were very few closed support periods for clients who were 65 years and over and who were unemployed before support. To ensure confidentiality, these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.24: Closed support periods in which clients were unemployed before support, labour force status of client after support by ethnicity of client, Australia, 1998–99 (%)

Labour force status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Employed full time	0.7	2.5	2.2	2.1
Employed part time	0.9	1.9	1.5	1.4
Employed on casual basis	1.2	4.1	2.7	2.6
Unemployed—studying	3.5	9.0	3.0	3.5
Unemployed—not studying	88.7	76.9	86.2	85.8
Not in labour force—studying	0.7	1.2	1.1	1.1
Not in labour force—not studying	4.2	4.4	3.4	3.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,500	2,100	23,300	28,900

Notes

1. Number excluded due to errors (weighted): 23
2. Number excluded due to omissions (weighted): 14,774
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.25: Closed support periods in which clients were unemployed before support, labour force status of client after support by duration of support, Australia, 1998–99 (%)

Labour force status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Employed full time	0.1	0.6	1.1	1.8	2.5	2.9	4.8	6.7	10.1	2.0
Employed part time	0.3	0.2	0.4	0.9	1.4	2.6	3.8	5.2	7.8	1.4
Employed on casual basis	0.5	0.8	1.1	2.0	2.5	4.1	6.8	8.7	10.0	2.6
Unemployed—studying	4.1	2.4	3.2	2.7	3.2	4.5	5.7	4.0	6.0	3.5
Unemployed—not studying	93.2	93.5	90.8	89.2	86.8	79.8	69.4	60.3	48.2	85.9
Not in labour force—studying	0.2	0.3	0.4	0.6	0.9	1.7	3.4	3.6	5.2	1.1
Not in labour force—not studying	1.6	2.4	2.9	2.7	2.8	4.3	6.1	11.6	12.7	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>	<i>100.0</i>	<i>100.0</i>
Total number	3,400	7,500	3,400	3,200	3,400	5,300	2,000	1,100	500	29,700

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 14,012
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.26: Closed support periods in which clients were unemployed before support, labour force status of client after support by duration of client's current homelessness, Australia, 1998–99 (%)

Labour force status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Employed full time	2.4	2.6	2.1	1.7	2.8	1.1	1.9	2.1
Employed part time	1.0	1.6	2.0	2.5	1.5	1.3	1.7	1.5
Employed on casual basis	2.0	2.4	3.3	3.0	3.3	3.2	2.9	2.6
Unemployed—studying	2.7	3.4	4.7	4.5	3.7	2.8	3.9	3.5
Unemployed—not studying	88.4	85.8	82.4	81.7	83.7	86.2	84.3	85.7
Not in labour force—studying	0.6	1.2	1.6	1.3	1.0	1.2	1.3	1.0
Not in labour force—not studying	2.8	3.0	4.1	5.3	4.1	4.2	4.1	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>
Total number	9,000	1,800	3,500	1,100	800	1,500	5,700	23,400

Notes

1. Number excluded due to errors (weighted): 23
2. Number excluded due to omissions (weighted): 20,316
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

6.6.4 Students—labour force status after support

Table 6.27: Closed support periods in which clients were students before support, labour force status of client after support by service delivery model, Australia, 1998–99 (%)

Labour force status after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Employed full time	3.4	4.0	17.2	4.1	2.5	3.6
Employed part time	4.5	5.1	9.9	4.0	4.9	4.8
Employed on casual basis	4.4	6.4	17.2	4.4	7.1	5.7
Unemployed—studying	9.8	6.1	2.0	6.1	9.5	8.1
Unemployed—not studying	4.6	6.3	26.2	3.1	7.1	5.7
Not in labour force—studying	66.1	66.1	18.4	74.0	62.3	65.6
Not in labour force—not studying	7.1	6.0	9.0	4.3	6.6	6.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	4,100	3,900	100	700	1,700	10,400

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 10,941
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.28: Closed support periods in which clients were students before support, labour force status of client after support by State and Territory, Australia, 1998–99 (%)

Labour force status after support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Employed full time	3.3	3.1	3.4	7.0	2.9	1.5	2.2	10.3	3.6
Employed part time	3.7	5.2	3.8	7.4	4.4	5.2	5.5	9.0	4.8
Employed on casual basis	4.5	6.1	6.2	5.0	5.8	2.4	12.6	6.8	5.7
Unemployed—studying	9.1	7.3	5.7	10.3	8.4	9.3	7.9	12.6	8.1
Unemployed—not studying	5.7	5.4	5.4	8.4	7.3	2.0	6.4	5.1	5.7
Not in labour force—studying	68.2	67.5	69.3	45.6	65.1	71.7	60.3	49.6	65.6
Not in labour force—not studying	5.5	5.4	6.2	16.3	6.1	7.9	5.1	6.5	6.5
<i>Total</i>	<i>100.0</i>								
Total number	2,800	3,300	1,700	700	800	400	400	400	10,400

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 10,941
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Labour force status after support	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Employed full time	3.8	2.1	2.8	2.4	11.7	3.6
Employed part time	4.9	2.2	4.0	4.8	10.3	4.8
Employed on casual basis	6.2	3.6	4.7	5.3	8.6	5.7
Unemployed—studying	8.8	4.9	8.9	7.3	8.5	8.1
Unemployed—not studying	6.0	7.4	4.4	5.6	3.9	5.7
Not in labour force—studying	63.5	74.8	70.4	68.9	44.6	65.6
Not in labour force—not studying	6.9	5.0	4.7	5.7	12.5	6.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	5,400	900	1,200	2,400	500	10,400

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 10,941
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Labour force status after support	Female	Male	Total
Employed full time	3.4	4.0	3.6
Employed part time	5.9	2.8	4.7
Employed on casual basis	6.0	5.1	5.7
Unemployed—studying	7.8	8.7	8.1
Unemployed—not studying	4.9	7.2	5.7
Not in labour force—studying	65.3	66.3	65.6
Not in labour force—not studying	6.8	5.9	6.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	6,500	3,800	10,300

Notes

1. Number excluded due to errors (weighted): 20
2. Number excluded due to omissions (weighted): 10,985
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.31: Closed support periods in which clients were students before support, labour force status of client after support by age of client, Australia, 1998–99 (%)

Labour force status after support	Under 15 years	15–19 years	20–24 years	25 years and over	Total
Employed full time	0.1	2.6	5.5	8.4	3.6
Employed part time	0.3	3.8	7.4	9.7	4.8
Employed on casual basis	1.0	6.1	7.1	7.1	5.7
Unemployed—studying	0.9	6.5	15.3	14.7	8.1
Unemployed—not studying	0.4	6.3	10.0	5.5	5.7
Not in labour force—studying	95.7	70.0	45.8	40.0	65.6
Not in labour force—not studying	1.6	4.6	9.0	14.5	6.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,400	6,100	1,000	1,900	10,400

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 10,965
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.32: Closed support periods in which clients were students before support, labour force status of client after support by ethnicity of client, Australia, 1998–99 (%)

Labour force status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Employed full time	6.1	3.2	3.2	3.6
Employed part time	6.4	4.7	4.5	4.7
Employed on casual basis	1.7	5.3	6.3	5.7
Unemployed—studying	9.3	15.1	6.8	8.0
Unemployed—not studying	6.0	4.8	5.9	5.8
Not in labour force—studying	59.6	61.1	67.4	65.8
Not in labour force—not studying	11.0	5.8	5.8	6.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,100	1,200	7,800	10,100

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 11,238
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.33: Closed support periods in which clients were students before support, labour force status of client after support by duration of support, Australia, 1998–99 (%)

Labour force status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Employed full time	4.1	2.5	2.7	2.6	2.9	2.7	4.1	6.1	9.4	3.6
Employed part time	5.3	3.4	3.9	3.9	3.7	4.4	5.7	7.0	9.9	4.8
Employed on casual basis	4.8	3.2	3.9	5.5	5.6	6.4	6.6	8.3	10.7	5.7
Unemployed—studying	11.7	10.0	12.4	8.9	8.0	7.2	5.1	3.8	3.7	8.1
Unemployed—not studying	1.5	2.9	4.0	4.7	5.5	6.1	7.6	11.2	14.5	5.7
Not in labour force—studying	68.4	72.2	66.4	68.1	68.0	67.7	63.1	55.7	39.6	65.6
Not in labour force—not studying	4.2	5.8	6.8	6.4	6.3	5.5	7.7	7.9	12.1	6.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,100	1,700	900	800	1,100	2,300	1,200	700	600	10,300

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 10,991
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.34: Closed support periods in which clients were students before support, labour force status of client after support by duration of client's current homelessness, Australia, 1998–99 (%)

Labour force status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Employed full time	3.9	4.6	3.0	3.0	2.5	3.4	2.1	3.0
Employed part time	4.4	4.4	4.3	3.5	5.5	5.4	3.5	4.1
Employed on casual basis	4.2	8.3	5.7	4.1	6.0	7.1	4.4	5.0
Unemployed—studying	9.8	7.9	10.3	7.3	7.5	7.1	6.9	8.3
Unemployed—not studying	6.2	7.3	7.8	8.7	7.9	5.7	4.4	6.0
Not in labour force—studying	65.3	64.0	60.8	65.7	67.1	63.9	72.0	66.9
Not in labour force—not studying	6.2	3.6	7.9	7.7	3.4	7.4	6.7	6.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,100	500	1,100	400	300	500	2,700	7,600

Notes

1. Number excluded due to errors (weighted): 6
2. Number excluded due to omissions (weighted): 13,756
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

6.6.5 Non-students—student status after support

Table 6.35: Closed support periods in which clients were not students before support, student status of client after support by service delivery model, Australia, 1998–99 (%)

Student status after support	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support	Other	Total
Primary/secondary	0.5	0.8	0.2	0.6	0.6	0.6
Post-secondary/employment training	0.9	2.1	0.4	2.5	1.0	1.3
Not studying	98.6	97.1	99.4	96.9	98.4	98.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	37,100	20,500	700	2,900	14,700	76,000

Notes

1. Number excluded due to errors (weighted): 13
2. Number excluded due to omissions (weighted): 19,746
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.36: Closed support periods in which clients were not students before support, student status of client after support by State and Territory, Australia, 1998–99 (%)

Student status after support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Primary/secondary	0.7	0.6	0.6	0.2	0.8	0.2	1.4	0.4	0.6
Post-secondary/ employment training	1.5	1.5	1.1	0.9	1.4	1.0	2.6	0.7	1.3
Not studying	97.9	97.9	98.3	98.9	97.7	98.8	96.0	98.9	98.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	19,800	21,900	12,700	7,900	4,700	3,600	1,700	3,700	76,000

Notes

1. Number excluded due to errors (weighted): 13
2. Number excluded due to omissions (weighted): 19,746
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Student status after support	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Primary/secondary	0.5	0.8	0.5	0.7	0.4	0.6
Post-secondary/ employment training	1.4	0.9	1.4	1.5	0.5	1.3
Not studying	98.0	98.3	98.1	97.8	99.1	98.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	39,600	6,200	9,500	15,300	5,400	76,000

Notes

1. Number excluded due to errors (weighted): 13
2. Number excluded due to omissions (weighted): 19,746
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.38: Closed support periods in which clients were not students before support, student status of client after support by gender of client, Australia, 1998–99 (%)

Student status after support	Female	Male	Total
Primary/secondary	0.6	0.6	0.6
Post-secondary/employment training	1.6	0.9	1.3
Not studying	97.8	98.5	98.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	45,000	30,500	75,500

Notes

1. Number excluded due to errors (weighted): 51
2. Number excluded due to omissions (weighted): 20,169
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.39: Closed support periods in which clients were not students before support, student status of client after support by age of client, Australia, 1998–99 (%)

Student status after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Primary/secondary	6.2	2.4	0.2	0.1	0.1	—	0.6
Post-secondary/employment training	0.5	2.3	1.6	1.0	0.8	—	1.3
Not studying	93.3	95.4	98.2	98.9	99.2	100.0	98.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	600	1,4700	13,400	38,400	7,800	1,000	75,800

Notes

1. Number excluded due to errors (weighted): 13
2. Number excluded due to omissions (weighted): 19,856
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.40: Closed support periods in which clients were not students before support, student status of client after support by ethnicity of client, Australia, 1998–99 (%)

Student status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Primary/secondary	0.5	0.5	0.6	0.6
Post-secondary/ employment training	0.9	2.5	1.3	1.3
Not studying	98.7	97.0	98.1	98.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,100	6,900	55,600	73,600

Notes

1. Number excluded due to errors (weighted): 9
2. Number excluded due to omissions (weighted): 22,075
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.41: Closed support periods in which clients were not students before support, student status of client after support by duration of support, Australia, 1998–99 (%)

Student status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Primary/secondary	0.1	0.1	0.2	0.4	0.8	1.1	1.4	1.3	2.1	0.6
Post-secondary/ employment training	0.3	0.1	0.3	0.5	1.1	2.2	3.7	6.0	6.4	1.3
Not studying	99.6	99.8	99.4	99.1	98.1	96.7	94.9	92.7	91.5	98.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	9,200	18,900	8,400	7,500	8,000	13,700	5,500	3,000	1,500	75,700

Notes

1. Number excluded due to errors (weighted): 13
2. Number excluded due to omissions (weighted): 20,005
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 6.42: Closed support periods in which clients were not students before support, student status of client after support by duration of client's current homelessness, Australia, 1998–99 (%)

