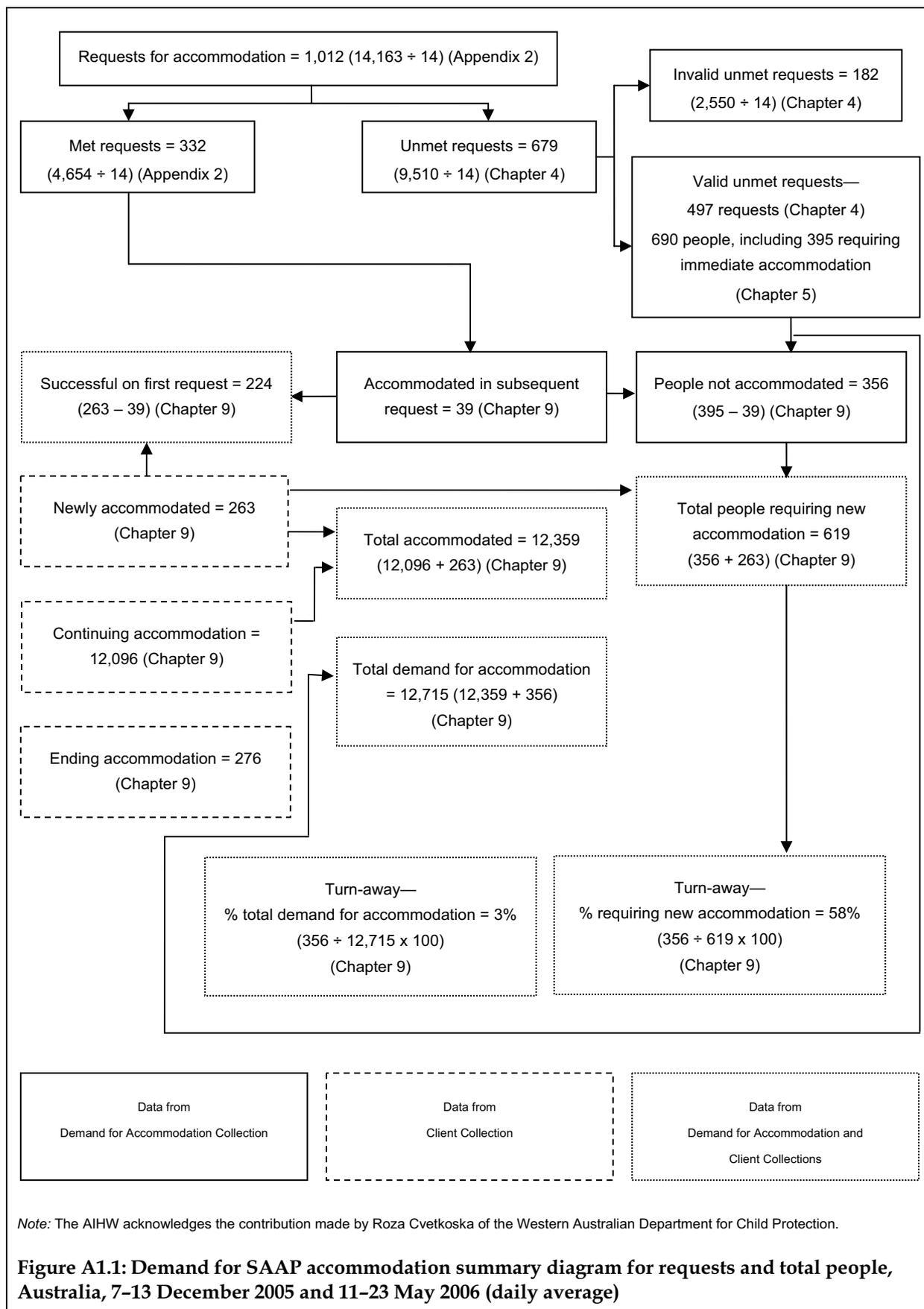


# **Appendix 1 Demand for SAAP accommodation summary diagram**

Figure A1.1 provides a summary of the demand for SAAP accommodation in 2005–06. This diagram outlines how requests for accommodation made during the Demand for Accommodation Collection were used to determine how many people were not accommodated on an average day. This number of people is then used in conjunction with data from the Client Collection to calculate the turn-away measures.



## Appendix 2 The data

### A2.1 The Client Collection

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

A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996, and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year. In July 2005, a Core Data Set was introduced. The Core Data Set collects fewer data items than were previously collected, includes a new statistical linkage key and incorporates changes in some definitions, such as that of client, support period, accompanying child and accompanying child support period. For this reason, data for 2005–06 is not strictly comparable with previous years.