Student status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Primary/secondary	0.4	0.6	0.9	0.4	0.4	0.6	0.6	0.6
Post-secondary/ employment training	0.7	1.4	2.2	1.8	2.0	1.5	1.7	1.4
Not studying	98.9	98.0	96.9	97.9	97.6	97.9	97.7	98.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	20,000	4,000	8,500	2,800	2,500	5,300	14,700	57,800

Notes

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 37,941
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

PART B

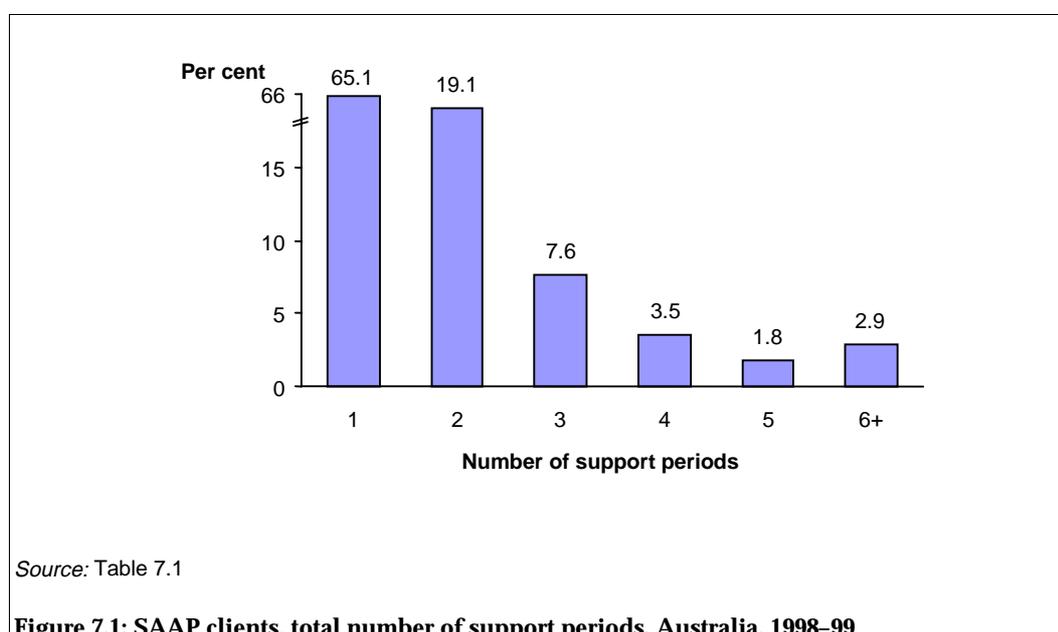
Longitudinal analysis

7 Cross-period analysis

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

7.1 Client re-entry into SAAP

The analysis presented here focuses on the number of times clients accessed the program between 1 July 1998 and 30 June 1999. On average, clients received support on 1.77 occasions in this period. The majority of clients (65%) accessed the program only once; 19% were supported on two occasions; 8% received three support periods; and just 3% of clients returned to SAAP at least six times during the year (Figure 7.1).



Repeat use of SAAP services was highest in New South Wales and the Northern Territory, with an estimated 38% of clients receiving support on two or more occasions (Table 7.1). The figure was only slightly lower in other States, with the Australian Capital Territory at 37% and all other States between 32% and 36%.

Overall, female clients were more likely to have had only one support period—69%, compared with 60% of male clients (Table 7.2). This was the case for all age groups.

Women aged 45-64 years returned to SAAP agencies on more than one occasion in only 25% of cases compared with 40% of men of the same age.

A slightly higher proportion of clients from non-English-speaking backgrounds (70%) received support on only one occasion compared with clients identifying as Indigenous Australians (65%) and clients from other English-speaking backgrounds (64%) (Table 7.3).

With the exception of very young clients aged under 15 years, younger clients who were escaping domestic violence tended to receive support more often than older clients (Table 7.4). Such clients aged 15-19 years used SAAP services on more than one occasion in 44% of cases, while the figures for those aged 45-64 years and 65 years and over were 29% and 26% respectively. The comparable figure was 30% for clients escaping domestic violence who were aged under 15 years.

Among service delivery models, repeat use of SAAP services was most common among clients of day support agencies (40%) and, as might be expected, medium- to long-term accommodation agencies reported the lowest level of repeat use (30%) (Table 7.6). The average over all agencies was 35%.

A higher proportion of clients at family agencies (73%) and agencies targeting single women and women escaping domestic violence (both 69%) received support on only one occasion compared with clients at single men's agencies (56%), where repeat use was highest (Table 7.7).

7.2 Comparison of reporting periods

The following analysis relates to the three reporting periods—1996-97, 1997-98 and 1998-99. This year the data have been adjusted to account for agency non-participation and client non-consent as described in section 1.4. For comparison purposes the previous years' figures have also been adjusted and these weighted data are given in the tables and described here. The unweighted figures for 1996-97 and 1997-98 are also provided in Table 7.9 to allow comparison.

There was no change recorded in national agency participation rates across the three reporting periods (95%) (Table 7.8). Victorian agency participation increased from 93% in 1997-98 to 96% in 1998-99 while Queensland fell from 94% to 89% over the three reporting periods. Between 1997-98 and 1998-99 participation rates for all other States and Territories changed by one percentage point or less.

The proportion of forms returned with a valid alpha code rose from 64% in 1996-97 to 72% in 1997-98 and remained unchanged in 1998-99. The Northern Territory was the only State to record a significant increase in the proportion of forms returned with a valid alpha code, up from 66% in 1997-98 to 74% in 1998-99. The only State with a notable increase in valid alpha code returns over the same period was Tasmania (up four percentage points). The rate in New South Wales decreased by four percentage points between 1997-98 and 1998-99 (Table 7.8).

There was little change in the distribution of support periods among primary target groups over the three reporting periods. The largest change occurred among cross target, multiple target and general target agencies. Support periods from these agencies made up 27% of all support periods for 1996-97, 22% in 1997-98 and 24% in 1998-99 (Table 7.10).

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

The age distribution of SAAP clients showed a small shift to younger age groups across the three reporting periods (Table 7.11). The proportion of all SAAP clients who were under 20 years of age was 17% in 1996-97, 20% in 1997-98 and 22% in 1998-99. The

proportion of older clients, aged 45 years and over decreased from 16% in 1996–97 to 13% in 1998–99.

There were only marginal differences in the cultural background of clients over the three years. Representation in SAAP of Indigenous Australians remained at 13% across the three years (Table 7.12), while the proportion of people from non-English-speaking backgrounds rose slightly from 10% in 1996–97 and 1997–98 to 11% 1998–99.

There was little change in the distribution of presenting units over the three reporting periods (Table 7.13). The number of accompanying children visits recorded rose from 62,700 in 1996–97 to 72,100 in 1997–98, decreasing in 1998–99 to 65,800.

The distribution of the duration of support periods remained relatively constant across the three reporting periods; and there were only marginal changes in the type of supported accommodation provided to clients (Tables 7.14 and 7.15). The proportion of ‘other’ SAAP accommodation provided reduced from 4% in the first reporting period to 1% in the last two reporting periods. There was a decrease in the proportion of support periods involving accommodation which lasted one day or less, from 37% in 1996–97 to 31% in 1997–98 and 30% in 1998–99 (Table 7.16).

Across the three periods there was a noticeable increase in the proportion of support periods in which a support plan was agreed to—up from 49% of support periods in 1996–97 to 57% in 1997–98, and to 61% of support periods in 1998–99 (Table 7.17).

There was minimal variation in clients’ type of housing after support and the labour force status of previously unemployed persons after support across the three reporting periods (Tables 7.18 and 7.19).

Across Australia, the estimated number of people who made unsuccessful requests for SAAP support or accommodation during the two-week Unmet Demand Collection remained fairly constant between the 1997 and 1998 surveys—4,030 in the period 13–26 November 1997 compared with 4,020 in the period 12–25 November 1998 (Table 7.20).

Overall, it is estimated that there were 156,500 support periods in 1996–97. This increased to 164,300 in 1997–98, dropping back slightly to 163,200 support periods in 1998–99. The number of clients provided with SAAP services showed a similar pattern over the three years. In 1996–97, an estimated 83,200 clients were provided with support, rising to 94,100 in 1997–98 and falling to 90,700 in 1998–99.

7.3 Detailed tables

7.3.1 Client re-entry into SAAP

Table 7.1: SAAP clients, total number of support periods by State and Territory, Australia, of agency first visited, 1998-99 (%)

Total number of support periods	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
1	62.5	66.7	67.7	65.5	64.0	67.0	63.2	62.0	65.1
2	18.4	19.5	18.6	19.8	20.3	18.4	21.1	18.4	19.1
3	8.2	7.2	6.9	8.0	7.8	7.1	7.1	8.4	7.6
4	4.1	3.1	3.2	3.1	3.6	3.3	3.1	4.3	3.5
5	2.2	1.5	1.5	1.6	1.9	1.9	2.1	2.7	1.8
6+	4.6	2.0	2.0	1.9	2.5	2.2	3.4	4.2	2.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	27,300	29,100	15,300	7,900	7,500	3,500	2,100	3,300	90,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients may use services in more than one State or Territory so total number of clients within Australia is less than the sum of the number of clients in each State or Territory.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.2: SAAP clients, total number of support periods by age of client and gender, Australia, 1998–99 (%)

Total number of support periods	Female clients						Total
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	
1	74.8	66.5	67.5	69.5	75.0	78.3	69.2
2	14.6	18.5	18.5	18.1	15.2	11.3	17.9
3	5.7	7.1	7.2	7.0	5.5	4.4	6.8
4	1.8	3.3	3.2	3.0	2.3	3.0	3.0
5	1.1	2.1	1.8	1.2	0.7	1.1	1.4
6+	2.1	2.6	1.7	1.4	1.3	1.9	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,000	10,400	8,200	24,500	4,000	500	48,800

Total number of support periods	Male clients						Total
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	
1	70.1	61.6	60.4	59.0	59.9	65.6	60.2
2	17.4	21.0	20.7	20.6	20.6	17.0	20.6
3	6.3	8.2	8.7	8.9	8.1	6.0	8.5
4	3.7	3.7	4.0	4.6	3.3	3.6	4.1
5	1.4	2.0	2.2	2.4	2.6	2.8	2.3
6+	1.1	3.4	4.1	4.5	5.6	5.1	4.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	900	7,800	6,400	18,800	6,300	900	41,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 786
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.3: SAAP clients, total number of support periods by ethnicity of client, Australia, 1998–99 (%)

Total number of support periods	Indigenous Australian	Non-English-speaking background	Other	Total
1	64.7	70.3	64.4	65.1
2	18.4	17.4	19.4	19.0
3	7.9	7.0	7.7	7.6
4	3.8	2.2	3.7	3.5
5	1.9	1.4	1.9	1.8
6+	3.3	1.7	3.0	2.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,400	9,400	66,700	87,500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,239
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.4: SAAP clients escaping domestic violence, total number of support periods by age of client, Australia, 1998–99 (%)

Total number of support periods	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
1	69.6	55.7	62.3	66.6	71.1	73.9	65.2
2	16.2	20.7	19.9	19.2	17.2	13.0	19.2
3	7.0	9.5	8.7	7.7	6.3	3.9	7.9
4	3.7	5.0	4.0	3.3	2.6	3.2	3.6
5	1.2	3.4	2.2	1.4	0.9	2.2	1.7
6+	2.3	5.8	2.8	1.7	1.9	3.8	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	500	3,600	4,900	18,900	3,000	300	31,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 70
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.5: SAAP clients escaping domestic violence, total number of support periods by ethnicity of client, Australia, 1998–99 (%)

Total number of support periods	Indigenous Australian	Non-English-speaking background	Other	Total
1	62.6	71.4	64.6	65.3
2	19.9	17.4	19.3	19.1
3	8.7	6.7	7.9	7.9
4	4.2	2.2	3.7	3.6
5	2.1	1.2	1.8	1.8
6+	2.5	1.1	2.6	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	5,800	4,500	19,600	29,900

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,277
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.6: SAAP clients, total number of support periods by service delivery model of agency first visited, Australia, 1998–99 (%)

Total number of support periods	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support	Other	Total
1	63.8	69.8	60.5	68.8	61.7	65.1
2	19.4	18.0	21.8	17.9	19.4	19.1
3	8.0	6.2	9.0	5.9	8.7	7.6
4	3.7	2.8	4.0	3.6	4.0	3.5
5	2.0	1.3	2.0	1.3	2.1	1.8
6+	3.1	1.8	2.6	2.5	4.1	2.9
<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>
Total number	34,900	27,500	4,100	2,900	21,200	90,700

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.7: SAAP clients, total number of support periods by primary target group of agency first visited, Australia, 1998–99 (%)

Total number of support periods	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
1	65.1	55.7	68.7	73.2	69.4	66.8	65.1
2	19.0	21.0	18.1	16.6	1.08	19.2	19.1
3	7.5	9.3	6.6	6.0	7.1	7.2	7.6
4	3.5	5.0	3.3	2.4	2.9	3.1	3.5
5	2.0	2.9	1.2	0.9	1.3	1.5	1.8
6+	2.9	6.1	2.2	0.7	1.4	2.1	2.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	21,400	18,700	2,200	5,500	21,400	21,500	90,700

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

7.3.2 Comparison of reporting periods

Table 7.8: SAAP Client Collection, number of forms and agency participation and valid alpha code rates by State and Territory, Australia, 1996–97, 1997–98 and 1998–99

State/ Territory	1996–97			1997–98			1998–99		
	Total forms	Participation rate (%)	Valid alpha code (%)	Total forms	Participation rate (%)	Valid alpha code (%)	Total forms	Participation rate (%)	Valid alpha code (%)
NSW	55,043	94.2	71.8	52,672	95.0	75.2	52,902	95.5	70.5
Vic	34,916	96.9	57.3	39,630	92.9	74.7	42,477	96.0	75.4
Qld	23,932	94.4	55.9	25,575	92.3	62.7	22,903	88.9	66.0
WA	11,538	96.8	62.5	11,915	95.0	74.3	11,774	95.2	71.6
SA	10,884	97.1	64.6	12,315	97.2	75.1	10,656	96.1	75.8
Tas	4,895	95.2	59.8	6,063	100.0	58.6	5,643	100.0	63.4
ACT	3,050	97.1	70.9	3,178	100.0	74.5	3,028	100.0	72.2
NT	4,615	93.3	56.8	5,241	100.0	65.7	5,622	100.0	73.6
Australia	148,873	95.4	63.7	156,589	94.6	72.0	155,005	95.2	71.5

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

Source: SAAP NDCA Administrative Data and Client Collections

Table 7.9: SAAP Client Collection, support periods and clients by method and by State and Territory, Australia, 1996–97, 1997–98 and 1998–99

State/ Territory	Support periods				
	1996–97		1997–98		1998–99
	Old method	New method	Old method	New method	New method
NSW	55,043	57,900	52,672	55,000	55,400
Vic	34,916	36,800	39,630	41,800	44,200
Qld	23,932	25,100	25,575	26,800	25,800
WA	11,538	12,000	11,915	12,500	12,400
SA	10,884	11,400	12,315	12,900	11,100
Tas	4,895	5,200	6,063	6,400	5,600
ACT	3,050	3,200	3,178	3,300	3,000
NT	4,615	4,800	5,241	5,500	5,600
Australia	148,873	156,500	156,589	164,300	163,200

State/ Territory	Clients				
	1996–97		1997–98		1998–99
	Old method	New method	Old method	New method	New method
NSW	28,600	26,600	31,500	29,100	27,300
Vic	29,000	23,700	30,500	28,000	29,100
Qld	18,800	14,900	19,800	16,500	15,300
WA	9,100	7,700	9,000	8,200	7,900
SA	8,200	7,000	9,300	8,600	7,500
Tas	3,800	3,200	4,700	3,800	3,500
ACT	2,400	2,200	2,500	2,300	2,100
NT	3,200	2,500	3,600	3,100	3,300
Australia	101,000	83,200	110,300	94,100	90,700

Notes

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

Source: SAAP NDCA Administrative Data and Client Collections

Table 7.10: Support periods, primary target group by reporting period, Australia, 1996–97, 1997–98 and 1998–99

Primary target group	1996–97	1997–98	1998–99
Young people	21.6	24.4	24.1
Single men only	24.8	25.4	24.3
Single women only	2.0	2.1	2.1
Families	4.8	5.0	4.8
Women escaping domestic violence	20.1	21.7	21.2
Cross target/multiple/general	26.8	21.5	23.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total Number	156,500	164,300	163,200

Notes

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

Source: SAAP NDCA Administrative Data and Client Collections

Table 7.11: SAAP clients, age of client by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Age of client	1996–97	1997–98	1998–99
Under 15 years	0.7	1.3	2.1
15–19 years	16.4	18.9	20.2
20–24 years	18.1	16.8	16.3
25–29 years	15.1	14.9	14.8
30–34 years	13.6	13.5	13.7
35–39 years	11.9	11.7	11.4
40–44 years	8.6	8.3	8.3
45–49 years	5.7	5.2	5.0
50–54 years	3.9	3.5	3.4
55–59 years	2.5	2.3	2.0
60–64 years	1.5	1.3	1.1
65 years and over	2.3	2.1	1.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	83,200	94,100	90,500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 201
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.12: SAAP clients, ethnicity of client by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Ethnicity	1996–97	1997–98	1998–99
Indigenous Australian	12.8	12.7	13.0
Non-English-speaking background	9.6	9.8	10.7
Other	77.6	77.5	76.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	79,000	90,200	87,500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 16,500
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.13: Support periods, presenting unit and number of accompanying children visits by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Family type	1996–97	1997–98	1998–99	Total
Person alone	74.4	72.4	73.4	73.4
Couple without children	2.6	2.1	2.7	2.5
Person with children	19.6	21.2	20.1	20.3
Couple with children	2.5	3.2	2.9	2.9
Other	0.9	1.0	0.9	1.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Number of support periods	153,500	160,600	159,600	473,800
Number of accompanying children visits	62,700	72,100	65,800	200,600

Notes

1. Number excluded due to errors (weighted): 542
2. Number excluded due to omissions (weighted): 9,630
3. Percentages are based on valid values only.
4. An accompanying child may be counted in more than one support period.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.14: Closed support periods, duration of support by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Duration of support	1996–97	1997–98	1998–99
1 day or less	17.7	18.3	17.7
2–3 days	31.8	28.2	28.1
4–7 days	10.1	10.5	10.5
>1–2 weeks	8.7	9.0	9.1
>2–4 weeks	8.1	8.7	9.0
>4–13 weeks	14.4	15.0	15.4
>13–26 weeks	5.1	5.5	5.6
>26–52 weeks	2.5	2.9	2.9
>52 weeks	1.6	2.0	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	138,400	147,900	147,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 10,887
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.15: Support periods in which clients were accommodated, accommodation provided by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Accommodation type	1996–97	1997–98	1998–99
Crisis/short-term accommodation	87.2	88.0	88.8
Medium/long-term accommodation	11.0	12.0	11.2
Other SAAP	3.9	1.3	1.3
Total number	105,000	103,100	101,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 22,867
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.16: Closed support periods, duration of supported accommodation by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Duration of accommodation	1996–97	1997–98	1998–99
1 day or less	36.6	31.0	30.1
2–3 days	14.3	15.4	15.7
4–7 days	12.6	13.7	14.2
>1–2 weeks	10.2	10.9	11.5
>2–4 weeks	8.0	9.2	9.6
>4–13 weeks	12.1	12.7	12.2
>13–26 weeks	3.5	3.8	3.6
>26–52 weeks	1.7	1.9	1.9
>52 weeks	1.0	1.3	1.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	98,000	99,900	92,600

Notes

1. Number excluded due to errors (weighted): 5,546
2. Number excluded due to omissions (weighted): 11,677
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.17: Support periods, existence of a support plan by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Existence of support plan	1996–97	1997–98	1998–99
Support plan	49.2	56.6	60.6
No support plan	21.2	16.8	13.9
Not appropriate	29.6	26.6	25.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	97,500	111,100	111,900

Notes

1. Number excluded due to errors (weighted): 1,048
2. Number excluded due to omissions (weighted): 29,459
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.18: Closed support periods, client's type of housing after support by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Type of housing after support	1996–97	1997–98	1998–99
Independent housing			
Private rental	44.1	43.3	41.8
Owner-occupied	3.7	3.5	3.2
Public housing	14.7	15.3	15.6
Other	13.0	12.7	13.4
Non-independent housing			
SAAP crisis/short term	7.7	9.2	9.5
SAAP medium/long term	4.8	4.5	4.3
Other	12.0	11.5	12.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	49,400	63,100	61,000

Notes

1. Number excluded due to errors (weighted): 1,037
2. Number excluded due to omissions (weighted): 82,894
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.19: Closed support periods in which clients were unemployed before support, labour force status of client after support by reporting period, Australia, 1996–97, 1997–98 and 1998–99 (%)

Labour force status after support	1996–97	1997–98	1998–99
Employed full time	3.2	3.0	2.1
Employed part time	1.8	1.7	1.5
Employed on casual basis	2.9	2.4	2.6
Unemployed—studying	4.2	3.9	3.5
Unemployed—not studying	84.0	85.7	85.5
Not in labour force—studying	1.2	0.9	1.1
Not in labour force—not studying	2.7	2.4	3.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	20,000	25,800	25,300

Notes

1. Number excluded due to errors (weighted): 79
2. Number excluded due to omissions (weighted): 34,293
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.20: Estimated potential clients unable to be supported by State and Territory, Australia, 13–26 November 1997 and 12–25 November 1998

State/Territory	13–26 November 1997		12–25 November 1998	
	Number	Per cent	Number	Per cent
NSW	1,260	31.3	1,270	31.6
Vic	990	24.6	990	24.6
Qld	830	20.6	790	19.7
WA	350	8.7	370	9.2
SA	380	9.4	280	7.0
Tas	100	2.5	120	3.0
ACT	70	1.7	110	2.7
NT	50	1.2	90	2.2
Australia	4,030	100.0	4,020	100.0

Notes

1. Estimates are based on information collected in the two-week Unmet Demand Collection. See Appendix 1 for information about the estimation procedure used.
2. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

PART C

Additional analysis requested by the Data and Research Advisory Committee

8 Performance indicators

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

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

Accommodation and support	Indigenous Australian	Non-English-speaking background	Other	Total
Supported accommodation	73.9	54.0	58.5	60.0
Support only	21.1	39.9	35.3	33.9
Both	5.0	6.1	6.2	6.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,400	9,400	66,700	87,500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 3,239
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Duration of accommodation	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support	Other	Total
1 day or less	19.8	12.5	70.2	9.0	24.0	19.7
2–3 days	15.2	10.1	4.2	14.3	13.6	13.8
4–7 days	15.7	10.2	5.8	12.8	12.6	13.8
>1–2 weeks	13.7	9.2	1.7	10.3	10.6	12.0
>2–4 weeks	12.9	9.2	4.9	9.2	10.8	11.6
>4–13 weeks	17.1	19.5	6.4	23.9	17.1	17.5
>13–26 weeks	3.8	12.6	3.0	10.7	6.2	6.0
>26–52 weeks	1.3	10.4	3.8	5.6	3.1	3.4
>52 weeks	0.6	6.2	0.0	4.1	2.0	2.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	26,500	8,600	200	400	12,800	48,400

Notes

1. Number excluded due to errors (weighted): 222
2. Number excluded due to omissions (weighted): 8,308
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Reasons for assistance	Number	Per cent
Usual accommodation unavailable	14,300	19.2
Time out from family/other situation	15,200	20.4
Relationship/family breakdown	29,300	39.3
Interpersonal conflicts	20,000	26.8
Physical/emotional abuse	20,400	27.4
Domestic violence	22,300	30.0
Sexual abuse	3,700	5.0
Financial difficulty	30,500	41.0
Eviction/previous accommodation ended	15,400	20.6
Drug/alcohol/substance abuse	11,400	15.3
Emergency accommodation ended	2,800	3.7
Recently left institution	2,500	3.3
Psychiatric illness	3,600	4.8
Recent arrival to area with no means of support	9,300	12.5
Itinerant	7,600	10.1
Other	7,200	9.6
Total number	74,500	

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 16,148
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.
7. Clients were able to give more than one reason for seeking assistance and so percentages do not total 100.

Source: SAAP NDCA Client Collection

9 Additional tables

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

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

Main reason for seeking assistance	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total	Total Number
Usual accommodation unavailable	54.0	5.7	12.4	20.0	7.9	100.0	4,300
Time out from family/other situation	43.5	7.5	13.1	24.7	11.3	100.0	3,800
Relationship/family breakdown	52.9	8.5	10.2	24.5	4.0	100.0	10,300
Interpersonal conflicts	49.8	8.9	13.2	24.1	4.0	100.0	3,000
Physical/emotional abuse	41.3	5.4	10.8	27.8	14.7	100.0	3,000
Domestic violence	45.3	5.4	12.9	26.1	10.3	100.0	20,200
Sexual abuse	50.0	10.9	9.2	23.8	6.1	100.0	600
Financial difficulty	49.1	13.2	9.6	21.7	6.5	100.0	10,400
Eviction/previous accommodation ended	58.1	8.5	11.3	19.7	2.4	100.0	9,500
Drug/alcohol/substance abuse	68.5	8.7	5.7	13.4	3.8	100.0	5,200
Emergency accommodation ended	73.3	6.7	6.8	10.9	2.2	100.0	1,100
Recently left institution	60.9	10.6	5.4	20.0	3.0	100.0	1,200
Psychiatric illness	64.9	6.2	9.7	17.7	1.6	100.0	1,200
Recent arrival to area with no means of support	45.3	7.0	13.7	26.3	7.7	100.0	4,300
Itinerant	60.6	4.8	9.3	20.4	4.9	100.0	3,100
Other	52.9	5.4	8.8	23.7	9.2	100.0	3,800
Total number of agencies	43,998	6,551	9,299	19,374	5,868		85,100

Notes

1. Number excluded due to errors (weighted): 17,116
2. Number excluded due to omissions (weighted): 19,801
3. Number excluded because the location was overseas (weighted): 375
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Location of client	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Capital city	53.1	60.6	73.1	58.8	42.7	51.3	51.8
Other metropolitan centre	8.3	9.1	5.4	13.5	4.7	7.8	7.6
Large rural centre	11.8	10.6	8.2	8.8	11.9	10.5	11.1
Other rural area	22.3	15.0	11.9	15.6	26.0	26.7	22.7
Remote area	4.5	4.7	1.4	3.3	14.8	3.7	6.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number of agencies	25,600	12,300	2,400	6,000	24,700	21,800	92,700

Notes

1. Number excluded due to errors (weighted): 16,425
2. Number excluded due to omissions (weighted): 12,921
3. Number excluded because the location was overseas (weighted): 375
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Location of client	Indigenous Australians	People from non-English-speaking backgrounds	Other	No secondary target group	Total
Capital city	31.6	74.9	66.6	52.1	51.8
Other metropolitan centre	4.8	4.6	6.9	7.9	7.6
Large rural centre	17.8	2.5	9.6	10.8	11.1
Other rural area	28.0	13.2	15.9	22.8	22.7
Remote area	17.8	4.9	1.0	6.4	6.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number of agencies	6,500	1,900	4,200	80,100	92,700