A high level of participation among SAAP-funded agencies is necessary to ensure that the data accurately reflect the work done under the auspices of the Program. Overall, the participation rate for the Client Collection has been very satisfactory – in 2005–06, 93% of SAAP agencies providing support and/or accommodation participated in the collection (Table A2.1). This matches the participation rate obtained in 2004–05.

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

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

Across Australia, consent and valid statistical linkage keys with consent (termed 'valid consent') were obtained from clients in 87% and 82% of support periods respectively (Table A2.1). In all states and territories, valid consent was obtained in the majority of cases, ranging from 78% in New South Wales to 87% in the Northern Territory and Western

Australia. The same was true according to primary target group, ranging from 75% for agencies primarily targeted at women and children escaping domestic violence to 87% for agencies that primarily targeted single men.

The AIHW has developed a scheme – primarily for use when deriving annual estimates – that adjusts for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation, for clients who give valid consent for some support periods but not for others (referred to as ‘mixed consent’), and for clients who do not give consent in any of their periods of support. A description of the scheme is given in the 2005–06 national annual report (AIHW 2007a:95–97). In this current report, only the Client Collection data in tables 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 10.1, 10.2 and 10.3 have been adjusted.

**Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group for 2005–06, and by reporting period, Australia**

	Agencies <sup>(a)</sup>		Forms returned		
	Total	Participation rate	Total	Consent	Valid Consent <sup>(b)</sup>
State/territory	Number	%	Number	%	%
NSW	379	93.1	38,085	83.4	78.0
Vic	354	90.4	64,893	87.9	82.9
Qld	196	94.4	23,935	86.4	80.4
WA	106	92.5	11,676	89.9	86.5
SA	77	96.1	15,249	87.0	81.6
Tas	34	100.0	6,215	84.7	79.9
ACT	41	95.1	2,685	82.1	78.6
NT	32	93.8	4,009	92.6	87.4
<b>Total</b>	<b>1,219</b>	<b>92.9</b>	<b>166,747</b>	<b>86.6</b>	<b>81.5</b>
<b>Primary target group</b>					
Young people	450	92.0	30,959	87.9	83.4
Single men only	89	97.8	21,361	88.7	87.3
Single women only	47	97.9	5,397	84.7	78.7
Families	112	94.6	10,455	88.7	80.0
Women escaping domestic violence	288	92.0	35,789	84.0	75.2
Cross-target/multiple/general	233	92.3	62,786	86.5	82.6
<b>Total</b>	<b>1,219</b>	<b>92.9</b>	<b>166,747</b>	<b>86.6</b>	<b>81.5</b>
<b>Reporting period</b>					
1998–99	1,163	95.0	155,005	75.0	71.5
1999–00	1,159	93.2	146,793	79.0	76.5
2000–01	1,178	94.1	158,131	81.5	78.7
2001–02	1,211	94.5	166,535	87.0	85.1
2002–03	1,202	94.0	164,707	87.6	85.9
2003–04	1,225	92.7	174,915	89.9	88.3
2004–05	1,212	92.6	160,002	88.8	86.8
2005–06 <sup>(c)</sup>	1,219	92.9	166,747	86.6	81.5

(a) 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.

(b) 'Valid consent' here refers to all forms with a valid statistical linkage key (see Appendix 2).

(c) Note that in 2005–06 the statistical linkage key was changed and therefore data using this is not comparable to previous years.

*Notes*

- Table based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that provide only support to other agencies or casual assistance lasting less than 1 hour on a given day and which is not of an ongoing nature are not required to participate in the collection. Consequently, some agencies funded under SAAP (see AIHW 2007a:Chapter 2) are not included in this table.
- Figures are unweighted.

Sources: SAAP Administrative Data and Client Collections; AIHW 2006.

## A2.2 The Demand for Accommodation Collection

The Demand for Accommodation Collection is used to measure the level of unmet demand for SAAP accommodation, to calculate the proportion of people turned away from SAAP accommodation, and to provide an indication of the overall ability of SAAP to meet the demand for accommodation. Previously known as the Unmet Demand and Met Demand Collections, the Demand for Accommodation Collection is conducted annually (in two 1-week periods). In 2005–06 the collection was held on 7–13 December 2005, and on 17–23 May 2006. All SAAP-funded agencies that provide support or accommodation to clients were asked to record each unsuccessful and successful request for accommodation during the collection period; a form was completed for each person (adult or unaccompanied child) or group of people (including accompanying children). In December 2005 and May 2006, 14,342 forms were received (Table A2.2).

The participation rate for the Demand for Accommodation Collection was lower than that for the Client Collection. Nationally, 71% of agencies returned forms following the 2 weeks of the collection period. The participation rate for 2005–06 ranged from a high of 91% in the Northern Territory to a low of 59% in the Australian Capital Territory and Victoria.

In 2005–06, agencies mainly targeting a wide range of clients (cross-target, multiple or general agencies) had the highest participation rate (79%). Agencies that primarily targeted single men recorded the lowest participation rate (67%).

It is not known whether agencies that did not participate in the Demand for Accommodation Collection received requests they could not meet. Consequently, it is possible that findings from this collection may understate the true extent of unmet demand. In addition, only demand for accommodation data for agencies that participated in the two collections used to calculate the turn-away measures in this report – the Demand for Accommodation and Client Collections – are presented in the tables in chapters 4–9. These agencies accounted for 14,163 Demand for Accommodation Collection forms, and the analysis in those chapters is based on this reduced number of forms and associated people (AIHW unpublished data).

**Table A2.2: SAAP Demand for Accommodation Collection: agency participation rates and forms returned, by state and territory and primary target group for 7–13 December 2005 and 17–23 May 2006, and by reporting period, Australia**

	<b>Agencies</b>	<b>Participation rate</b>	<b>Forms returned</b>
<b>State/territory</b>	<b>Number</b>	<b>%</b>	<b>Number</b>
NSW	379	72.6	3,801
Vic	354	59.3	2,864
Qld	196	81.1	3,972
WA	106	81.1	1,142
SA	77.0	70.1	1,307
Tas	34.0	85.3	550
ACT	41.0	58.5	358
NT	32.0	90.6	348
<b>Total</b>	<b>1,219</b>	<b>71.0</b>	<b>14,342</b>
<b>Primary target group</b>			
Young people	450	68.2	3,340
Single men only	89.0	67.4	3,183
Single women only	47.0	74.5	491
Families	112	75.9	1,404
Women escaping domestic violence	288	68.1	1,880
Cross-target/multiple/general	233	78.5	4,044
<b>Total</b>	<b>1,219</b>	<b>71.0</b>	<b>14,342</b>
<b>Reporting period</b>			
12–25 November 1998	1,168	n.a.	7,001
11–24 November 1999	1,164	n.a.	7,394
29 November–5 December 2000 and 9–15 May 2001	1,236	n.a.	10,685
22–28 August 2001 and 8–14 May 2002	1,286	n.a.	10,941
9–15 December 2002 and 7–13 May 2003	1,202	89.7	14,034
26 November–2 December 2003 and 5–11 May 2004	1,225	76.9	13,217
1–7 December 2004 and 11–17 May 2005	1,212	73.2	11,970
7–13 December 2005 and 17–23 May 2006	1,219	71.0	14,342

*Notes*

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

Sources: SAAP Administrative Data Collection and Demand for Accommodation Collection; AIHW 2006.

## A2.2.1 Estimation methods and adjusting for missing information

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

### Estimation methods

During the 2005–06 Demand for Accommodation Collection period, SAAP agencies across Australia reported 9,510 requests for accommodation that were not met (Table 4.1). However, many of these requests were made at inappropriate agencies; this includes requests for accommodation at agencies where the person did not fall within the agency’s target group, where the person or group was inappropriate for the agency, or where there was no fee-free accommodation available. It also includes those people who refused an agency’s offer of accommodation. Consequently, the number of valid unmet requests is a more useful measure of unmet demand. In addition, not all valid unmet requests involve immediate accommodation. In the context of homelessness, the level of unmet requests for immediate accommodation is of particular importance. It must also be emphasised that the number of valid unmet requests does not represent the actual number of people, since a person can make requests on more than one occasion and at more than one SAAP agency. There are thus two types of estimates of primary interest for unmet demand: numbers of valid unmet requests and numbers of people with valid unmet requests.