Notes

1. Number excluded due to errors (weighted): 16,425
2. Number excluded due to omissions (weighted): 12,921
3. Number excluded because the location was overseas (weighted): 375
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Location of client	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Capital city	47.9	58.8	95.7	37.2	48.3	51.8
Other metropolitan centre	8.0	4.4	0.5	7.2	12.4	7.6
Large rural centre	12.5	8.2	1.3	25.7	10.2	11.1
Other rural area	19.7	25.9	2.3	24.1	25.7	22.7
Remote area	11.9	2.6	0.2	5.8	3.3	6.9
<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>
Total number of agencies	40,900	28,400	1,700	3,600	18,100	92,700

Notes

1. Number excluded due to errors (weighted): 16,425
2. Number excluded due to omissions (weighted): 12,921
3. Number excluded because the location was overseas (weighted): 375
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Main reason for seeking assistance	None		Protection or guardianship order		Intervention or restraining order		Other legal processes	
	Before	After	Before	After	Before	After	Before	After
Usual accommodation unavailable	5.2	5.2	5.4	4.8	1.7	1.1	5.0	4.4
Time out from family/other situation	4.6	5.0	3.9	4.4	1.4	1.0	3.8	3.8
Relationship/family breakdown	12.6	12.3	14.9	13.2	5.0	3.9	11.8	11.6
Interpersonal conflicts	3.6	3.5	2.9	2.3	1.4	1.2	3.2	2.7
Physical/emotional abuse	3.4	3.4	3.7	3.4	5.1	5.1	3.0	3.3
Sexual abuse	22.2	20.9	29.9	37.1	71.3	77.0	19.8	26.4
Domestic violence	0.7	0.7	2.3	1.4	1.4	1.0	1.5	1.5
Financial difficulty	13.1	13.4	3.8	3.4	2.4	1.8	9.2	8.5
Eviction/previous accommodation ended	9.9	10.0	13.8	12.9	3.4	2.9	12.9	11.4
Drug/alcohol/substance abuse	7.0	7.9	2.6	1.9	0.9	0.7	8.2	7.5
Emergency accommodation ended	1.2	1.1	1.9	1.9	0.6	0.5	1.8	1.6
Recently left institution	1.0	0.9	1.1	1.0	0.3	0.1	4.5	3.7
Psychiatric illness	1.6	1.6	1.2	1.2	0.5	0.2	1.3	1.3
Recent arrival to area with no means of support/itinerant	5.8	6.0	2.3	2.2	1.1	1.0	3.8	3.8
Itinerant	3.5	3.5	3.8	3.6	0.6	0.3	4.2	3.6
Other	4.5	4.5	6.5	5.3	2.9	2.3	5.8	5.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number of agencies	48,300	34,300	2,200	1,700	5,300	4,900	11,800	9,600

Notes

1. Number excluded due to errors (weighted): 620
2. Number excluded due to omissions (weighted): 19,554
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Main reason for seeking assistance	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Usual accommodation unavailable	4.8	7.2	5.5	3.8	4.9	6.8	5.1
Time out from family/other situation	19.3	8.0	3.5	2.5	2.9	4.1	4.4
Relationship/family breakdown	29.7	24.1	10.1	6.4	6.7	5.3	11.8
Interpersonal conflicts	8.8	6.0	3.4	2.3	2.8	2.7	3.6
Physical/emotional abuse	5.4	3.1	2.6	3.4	3.3	2.1	3.2
Domestic violence	5.9	5.7	21.9	35.4	21.4	15.5	23.7
Sexual abuse	2.0	1.2	0.8	0.8	0.7	0.0	0.9
Financial difficulty	2.0	7.9	14.5	13.4	17.3	17.6	12.4
Eviction/previous accommodation ended	8.4	15.0	12.1	8.2	6.6	8.3	10.4
Drug/alcohol/substance abuse	1.0	2.9	6.0	7.3	9.5	8.0	6.1
Emergency accommodation ended	1.1	1.9	1.7	0.9	1.0	0.8	1.3
Recently left institution	0.9	1.1	1.7	1.5	1.8	2.8	1.5
Psychiatric illness	0.4	0.5	1.2	1.6	3.4	2.6	1.4
Recent arrival to area with no means of support	2.4	4.3	5.1	5.4	7.4	6.9	5.2
Itinerant	2.0	4.5	4.8	2.9	5.0	6.6	3.8
Other	6.0	6.6	5.1	4.3	5.3	9.8	5.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number of agencies	2,500	26,500	18,500	50,600	10,400	1,300	109,800

Notes

1. Number excluded due to errors (weighted): 893
2. Number excluded due to omissions (weighted): 11,721
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Type of housing/accommodation before and after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Non-independent to non-independent	7.5	7.2	8.1	7.3	9.8	9.4	7.7
Non-independent to independent	8.9	15.1	14.1	12.7	14.6	12.0	13.6
Independent to non-independent	8.3	11.7	12.2	12.0	10.3	11.7	11.7
Independent to independent	75.3	66.0	65.7	68.0	65.3	66.9	67.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number of agencies	1,600	15,200	10,700	31,000	6,200	700	65,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 57,000
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

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

Type of housing/accommodation before and after support	None		Protection or guardianship order		Intervention or restraining order		Other legal processes	
	Before	After	Before	After	Before	After	Before	After
Non-independent to non-independent	6.0	5.7	11.8	11.8	3.2	2.8	13.0	13.4
Non-independent to independent	13.5	13.7	20.6	16.1	15.1	12.2	20.1	18.2
Independent to non-independent	11.5	10.7	14.6	15.3	14.0	12.3	14.0	15.3
Independent to independent	69.1	69.9	53.0	56.7	67.6	72.7	52.9	53.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number of agencies	12,800	11,800	700	600	900	1,000	3,300	3,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 28,664
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 9.9: SAAP agencies, average caseload and accommodation load per day by service delivery model, Australia, 1998–99

Service delivery model	Caseload	Accommodation load
Crisis/short-term accommodation	9.5	6.7
Medium/long-term accommodation	18.7	8.1
Day support	21.6	1.2
Outreach support	11.3	2.6
Other	19.6	12.3
<i>Total</i>	15.4	8.0
Total number of agencies	1,086	1,041

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.10: SAAP agencies, average caseload and accommodation load per day by primary target group, Australia, 1998–99

Primary target group	Caseload	Accommodation load
Young people	13.8	5.9
Single men only	23.8	21.4
Single women only	12.4	7.8
Families	14.1	8.0
Women escaping domestic violence	11.4	4.5
Cross target/multiple/general	21.1	10.5
<i>Total</i>	15.4	8.0
Total number of agencies	1,086	1,041

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.11: SAAP agencies, average caseload and accommodation load per day by secondary target group, Australia, 1998–99

Secondary target group	Caseload	Accommodation load
Indigenous Australians	7.5	3.3
People from non-English-speaking backgrounds	16.1	8.5
Other	14.6	10.5
No secondary target group	16.2	8.4
<i>Total</i>	15.3	8.0
Total number of agencies	1,086	1,041

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

Source: SAAP NDCA Client and Administrative Data Collections

APPENDICES

Appendix 1: Counting rules used in the analysis

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

Caseload	<p>The caseload of agencies is calculated by dividing the number of support days by the number of days the agency was operational during the reporting period, where the number of support days equals the sum of support days for all clients of the agency who were supported during the reporting period.</p> <p>The average caseload is the mean value of all agencies' caseloads. Support periods without valid support dates are assigned the inter-quartile modal duration of support for agencies of the same service delivery model in the same jurisdiction.</p>
Casual client contacts	<p>Casual client contacts are periods of contact between a SAAP agency and either an individual or a family unit during which time one-off assistance is provided.</p> <p>Casual client contact data were recorded only during the two-week Casual Client Collection so a weight of 26 has been applied to the count when they are reported.</p> <p>The Casual Client Collection does not include a linkage key; therefore families or individuals assisted during the collection may be represented on more than one occasion.</p>
Casual clients seeking support or accommodation	<p>Casual clients seeking support or accommodation relate to adults aged 18 years or older, or unaccompanied young people, who unsuccessfully requested accommodation or ongoing support during the two-week Unmet Demand Collection but who were provided with some form of one-off assistance.</p> <p>Individuals assisted during the collection may be represented on more than one occasion as casual clients. The entry for <i>potential clients unable to be supported</i> describes actual individuals from the Unmet Demand Collection.</p>
Client	<p>Client forms from operational SAAP agencies are included in analyses presented in Chapters 3–9 if the client's support period ended in the reporting periods, or if the client's support period started on or before the end of the reporting period (30 June) 1999 and was either ongoing as at 30 June 1999 or the end date of the support period was unknown, and the record was entered in the NDCA before the data entry close-off date for the reporting period.</p> <p>Tables detailing the characteristics of individual clients generally present data collected during the first support period of clients. However, tables detailing the characteristics of clients escaping domestic violence present data collected during the first support period in which the client presented as a victim of domestic violence.</p>
Closed support period	<p>Support periods which had finished before the end of the reporting period—30 June (see <i>ongoing support period</i> below).</p>

Domestic violence

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

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

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

Ethnicity

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

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

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

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

Housing type

The SAAP NDCA Client Collection specifies 22 distinct categories for the housing type of clients. In this report, the categories are combined into 10 groups in Chapter 4 as follows:

- SAAP or CAP funded crisis or short-term accommodation;
- SAAP or CAP funded medium- to long- term accommodation;
- other SAAP or CAP funded accommodation—comprising accommodation at hostels, motels, hotels, community placements and other SAAP funded arrangements;
- non-SAAP emergency accommodation;
- private rental housing—comprising renting independently in the private rental market, renting a caravan, boarding in a rooming house or hostel or hotel, and boarding in a private home;
- owner-occupied housing—comprising purchasing or living in the client's own home;
- public housing—comprising renting a public housing dwelling and renting community housing;
- institutional accommodation—comprising residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not specified above;
- living in a car or tent or park or street or squat; and
- other non-SAAP housing or accommodation not specified above, including living rent-free in a house or flat.

The 22 categories are combined into seven groups in Chapter 6 as follows:

- private rental housing—comprising renting independently in the private rental market, renting a caravan, boarding in a rooming house or hostel or hotel, and boarding in a private home;
- owner-occupied housing—comprising purchasing or living in the client's own home;
- public housing—comprising renting a public housing dwelling and renting community housing;
- other independent housing—comprising living rent-free in a house or flat, and any other non-SAAP housing which is not emergency or institutional accommodation;
- SAAP or CAP funded crisis or short-term accommodation;
- SAAP or CAP funded medium- to long-term accommodation; and

- Other non-independent housing or accommodation—comprising SAAP funded accommodation at hostels, motels, hotels, community placements or other SAAP funded arrangements, non-SAAP emergency accommodation, living in a car or tent or park or street or squat, residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not specified above.

The first four categories above are considered to be independent housing and the remaining three to be non-independent housing in the analyses presented in Chapters 6 and 9.

Income source

The SAAP NDCA Client Collection specifies 23 distinct categories for the primary income source of clients. In this report, the categories are combined into three groups as follows:

- no income—comprising no income and registered/awaiting benefit;
- government payment—comprising Newstart Allowance, Job Search Allowance with Young Homeless Allowance, Austudy for students 25 years and over, Community Development Employment Program, Austudy or Abstudy (standard rate), Austudy or Abstudy (independent rate), Austudy or Abstudy (homeless rate), Disability Support Pension, Age Pension, Sole Parent Pension, Special Benefit, Sickness Allowance, Partner Allowance and any other benefit or pension; and
- other income—comprising Workcover or compensation, maintenance or child support, wages or salary or an income from a client’s own business, spouse or partner’s income and any other income source not specified above.

Living situation

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

- with one or both parents—comprising with both parents, with one parent and a parent’s spouse or partner, and with one parent;
- with relative or friend long term—comprising with a relative long term, and with a friend long term;
- with relative or friend temporarily—comprising with a relative temporarily, and with a friend temporarily;
- with partner, with or without child(ren)—comprising with a spouse or partner, and with a spouse or partner and child(ren);
- alone, with or without child(ren)—comprising alone with child(ren), and alone; and
- other—comprising with a foster family, living communally, and any other living situation not specified above.

Missing values

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

- records not available because client data were collected on high-volume forms;
- records not available because of errors; and
- records not available because of omissions.

In tables involving subpopulations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.

Non-English-speaking background

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

- Canada;
- the Republic of Ireland;
- New Zealand;
- South Africa;
- the United Kingdom, comprising England, Scotland, Wales and Northern Ireland; and
- the United States of America.

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

Number of accompanying children visits

The number of accompanying children visits is calculated by adding each valid number in the accompanying children age groups for each support period. Invalid responses are reported as errors. Responses are reported as missing where a presenting unit of either a person or couple with child(ren) gave no response for the number of accompanying children in any age group.

Ongoing support period

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

- no support end date is provided;
- no after-support information is provided; and
- 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 duration of accommodation and are excluded from all tables in Chapters 6 and 9 and Appendix 3.

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.

Potential clients unable to be supported Potential clients unable to be supported are adults aged 18 years and over and unaccompanied young people who made unsuccessful valid requests (see *Unmet requests for support or accommodation* below) for support or supported accommodation during the two-week Unmet Demand Collection.

As all unsuccessful requests for support or accommodation are recorded in the Unmet Demand Collection and, as an individual may make more than one request during the collection period, the number of potential clients presented in Table 5.41 is obtained using the following methodology:

1. all requests are first categorised according to whether they were valid or invalid, and whether they were recorded as a 'first' or 'subsequent' request by a given individual—first or subsequent requests are determined by questions on the Unmet Demand form which identify whether a request for the same support or accommodation was previously made at a SAAP agency during the collection period;
2. records that cannot be identified as either valid or invalid requests are assigned a validity status based on the known distribution of valid and invalid requests for each of the first and subsequent request groups;
3. records that can be identified as valid are included;
4. subsequent requests are excluded to minimise double counting of individuals—that is, only the first request for each individual is counted;
5. invalid requests are then excluded—these are made by individuals who refused an offer of assistance, those that were made by individuals not within the agency's target group and/or for services not normally provided by the agency; and
6. an adjustment is added to allow for individuals who made an initial invalid request and a subsequent valid request.

As a linkage key was not available for all records in the Unmet Demand Collection, it is not possible to analyse the individual characteristics of all persons who made unsuccessful *valid* requests for support or supported accommodation—that is, the adjustment in step 6 above cannot be made at an individual or agency level. Thus, two-way tables of potential clients unable to be supported, presented in Chapter 5 (Tables 5.42–5.58), include only those individuals whose first unmet request during the Unmet Demand Collection was valid.

Please note that the calculation of the number of potential clients unable to be supported has changed slightly this year and the information is not strictly comparable with previous reports. However, comparable figures for 1997–98 are presented in Chapter 5. It is clear from the discussion presented in Chapter 5 that annual estimates based on this collection are not valid.

Recurrent allocations

Recurrent allocations are amounts of money specifically allocated by a State or Territory department during the reporting period for recurrent purposes. Recurrent allocations to SAAP agencies fund salary and ongoing operating costs while other recurrent allocations (not allocated to agencies) are used by each jurisdiction for such purposes as training, research, evaluation and administration.

Tables presented in Section 2.2 include only recurrent allocations to SAAP agencies.

Region

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

- capital city—State and Territory capital city statistical divisions;
- other metropolitan centre—one or more statistical subdivisions which have an urban centre with a population of 100,000 or more;
- large rural centre—areas in which most people reside in urban centres with a population of 25,000 or more;
- other rural area—rural areas containing urban centres with populations of between 10,000 and 24,999 and other rural areas; and
- remote area—remote urban centres with a population of 5,000 or more and other remote areas.

The classification is based on 1991 populations and statistical local areas—the most recent available at the time of writing. Further details of the classification are contained in *Rural, Remote and Metropolitan Areas Classification 1991 Census Edition* (November 1994).

SAAP accommodation

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

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

Service delivery model

The SAAP NDCA Administrative Data Collection specifies eight distinct service delivery models for SAAP agencies:

- crisis or short-term supported accommodation agencies—those predominantly providing supported accommodation to persons needing immediate (crisis) accommodation for periods of generally not more than three months (short-term);
- medium- to long-term supported accommodation agencies—those predominantly providing supported accommodation for periods of around three to six months (medium-term) and for longer than six months (long-term);
- day support agencies—those predominantly providing support only on a walk-in basis;
- outreach support agencies—those providing support predominantly in a setting other than the agency or an outlet of the agency;
- telephone information and referral agencies—those providing support predominantly via telephone contact;
- agency support agencies—those predominantly providing support to, or representation of, other SAAP agencies;
- multiple agencies—those that provide support using more than one service delivery model; and
- other agencies—those that provide support using a service delivery model not specified above.

Victoria makes no distinction between agencies that provide medium- to long-term support and those that provide medium- to long-term supported accommodation. Accordingly, all such agencies are classified as medium- to long-term supported accommodation agencies.

No distinction is made in Western Australia between agencies that provide support at an agency setting and those that provide support at a setting other than the agency or an outlet of the agency. All such agencies are classified as outreach support agencies.

The service delivery model classifications of day support and agency support are not used in Tasmania. The service delivery model classification of telephone information and referral is not used in the Northern Territory. The service delivery model classifications of day support and agency support are not used in New South Wales. The service delivery model classification of telephone information and referral support is not used in the Australian Capital Territory.

Analyses in Chapters 5–9 combine agencies with a multiple, telephone information and referral, agency support and ‘other’ service delivery model classification into one category labelled ‘other’.

Support

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

The major classifications are:

- housing or accommodation services—comprising SAAP/CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—comprising assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—comprising incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling;
- general support and advocacy—comprising living skills and personal development assistance, assistance with legal issues or court support, advice or information, retrieval or storage or removal of personal belongings, and advocacy or liaison on behalf of clients;
- specialist services—comprising psychological services, psychiatric services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and
- other support—comprising meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

Support to accompanying children

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

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

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

Target group

The SAAP NDCA Administrative Data Collection specifies six distinct target groups for SAAP agencies as detailed below:

- agencies targeted at young people—those that predominantly provide support for persons who are independent, are above the school-leaving age for the State/Territory concerned, and present to agencies unaccompanied by a parent or guardian;
- agencies targeted at single men only—those that predominantly provide support for males who present without a partner or children;
- agencies targeted at single women only—those that predominantly provide support for females who present without a partner or children;
- agencies targeted at families—those that predominantly provide support to persons who present as a family (defined as a group of two or more persons who usually live in the same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);
- agencies targeted at women and women with children escaping domestic violence—those that predominantly provide support for women and women accompanied by their children, who are homeless or at imminent risk of becoming homeless as a result of violence and/or abuse; and
- cross target, multiple target and general target agencies—those that target more than one client group.

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

Unmet demand

Unmet demand arises when the particular needs of existing clients and their accompanying children cannot be met either by the direct provision of services by SAAP agencies or through referrals to other agencies. It should be noted that data about the final outcome of referrals are not collected, so it is assumed that clients' needs are met through the referral process. This may not always be the case and thus unmet demand may be underestimated accordingly. This type of unmet demand is assessed via data from the Client Collection. Counting units are the identified needs recorded on client forms.

Unmet demand also stems from an inability to provide supported accommodation or support alone to all homeless people who request such assistance—not all those who wish to become clients of SAAP can be accepted as clients. This type of unmet demand is assessed via data from the Unmet Demand Collection. Counting units are requests for assistance recorded on unmet demand forms. (See also *potential clients unable to be supported*.)

Unmet requests for support or accommodation

Unmet requests for support or accommodation are unsuccessful valid requests made by *potential clients unable to be supported* (see separate entry) during the two-week Unmet Demand Collection.

Valid requests are those made by individuals who:

- Did not refuse an offer of support or supported accommodation from the SAAP agency; and
- Requested appropriate services—requests for services that the agency did not normally provide (for example, requests for accommodation at a day centre) are excluded; and
- fell within the target group of the agency at which the request was made.

Appendix 2: Consent rates and key client characteristics

Table A2.1: Support periods, client consent by primary target group, Australia, 1998–99 (%)

Consent	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Yes	73.1	78.7	68.5	74.4	73.6	75.1	75.0
No	20.4	16.8	20.9	18.3	19.7	18.9	18.9
Not answered	6.6	4.6	10.6	7.3	6.7	5.9	6.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	37,300	37,600	3,300	7,400	32,800	36,500	155,000

Notes

1. Number excluded due to errors: 29
2. Number excluded due to omissions: 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table A2.2: SAAP Client Collection, gender of client, reported and weighted distributions for support periods, Australia, 1998–99

Gender	Reported	Weighted
Female	71,535	75,200
Male	76,703	80,800
Total number	148,238	156,000

Notes

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table A2.3: SAAP Client Collection, ethnicity of client, reported and weighted distributions for support periods, Australia, 1998–99

Ethnicity	Reported	Weighted
Indigenous Australian	15,013	21,600
Non-English-speaking background	10,573	14,400
Other	86,169	121,200
Total number	111,755	157,200

Notes

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation and non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A2.4: SAAP Client Collection, age of client, reported and weighted distributions for support periods, Australia, 1998–99

Age	Reported	Weighted
Under 15 years	1,879	2,900
15–19 years	22,564	33,200
20–24 years	18,333	26,300
25–44 years	54,470	77,600
45–64 years	14,690	20,300
65 years and over	1,946	2,600
Total number	113,882	162,900

Notes

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for agency non-participation and non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Appendix 3:

Circumstances of client subgroups after support

This part of the report contains information relating to women escaping domestic violence and to young people and their circumstances after receiving SAAP support.

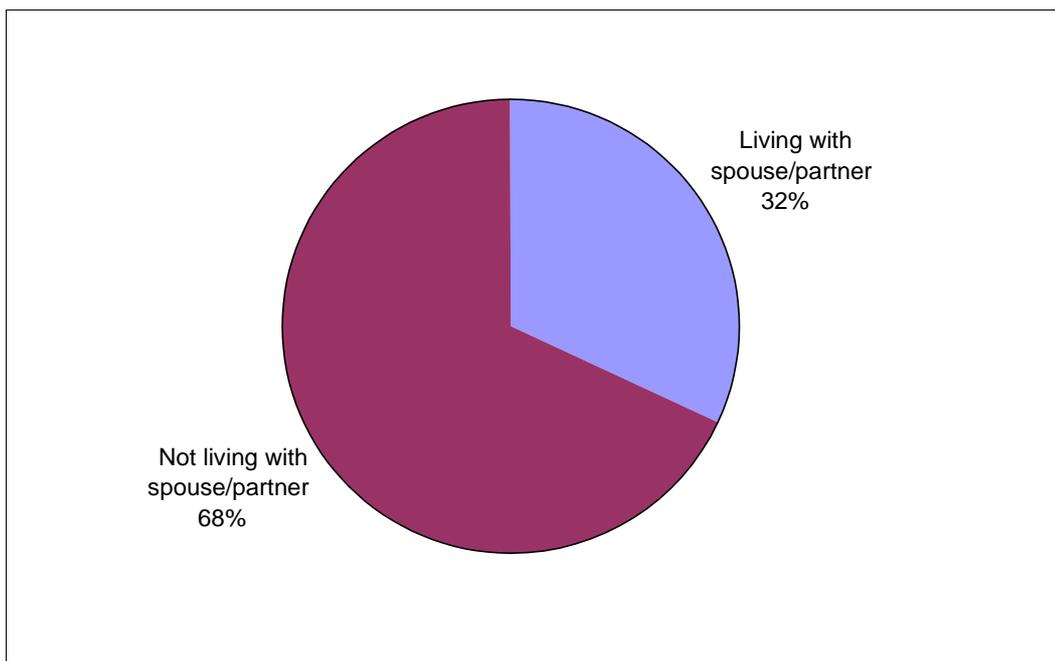
Limitations in the data collected result in ambiguity about whether significant changes in circumstances have occurred for these client groups. The SAAP National Data Collection, for example, identifies whether a woman escaping domestic violence is living with a spouse or partner after receiving support from a SAAP agency, but insufficient information is collected to determine whether this is the same spouse or partner with whom she lived before receiving support. Similarly, data are collected on whether a young person is living with a parent or parents after support, but not whether this is the same parent(s) with whom the young person lived before using SAAP services. Also, it is unclear from information reported in this collection whether such outcomes are desirable in each case. Interpretation of the findings must take these considerations into account.

This appendix focuses on client circumstances after support, so only support periods which were completed during 1998–99 are analysed here.

A3.1 Circumstances of women escaping domestic violence after support

Clients were women escaping domestic violence in an estimated 26% of support periods. Information about the perpetrator of domestic violence is not collected in the SAAP National Data Collection; thus, it is not certain whether perpetrators are invariably partners (or former partners) or whether they are older male children or other relatives. Data from the Australian Bureau of Statistics' National Women's Safety Survey carried out in 1996 (ABS 1996) suggest that it is the partner or former partner in the majority of situations. Much of the following analysis, therefore, relates to women escaping domestic violence who were living with a spouse or partner before seeking SAAP assistance.

Findings from the SAAP National Data Collection show that women escaping domestic violence who were previously living with a spouse or partner, were living with a spouse or partner at the conclusion of 32% of support periods (Figure A3.1). This situation varied with service delivery model. Clients at agencies with 'other' service delivery models were living with a spouse or partner in 23% of cases while this was the situation for clients of outreach support agencies in 35% of cases (Table A3.1).



Source: Table A3.2

Figure A3.1: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support, Australia, 1998–99

There were also geographic variations. The client was living with her spouse or partner after support in 22% of cases in Victoria and in 47% of cases in Western Australia and the Northern Territory (Table A3.2). Agencies in the capital cities reported the lowest proportion of such cases (26%) and the highest was reported by agencies in remote areas (59%) (Table A3.3). In large rural centres, 31% of domestic violence victims who had lived with their partner beforehand were living with their partner or spouse after support.

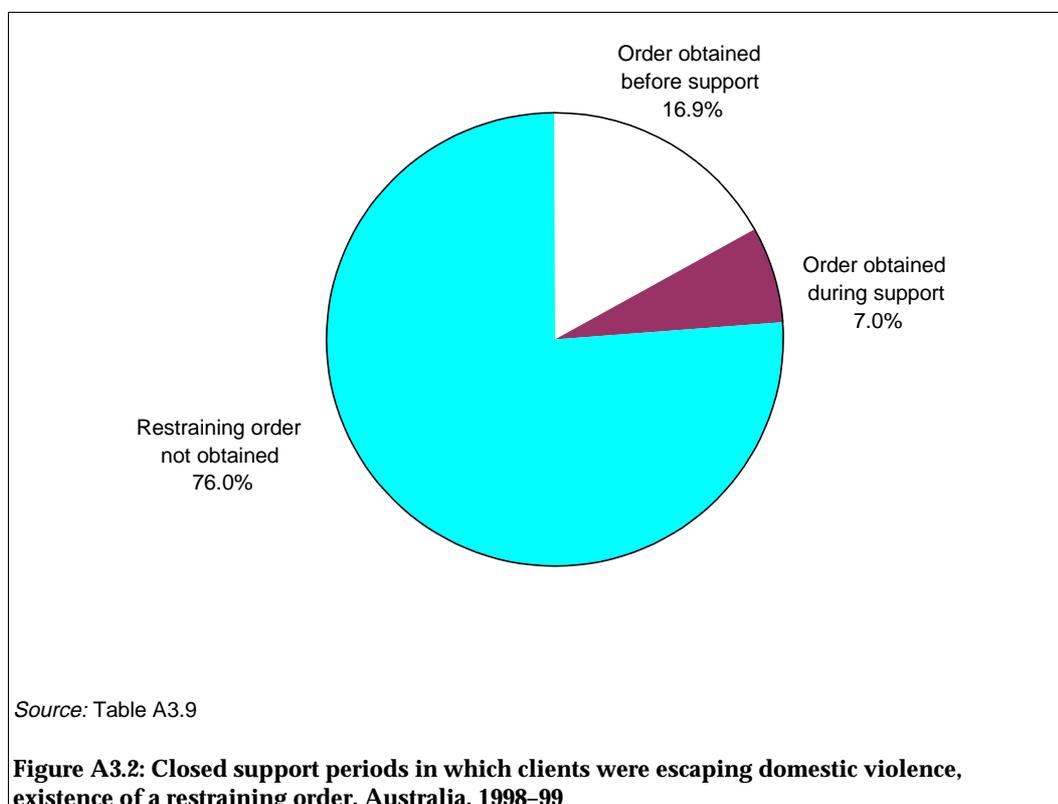
Older clients more often were living with their partner or spouse after support than younger clients—in 36% of cases for clients aged 45–64 years, compared with 32% for clients aged 15–19 years and 31% for clients aged 20–24 years (Table A3.4).

Clients returned to their spouse or partner after support in proportionately more cases involving Indigenous clients (43%) than clients from non-English-speaking backgrounds and other clients (31% and 29% respectively) (Table A3.5).

Whether these clients return to live with their spouse or partner also appears to vary according to the duration of support. Clients returned to live with partners in 38% of support periods lasting 1–3 days and in 32% of cases lasting 1–2 weeks, for example, while the comparable figure for support periods lasting 26–52 weeks was 23% (Table A3.6).

Whether women escaping domestic violence obtained a restraining order before or during support periods is also of interest, given that the aim of such orders is to prevent violence. Overall, restraining or intervention orders were not obtained, either before or during support periods, in over three-quarters (76%) of all support periods (Figure A3.2). In 17% of cases, orders had been obtained before the commencement of the support period and, in the remaining 7% of cases, orders were obtained during support periods. There were variations in this pattern across service delivery models. At medium- to long-term accommodation agencies, for example, restraining orders had been obtained before support in 21% of cases and restraining orders were obtained before support in 14% of cases at outreach support agencies (Table A3.8).

The pattern also varied across States and Territories. The most restraining orders obtained before support were in Queensland (26%) and the most obtained during support in Victoria (10%) (Table A3.9). Restraining orders were most often obtained before support (28%) in large rural centres and during support (9%) in other rural areas (Table A3.10). In remote areas, a restraining order did not exist in 88% of domestic violence cases—higher than in any other region.



A restraining order had been obtained either before or during support in 27% of cases involving clients aged 25-44 years (Table A3.11). The comparable figure was 13% for clients aged 15-19 years.

Along with these variations, differences also existed across cultural groups. Restraining or intervention orders were obtained in relatively few cases (16%) involving Indigenous women, but 30% of cases involving women from non-English-speaking backgrounds and in 26% of cases involving women from other English-speaking backgrounds (Table A3.12). Orders were more likely to be obtained during support for clients from non-English-speaking backgrounds (in 12% of cases), compared with Aboriginal and Torres Strait Islander clients (4%) and other clients (7%). Generally, orders were more likely to be obtained in support periods of longer duration (Table A3.13).

A3.2 Circumstances of young people after support

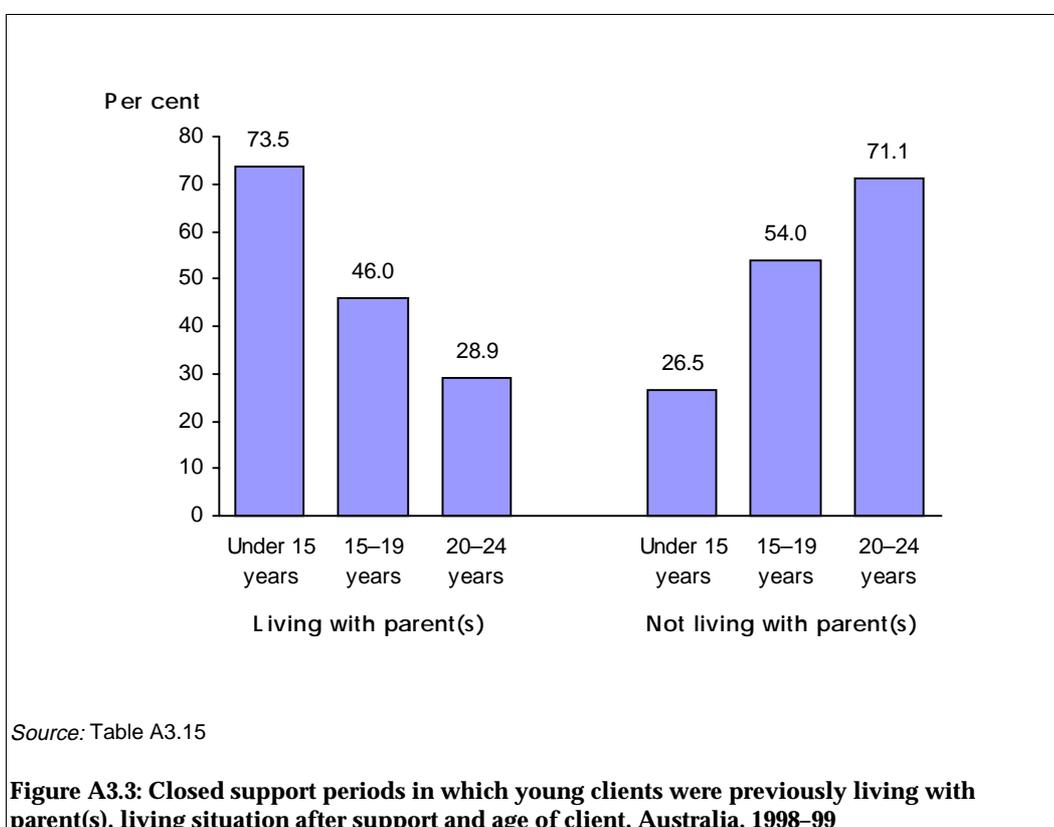
One of the aims of the Supported Accommodation Assistance Program is to re-establish family links where appropriate. Although the National Data Collection does not identify the circumstances in which young clients return to live with parents, aggregate data about this outcome are still of interest and changes over time can be used to inform policy and planning processes.

The analysis presented here examines whether young SAAP clients (those less than 25 years of age) who were living with parents before receiving support returned to live with their parent(s) immediately after receiving support.

Across Australia, young clients who had previously been living with parents returned home after support in 46% of cases, and they went to live elsewhere in 54% of cases (Table A3.15).

This distribution varied according to the age of clients. In 27% of cases involving young people aged less than 15 years, clients did not return to live with parents. The comparable figures for those aged 15–19 years and those aged 20–24 years were 54% and 71% respectively (Figure A3.3).

The proportion of cases in which young people returned to live with their parents was highest in the Northern Territory (60%) and lowest in Tasmania (33%) (Table A3.17). Young clients living in capital city areas were less likely than those in other areas to return to live with parents—in 41% of cases, compared with 53% in other rural areas and 57% in remote areas (Table A3.18).



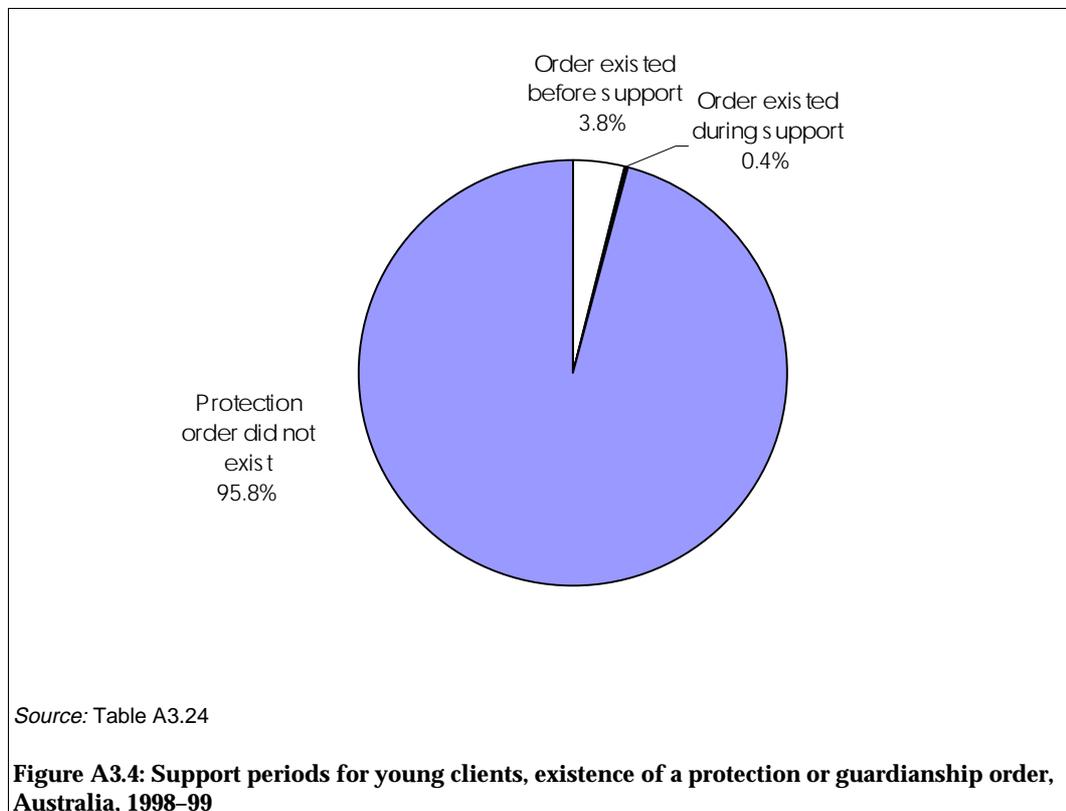
Male clients under 20 years of age returned to live with their parent(s) in proportionately more cases than female clients in this age group (43% and 38% respectively) (Table A3.19). An equal percentage of male and female clients (6% each) aged 20–24 years returned to live with their parents.

Young Indigenous clients were more likely to return to live with their parent(s) after support—in 52% of cases, compared with 38% for clients from non-English-speaking backgrounds and 46% for other clients (Table A3.20).

Generally, the duration of support did not appear to be a factor in whether clients returned to live with their parent(s). Clients returned to live with their parents in 41% of support periods lasting 26–52 weeks and from one to two weeks (Table A3.21).

Data from the national collection can also be used to examine the number of young SAAP clients who were wards of the State or who were the subject of a supervision order, and when such orders were obtained. Approximately 4% of such clients were subject to guardianship or protection orders, almost all of which existed before the commencement of support services. The figure for existing orders both before and during support was lowest in Western Australia (1%) and highest in Queensland (6%) (Table A3.24). There was a similar range among regions—protection or guardianship orders existed before support or were made during support in 2% of cases in remote areas and in 5% of cases in large rural centres and capital cities (Table A3.25).

As might be expected, the existence of an order varied according to the age of clients. Younger clients, aged under 14 years or 14–15 years, were more frequently the subject of orders (in 15% and 13% of cases respectively) than those aged 16–17 years (5% of cases), or those aged 18 years or over (2% of cases) (Table A3.27). Protection orders existed in slightly fewer cases involving young clients from non-English-speaking backgrounds (2%) and Indigenous clients (3%) than among clients from other English-speaking backgrounds (5%) (Table A3.28).



A3.3 Detailed tables

A3.3.1 Survivors of domestic violence

Table A3.1: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by service delivery model, Australia, 1998–99 (%)

Living situation after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Living with spouse/partner	34.4	33.6	13.1	34.6	22.5	31.9
Not living with spouse/partner	65.6	66.4	86.9	65.4	77.5	68.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	9,200	2,200	—	300	2,900	14,600

Notes

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 4,292
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.2: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by State and Territory, Australia, 1998–99 (%)

Living situation after support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Living with spouse/partner	33.4	22.0	32.1	46.9	33.9	31.0	27.8	46.6	31.9
Not living with spouse/partner	66.6	78.0	67.9	53.1	66.1	69.0	72.2	53.4	68.1
<i>Total</i>	<i>100.0</i>								
Total number	3,300	4,600	2,600	2,000	900	500	100	700	14,600

Notes

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 4,292
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.3: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by region, Australia, 1998–99 (%)

Living situation after support	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Living with spouse/partner	25.9	36.3	31.0	33.0	58.8	31.9
Not living with spouse/partner	74.1	63.7	69.0	67.0	41.2	68.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	6,900	800	2,000	3,600	1,300	14,600

Notes

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 4,292
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.4: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by age of client, Australia, 1998–99 (%)

Living situation after support	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Living with spouse/partner	31.8	30.8	31.3	36.0	50.0	31.9
Not living with spouse/partner	68.2	69.2	68.7	64.0	50.0	68.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	700	2,300	10,100	1,400	100	14,600

Notes

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 4,323
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. There were very few closed support periods for clients who were aged under 15 years escaping domestic violence and who were previously living with a spouse or partner. To ensure confidentiality, these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.5: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by ethnicity of client, Australia, 1998–99 (%)

Living situation after support	Indigenous Australian	Non-English-speaking background	Other	Total
Living with spouse/partner	42.7	30.6	29.0	32.0
Not living with spouse/partner	57.3	69.4	71.0	68.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,800	2,500	8,800	14,100

Notes

1. Number excluded due to errors (weighted): 40
2. Number excluded due to omissions (weighted): 4,810
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.6: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by duration of support, Australia, 1998–99 (%)

Living situation after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Living with spouse/partner	32.0	37.9	35.0	32.3	28.9	26.9	23.9	23.2	25.1	31.9
Not living with spouse/partner	68.0	62.1	65.0	67.7	71.1	73.1	76.1	76.8	74.9	68.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,200	4,000	1,600	1,300	1,400	2,500	900	400	200	14,600

Notes

1. Number excluded due to errors (weighted): 42
2. Number excluded due to omissions (weighted): 4,333
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.7: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation after support by duration of current homelessness of client, Australia, 1998–99 (%)

Living situation after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Living with spouse/partner	38.4	24.6	24.3	26.1	24.2	21.8	40.0	31.3
Not living with spouse/partner	61.6	75.4	75.7	73.9	75.8	78.2	60.0	68.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,000	500	1,500	700	800	1,900	2,300	10,800

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 8,139
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.8: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by service delivery model, Australia, 1998–99 (%)

Existence of a restraining order	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Restraining order obtained before support	15.7	20.8	17.0	13.9	17.4	16.9
Restraining order obtained during support	6.8	10.0	—	7.0	4.7	7.0
Restraining order not obtained	77.5	69.1	83.0	79.2	77.9	76.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	23,100	7,300	100	800	16,700	38,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 937
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.9: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by State and Territory, Australia, 1998–99 (%)

Existence of a restraining order	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Restraining order obtained before support	17.1	19.9	26.4	7.1	10.1	10.2	14.5	11.5	16.9
Restraining order obtained during support	6.0	10.4	5.7	4.4	5.6	5.8	2.9	8.4	7.0
Restraining order not obtained	76.9	69.7	67.9	88.5	84.3	84	82.6	80.1	76.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	9,800	10,700	5,900	5,200	2,500	1,200	600	2,100	38,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 937
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.10: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by region, Australia, 1998–99 (%)

Existence of a restraining order	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Restraining order obtained before support	15.6	18.8	28.3	17.5	8.3	16.9
Restraining order obtained during support	7.0	4.4	7.6	8.8	4.2	7.0
Restraining order not obtained	77.4	76.7	64.1	73.6	87.5	76
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	18,500	2,100	4,400	8,800	4,100	38,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 937
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.11: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by age of client, Australia, 1998–99 (%)

Existence of a restraining order	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Restraining order obtained before support	9.2	9.8	16.4	18.9	13.6	12.1	16.9
Restraining order obtained during support	1.2	3.5	5.5	8.2	6.6	7.8	7.0
Restraining order not obtained	89.5	86.8	78.1	72.9	79.7	80.1	76.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	400	3,800	6,200	23,800	3,300	300	37,900

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,002
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.12: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by ethnicity of client, Australia, 1998–99 (%)

Existence of a restraining order	Indigenous Australian	Non-English-speaking background	Other	Total
Restraining order obtained before support	12.0	17.8	18.8	17.0
Restraining order obtained during support	4.4	11.7	7.0	7.0
Restraining order not obtained	83.7	70.5	74.2	75.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	8,800	5,100	22,700	36,600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,339
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

A3.13: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by duration of support, Australia, 1998–99 (%)

Existence of a restraining order	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Restraining order obtained before support	20.7	12.2	14.5	15.2	16.9	18.7	23.3	24.1	23.1	16.9
Restraining order obtained during support	4.3	3.1	5.9	7.1	9.6	11.9	12.2	9.0	7.0	7.0
Restraining order not obtained	74.9	84.7	79.6	77.7	73.5	69.4	64.5	66.9	69.9	76.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	5,300	9,800	4,200	3,500	3,600	6,800	2,600	1,300	800	37,900

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,020
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.14 Closed support periods in which clients were escaping domestic violence, existence of a restraining order by duration of client's current homelessness, Australia, 1998–99 (%)

Existence of a restraining order	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Restraining order obtained before support	14.4	16.2	17.9	19.8	18.6	20.3	16.2	16.9
Restraining order obtained during support	5.0	8.6	8.2	8.0	11.0	8.7	8.4	7.6
Restraining order not obtained	80.7	75.2	73.9	72.1	70.4	71.0	75.4	75.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	7,900	1,600	4,300	1,800	1,800	4,100	6,000	27,500

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 11,480
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

A3.3.2 Young people previously living with parents

Table A3.15: Closed support periods in which young clients were previously living with parent(s), living situation after support by age of client, Australia, 1998–99 (%)

Living situation after support	Under 15 years	15–19 years	20–24 years	Total
Living with parent(s)	73.5	46.0	28.9	46.0
Not living with parent(s)	26.5	54.0	71.1	54.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,000	5,600	1,700	8,300

Notes

1. Number excluded due to errors (weighted): 30
2. Number excluded due to omissions (weighted): 4,536
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.16: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by service delivery model, Australia, 1998–99 (%)

Living situation after support and age	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Living with parent(s)						
Under 15 years	7.4	9.0	22.0	15.6	10.1	9.1
15–19 years	26.4	34.3	13.0	38.1	31.7	31.0
20–24 years	6.8	5.6	17.1	1.3	5.7	5.8
Not living with parent(s)						
Under 15 years	4.6	2.4	—	1.1	3.3	3.3
15–19 years	39.5	35.4	20.6	30.4	35.0	36.4
20–24 years	15.3	13.3	27.3	13.5	14.3	14.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,100	3,000	—	600	1,400	8,300

Notes

1. Number excluded due to errors (weighted): 30
2. Number excluded due to omissions (weighted): 4,536
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.17: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by State and Territory, Australia, 1998–99 (%)

Living situation after support and age	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Living with parent(s)									
Under 15 years	9.7	8.7	12.1	2.6	12.4	3.0	8.1	7.3	9.1
15–19 years	30.0	31.6	31.0	25.0	37.4	26.8	23.4	44.1	31.0
20–24 years	4.2	6.3	3.9	18.2	3.8	3.4	4.5	8.9	5.8
Not living with parent(s)									
Under 15 years	5.8	1.5	4.1	1.2	2.0	5.4	1.7	1.3	3.3
15–19 years	37.9	36.5	37.7	31.5	29.7	45.2	39.2	26.8	36.4
20–24 years	12.4	15.4	11.3	21.5	14.6	16.0	23.0	11.6	14.3
<i>Total</i>	<i>100.0</i>								
Total number	2,300	2,600	1,400	500	600	400	200	300	8,300

Notes

1. Number excluded due to errors (weighted): 30
2. Number excluded due to omissions (weighted): 4,536
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.18: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by region, Australia, 1998–99 (%)

Living situation after support and age	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Living with parent(s)						
Under 15 years	6.2	13.2	9.9	13.0	6.8	9.1
15–19 years	27.8	28.9	30.9	36.1	37.3	31.0
20–24 years	7.2	2.6	4.3	3.6	13.0	5.8
Not living with parent(s)						
Under 15 years	2.8	3.9	5.4	3.4	1.7	3.3
15–19 years	37.6	40.1	38.7	34.1	28.2	36.4
20–24 years	18.4	11.3	10.8	9.9	13.2	14.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,900	700	1,000	2,300	400	8,300

Notes

1. Number excluded due to errors (weighted): 30
2. Number excluded due to omissions (weighted): 4,536
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.19: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by gender, Australia, 1998–99 (%)

Living situation after support and age	Female	Male	Total
Living with parent(s)			
Under 15 years	8.1	10.4	9.1
15–19 years	30.3	32.1	31.1
20–24 years	6.0	5.5	5.8
Not living with parent(s)			
Under 15 years	3.0	3.7	3.3
15–19 years	37.1	35.5	36.4
20–24 years	15.4	12.8	14.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	4,700	3,600	8,200

Notes

1. Number excluded due to errors (weighted): 33
2. Number excluded due to omissions (weighted): 4,568
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.20: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by ethnicity, Australia, 1998–99 (%)

Living situation after support and age	Indigenous Australian	Non-English-speaking background	Other	Total
Living with parent(s)				
Under 15 years	9.2	2.9	9.6	9.2
15–19 years	29.5	24.7	31.6	30.9
20–24 years	13.2	9.9	4.5	5.7
Not living with parent(s)				
Under 15 years	5.4	1.8	3.2	3.3
15–19 years	30.1	40.1	37.3	36.6
20–24 years	12.7	20.5	13.9	14.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	900	500	6,700	8,100

Notes

1. Number excluded due to errors (weighted): 30
2. Number excluded due to omissions (weighted): 4,721
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.21: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by duration of support, Australia, 1998–99 (%)

Living situation after support and age	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Living with parent(s)										
Under 15 years	9.1	11.5	8.1	8.3	8.9	8.5	9.1	10.1	6.8	9.2
15–19 years	43.5	30.8	27.8	27.0	29.0	30.8	33.1	28.1	25.3	31.0
20–24 years	7.3	11.0	6.3	5.6	4.3	4.5	4.6	2.5	1.5	5.8
Not living with parent(s)										
Under 15 years	1.4	4.7	2.3	5.4	2.7	3.3	2.9	3.6	2.0	3.3
15–19 years	25.0	29.2	38.4	39.4	39.8	39.8	39.1	37.4	43.9	36.4
20–24 years	13.7	12.8	17.0	14.4	15.4	13.1	11.2	18.3	20.6	14.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	800	1,400	700	700	900	1,800	1,000	600	400	8,300

Notes

1. Number excluded due to errors (weighted): 30
2. Number excluded due to omissions (weighted): 4,557
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.22: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by duration of current homelessness, Australia, 1998–99 (%)

Living situation after support and age	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Living with parent(s)								
Under 15 years	6.9	0.8	3.4	8.3	7.6	6.9	14.2	9.0
15–19 years	25.8	25.1	20.1	26.6	29.7	21.5	34.5	28.4
20–24 years	5.4	5.2	4.3	7.4	5.6	4.0	5.7	5.4
Not living with parent(s)								
Under 15 years	3.7	3.1	2.5	4.2	5.2	6.9	2.5	3.2
15–19 years	41.5	41.7	48.2	41.0	38.1	41.7	32.4	38.8
20–24 years	16.7	24.0	21.6	12.4	13.8	19.0	10.7	15.2
<i>Total</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>
Total number	1,900	300	800	300	200	300	2,400	6,200

Notes

1. Number excluded due to errors (weighted): 17
2. Number excluded due to omissions (weighted): 6,628
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

A3.3.3 Young people—legal processes

Table A3.23: Closed support periods for young clients, existence of a protection or guardianship order by service delivery model, Australia, 1998–99 (%)

Existence of a protection or guardianship order	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Other	Total
Order existed before support	4.4	4.0	1.5	1.8	2.7	3.8
Order made during support	0.4	0.4	—	0.5	0.5	0.4
Order did not exist	95.2	95.5	98.5	97.8	96.8	95.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	19,900	14,500	900	2,500	7,400	45,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,308
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.24: Closed support periods for young clients, existence of a protection or guardianship order by State and Territory, Australia, 1998–99 (%)

Existence of a protection or guardianship order	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Order existed before support	4.8	3.5	5.1	0.8	2.8	2.1	3.8	2.5	3.8
Order made during support	0.5	0.4	0.5	0.2	0.6	0.4	0.8	0.3	0.4
Order did not exist	94.8	96.0	94.4	99.1	96.6	97.5	95.5	97.3	95.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,900	13,200	8,100	3,400	3,000	2,300	1,100	2,200	45,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,308
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.25: Closed support periods for young clients, existence of a protection or guardianship order by region, Australia, 1998–99 (%)

Existence of a protection or guardianship order	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total
Order existed before support	4.2	4.0	4.4	2.9	1.5	3.8
Order made during support	0.4	0.3	0.5	0.6	—	0.4
Order did not exist	95.3	95.7	95.1	96.4	98.5	95.8
<i>Total</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>	<i>100</i>
Total number	23,300	4,000	5,400	9,500	3,000	45,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,308
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.26: Closed support periods for young clients, existence of a protection or guardianship order by gender of client, Australia, 1998–99 (%)

Existence of a protection or guardianship order	Female	Male	Total
Order existed before support	4.0	3.5	3.8
Order made during support	0.6	0.2	0.4
Order did not exist	95.4	96.3	95.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	25,700	19,200	45,000

Notes

1. Number excluded due to errors (weighted): 17
2. Number excluded due to omissions (weighted): 1,537
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.27: Closed support periods for young clients, existence of a protection or guardianship order by age of client, Australia, 1998–99 (%)

Existence of a protection or guardianship order	Under 14 years	14–15 years	16–17 years	18 years and over	Total
Order existed before support	13.3	11.5	4.5	1.9	3.8
Order made during support	1.7	1.0	0.2	0.4	0.4
Order did not exist	84.9	87.4	95.3	97.7	95.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,000	4,500	11,500	28,100	45,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,476
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.
7. Although protection orders relate to people under 18 years, the category '18 years and over' has been included because clients may turn 18 during a support period.

Source: SAAP NDCA Client Collection

Table A3.28: Closed support periods for young clients, existence of a protection or guardianship order by ethnicity of client, Australia, 1998–99 (%)

Existence of a protection or guardianship order	Indigenous Australian	Non-English-speaking background	Other	Total
Order existed before support	2.9	1.8	4.1	3.8
Order made during support	0.3	0.4	0.5	0.4
Order did not exist	96.7	97.8	95.4	95.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	6400	2500	35100	44000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 2,480
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.29: Closed support periods for young clients, existence of a protection or guardianship order by duration of support of client, Australia, 1998-99 (%)

Existence of a protection or guardianship order	Less than 1 day	1-3 days	4-7 days	>1-2 weeks	>2-4 weeks	>4-13 weeks	>13-26 weeks	>26-52 weeks	>52 weeks	Total
Order existed before support	2.2	4.0	4.5	3.4	3.8	3.6	4.0	5.2	5.5	3.8
Order made during support	0.2	0.2	0.3	0.5	0.6	0.8	0.7	0.4	0.4	0.4
Order did not exist	97.5	95.8	95.2	96.1	95.6	95.6	95.3	94.4	94.1	95.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	5,900	9,900	4,500	4,200	4,700	8,600	3,700	2,200	1,300	45,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,431
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table A3.30: Closed support periods for young clients, existence of a protection or guardianship order of client by duration of client's current homelessness, Australia, 1998-99 (%)

Existence of a protection or guardianship order	0-2 weeks	>2-4 weeks	>4-26 weeks	>26-52 weeks	>52-104 weeks	>104 weeks	At imminent risk	Total
Order existed before support	3.1	3.4	3.8	5.7	6.8	7.8	3.3	3.9
Order made during support	0.4	0.5	0.4	0.3	0.7	1.0	0.5	0.5
Order did not exist	96.5	96.1	95.8	94.0	92.4	91.2	96.2	95.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	11,400	2,500	5,100	1,700	1,400	2,200	9,100	33,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 13,092
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Appendix 4: Corrections to Series 3 tables

This part of the report provides revised 1997–98 tables in the Series 3 reports which have been revised.

Table 5.41: Estimated potential clients unable to be supported by State and Territory, Australia, 13–26 November 1997

State/Territory	Number	Per cent
NSW	1,260	31.3
Vic	990	24.6
Qld	830	20.6
WA	350	8.7
SA	380	9.4
Tas	100	2.5
ACT	70	1.7
NT	50	1.2
Australia	4,030	100.0

Note: Estimates are based on information collected in the two-week period 13–26 November 1997. An adjustment has been made for valid subsequent requests that followed an invalid first request and, as a result, numbers may not be consistent with those in tables presented below. See Appendix 1 for information about the estimation procedure used.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.42: Potential clients unable to be supported, type of support requested by State and Territory, Australia, 13–26 November 1997 (%)

Type of support requested	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Crisis/short-term accommodation	71.6	55.6	70.2	64.5	74.7	78.5	49.1	48.1	66.6
Medium/long-term accommodation	24.4	35.0	22.5	29.8	18.2	17.7	50.9	37.0	26.9
Support only	2.3	6.3	5.1	5.3	3.7	0.0	0.0	11.1	4.2
Other	1.8	3.1	2.2	0.4	3.4	3.8	0.0	3.7	2.3
<i>Total</i>	<i>100.0</i>								
Total number	930	730	590	250	300	80	60	30	2,960

Notes

1. Number excluded due to errors: 15
2. Number excluded due to omissions: 11
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.43: Potential clients unable to be supported, type of support requested by primary target group, Australia, 13–26 November 1997 (%)

Type of support requested	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Crisis/short-term accommodation	52.6	76.4	60.0	76.0	76.5	68.2	66.6
Medium/long-term accommodation	40.9	11.8	37.9	22.0	13.2	25.6	26.9
Support only	4.3	7.5	2.1	0.8	7.0	4.0	4.2
Other	2.2	4.2	0.0	1.3	3.3	2.2	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>	<i>100.0</i>	<i>100.0</i>
Total number	890	210	100	530	490	740	2,960

Notes

1. Number excluded due to errors: 15
2. Number excluded due to omissions: 11
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.44: Potential clients unable to be supported, type of support requested by gender of person making request, Australia, 13–26 November 1997 (%)

Type of support requested	Female	Male	Total
Crisis/short-term accommodation	65.0	69.0	66.6
Medium/long-term accommodation	27.8	25.7	27.0
Support only	4.7	3.5	4.2
Other	2.5	1.8	2.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,760	1,150	2,910

Notes

1. Number excluded due to errors: 32
2. Number excluded due to omissions: 42
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.45: Potential clients unable to be supported, type of support requested by age of person making request, Australia, 13–26 November 1997 (%)

Type of support requested	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Crisis/short-term accommodation	73.5	53.7	65.4	71.3	65.6	61.9	65.0
Medium/long-term accommodation	20.5	40.9	29.4	20.7	23.9	23.8	28.2
Support only	3.0	3.8	3.2	5.0	8.0	9.5	4.4
Other	3.0	1.6	2.0	3.0	2.5	4.8	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	130	740	590	1,080	160	20	2,720

Notes

1. Number excluded due to errors: 21
2. Number excluded due to omissions: 246
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.46: Potential clients unable to be supported, type of support requested by ethnicity of person making request, Australia, 13–26 November 1997 (%)

Type of support requested	Indigenous Australian	Non-English-speaking background	Other	Total
Crisis/short-term accommodation	67.9	53.9	65.0	64.6
Medium/long-term accommodation	26.2	31.5	28.6	28.5
Support only	4.0	11.2	4.0	4.5
Other	1.9	3.4	2.4	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	320	180	2,090	2,590

Notes

1. Number excluded due to errors: 14
2. Number excluded due to omissions: 385
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.47: Potential clients unable to be supported, main reason support not provided by State and Territory, Australia, 13–26 November 1997 (%)

Main reason support not provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Insufficient staff	5.1	8.8	3.2	2.4	1.7	2.5	—	—	4.9
No accommodation available	78.3	81.1	81.1	86.2	86.8	82.3	81.0	60.7	81.0
Facilities for disability needs not available	1.2	0.3	0.5	1.2	—	1.3	—	7.1	0.7
Facilities for cultural needs not available	0.1	—	—	—	—	—	—	3.6	0.1
Facilities for other special needs not available	1.9	2.3	2.7	1.2	1.3	—	6.9	7.1	2.1
Age of male child	0.5	—	0.5	0.4	0.7	1.3	—	—	0.4
Other	12.8	7.6	12.1	8.5	9.6	12.7	12.1	21.4	10.8
<i>Total</i>	<i>100.0</i>								
Total number	940	740	600	250	300	80	60	30	2,990

Notes

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 0
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.48: Potential clients unable to be supported, main reason support not provided by type of support requested, Australia, 13–26 November 1997 (%)

Main reason support not provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Support only	Other	Total	
Insufficient staff		2.7	2.9	46.8	16.2	4.9
No accommodation available		85.4	86.6	14.5	7.4	81.0
Facilities for disability needs not available		0.6	1.0	2.4	—	0.7
Facilities for cultural needs not available		—	—	1.6	—	0.1
Facilities for other special needs not available		1.7	1.9	6.5	10.3	2.1
Age of male child		0.5	0.3	—	—	0.4
Other		9.1	7.4	28.2	66.2	10.8
<i>Total</i>		<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number		1,970	800	120	70	2,960

Notes

1. Number excluded due to errors: 15
2. Number excluded due to omissions: 11
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).

Source: SAAP NDCA Unmet Demand Collection

Table 5.49: Casual clients seeking support or accommodation, one-off assistance provided by State and Territory, Australia, 1997–98 (%)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Information	71.1	79.2	80.4	66.4	75.6	77.2	81.0	82.1	75.5
Referral for accommodation	56.5	54.7	50.4	71.7	45.9	64.6	58.6	50.0	55.2
Referral for non-accommodation	8.3	11.8	8.5	7.3	10.2	24.1	6.9	14.3	9.8
Meals	6.5	1.5	8.2	2.4	2.3	7.6	3.4	14.3	4.9
Financial assistance/material aid	4.7	5.0	10.1	4.9	4.0	5.1	3.4	28.6	6.0
Transport	9.9	4.2	4.0	4.0	1.7	2.5	3.4	17.9	5.8
Laundry/shower facilities	3.4	1.4	5.4	1.6	1.0	5.1	5.2	3.6	3.0
Emotional support	19.0	24.9	24.0	17.4	23.1	34.2	22.4	42.9	22.4
Other	4.1	5.4	2.3	5.7	5.3	2.5	8.6	7.1	4.4
Total number	24,300	19,200	15,500	6,400	7,900	2,100	1,500	700	77,600

Notes

1. Percentages are based on valid values only.
2. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
3. Data are estimates only based on information collected in the two-week period 13–26 November 1997.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.50: Casual clients seeking support or accommodation, one-off assistance provided by service delivery model, Australia, 1997–98 (%)

One-off assistance provided	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Outreach support	Telephone information/referral	Other	Total
Information	68.7	85.5	89.8	67.6	80.0	71.6	75.5
Referral for accommodation	55.5	58.1	32.7	52.1	51.4	51.2	55.2
Referral for non-accommodation	6.4	11.5	34.7	14.1	5.7	12.3	9.8
Meals	5.7	1.9	12.2	11.3	0.0	7.6	4.9
Financial assistance/material aid	5.5	4.1	22.4	12.7	5.7	8.6	6.0
Transport	5.1	4.4	4.1	7.0	0.0	10.7	5.8
Laundry/shower facilities	4.4	1.3	2.0	1.4	0.0	3.3	3.0
Emotional support	17.9	27.0	38.8	21.1	14.3	24.1	22.4
Other	2.1	7.7	8.2	5.6	0.0	3.3	4.4
Total number	34,000	27,000	1,300	1,800	900	12,600	77,600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 13–26 November 1997.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.51: Casual clients seeking support or accommodation, one-off assistance provided by primary target group, Australia, 1997–98 (%)

One-off assistance provided	Young people	Single men only	Single women only	Families	Women escaping DV	Cross target/multiple/general	Total
Information	78.3	59.0	79.2	86.2	67.0	74.1	75.5
Referral for accommodation	53.1	50.5	56.3	56.3	58.8	55.7	55.2
Referral for non-accommodation	8.5	9.0	9.4	15.3	5.1	10.7	9.8
Meals	3.0	24.5	1.0	1.5	3.5	5.5	4.9
Financial assistance/material aid	4.5	13.7	5.2	4.2	3.9	8.4	6.0
Transport	4.8	16.5	7.3	4.2	6.1	4.5	5.8
Laundry/shower facilities	1.7	15.6	4.2	0.2	2.3	3.3	3.0
Emotional support	18.2	15.1	24.0	30.3	24.6	22.3	22.4
Other	5.7	8.5	6.3	2.6	4.9	2.4	4.4
Total number	23,300	5,500	2,500	14,100	12,700	19,400	77,600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 13–26 November 1997.

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.52: Casual clients seeking support or accommodation, one-off assistance provided by age of person, Australia, 1997–98 (%)

One-off assistance provided	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Information	75.0	76.3	74.6	77.5	69.9	66.7	75.9
Referral for accommodation	48.5	52.3	59.5	58.4	54.2	47.6	56.2
Referral for non-accommodation	7.6	8.2	11.8	11.4	9.0	19.0	10.4
Meals	0.0	3.2	4.0	6.2	13.3	14.3	5.1
Financial assistance/material aid	1.5	4.7	5.2	7.6	11.4	9.5	6.2
Transport	3.0	5.8	3.7	7.0	10.2	23.8	6.1
Laundry/shower facilities	0.0	2.3	1.5	3.5	10.8	14.3	3.1
Emotional support	16.7	19.0	23.0	27.7	21.1	19.0	23.3
Other	7.6	5.2	4.4	3.5	3.6	0.0	4.3
Total number	3,400	19,300	15,500	28,200	4,300	500	71,300

Notes

1. Number excluded due to errors (weighted): 156
2. Number excluded due to omissions (weighted): 6,188
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 13–26 November 1997.

Source: SAAP NDCA Unmet Demand Collection

Table 5.53: Casual clients seeking support or accommodation, one-off assistance provided by presenting unit, Australia, 1997-98 (%)

One-off assistance provided	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Information	69.4	86.7	80.5	91.8	73.2	75.4
Referral for accommodation	52.9	61.9	58.6	54.5	61.0	55.3
Referral for non-accommodation	7.7	15.9	11.5	12.9	14.6	9.7
Meals	6.6	7.1	1.9	3.0	2.4	4.8
Financial assistance/material aid	6.2	8.8	5.2	6.0	0.0	5.9
Transport	6.9	1.8	5.2	1.7	4.9	5.8
Laundry/shower facilities	4.4	3.5	0.9	0.9	0.0	2.9
Emotional support	17.6	21.2	29.9	27.0	22.0	22.4
Other	4.9	4.4	3.3	4.7	7.3	4.4
Total number	42,700	2,900	24,300	6,100	1,100	77,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 624
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 13-26 November 1997.

Source: SAAP NDCA Unmet Demand Collection

Appendix 5: SAAP NDCA Data Collection Forms

A5.1 Client Form

A5.2 Client Form – High Volume Agencies

A5.3 Unmet Demand Form

A5.4 Casual Client Form

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