Invalid requests may be followed by successful requests at another agency, especially if a referral has been arranged, that is, a proportion of people who make an unsuccessful request for accommodation might subsequently receive accommodation from another SAAP agency on the same day. For this reason, when calculating turn-away it is important to count the number of times this occurred. During the 2005–06 Demand for Accommodation Collection period, SAAP agencies across Australia that participated in both the Demand for Accommodation and Client Collections reported 4,654 requests for accommodation that were met (Figure A1.1). Met requests for accommodation are not analysed separately in this publication, rather they are used to estimate the number of people who had a valid unmet request earlier in the day but were subsequently accommodated later that day (547 people, derived from Table 9.1).

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

- Estimates of the number of unmet requests obtained from the collection may overstate the actual level of unmet demand.
- Estimates of the number of valid unmet requests may be too low as a result of missing data.
- The number of people making valid unmet requests cannot be obtained directly from the collection.

- An accurate final turn-away for those seeking assistance cannot be calculated.

Although it is not currently possible to resolve the first of these problems, a method has been developed for deriving estimates of both the number of valid unmet requests and the number of individuals whose valid requests were not met each day of the 2-week collection period. The method used to derive these estimates is outlined in the following section. It should be noted, however, that the resulting estimates would overstate the number of people involved if people make requests for accommodation on different approaches to SAAP agencies within the collection period. Additionally, because people might make several approaches on the same day to SAAP agencies throughout the year, the daily figure cannot be pro-rated up to give an estimate of the number of people turned away from SAAP agencies annually. People often approach SAAP services more than once within 12 months, as is illustrated by the fact that, nationally, 25% of SAAP clients had more than one support period in 2005–06 (derived from AIHW 2007a:Table 3.1).

To address the fourth concern, it was decided to combine the collection of met and unmet demand into one collection, the Demand for Accommodation Collection. Using the estimated number of people mentioned above in conjunction with the number of people with met requests for accommodation and the Client Collection, it is now possible to estimate the number of people with a valid prior request on a particular day who successfully gained SAAP accommodation later that day, as well as the estimated number of people who were turned away with their needs unmet. The method used to derive these estimates is outlined in the following section and the analysis is provided in chapters 6, 7, 8 and 9.

### **Adjusting for missing information**

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

- the number of valid unmet requests for immediate accommodation
- the number of people with a valid unmet request for immediate accommodation
- the number of people with a valid unmet request for immediate accommodation with a subsequent met request for accommodation.

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

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

#### *Unmet demand*

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

- Question 2, asking the number of adults or unaccompanied children seeking accommodation
- Question 3, asking the number of accompanying children requiring accommodation with their parent(s) or guardian(s)

- Question 4, asking about immediacy of the need for accommodation
- Question 5a and Question 5b, asking whether or not the same request for accommodation had been made and turned away earlier that day and the reason for that turn-away, if applicable
- Question 6, asking whether an offer of accommodation was made by the agency
- Question 7a and Question 7b, asking if the person refused an offer of accommodation and, if so, why
- Question 9, asking if the person made a valid request – that is, sought support from an appropriate agency.

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

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

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

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

requests that later became valid unmet requests could now be estimated using information gathered (in questions 13a and 13b in 2002–03 and in questions 5a and 5b in 2003–04, 2004–05 and 2005–06).

### *Met demand*

Missing information on the number of people accommodated and about whether a client was previously turned away affects estimates of the number of people who successfully gained accommodation later in the day on which they had made an unmet request. For met demand, the information used to derive the estimated number of people who had a previous valid unmet request for accommodation earlier on the same day is elicited through questions 5a, 5b, 6, 7a and 8 on the 2005–06 Demand for Accommodation form (see Appendix 3) which determine if the request is met; ask how many people were accommodated; whether the person or group had made a request for accommodation earlier that day; and, if they were unsuccessful, the reason why. The turn-away measures in this report use only those who required immediate accommodation. This information is elicited through Question 4 on the form.

For the purposes of this report, only people with a met request who had a valid unmet request earlier in the day are considered as people who were accommodated in subsequent requests (see chapters 6, 7, 8 and 9). Whether the previous request was valid is determined on the basis of the response recorded against Question 5b on the form. Invalid requests include those made for accommodation where the person did not fall within the agency’s target group, where the person or group was inappropriate for the agency and where the person or group refused the offer of accommodation due to not wanting to split, because the agency was in the wrong area or where they refused accommodation for other reasons. The number of people who were accommodated in subsequent requests is subtracted from the number of people who had a first valid unmet request for accommodation to estimate the number of people who were not accommodated daily.

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

## **A2.2.2 Matching requesting groups**

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

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

## A2.3 Interpretation of tables

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

- The reference period for the table is specified in the title. This may vary from table to table, depending on the collection being used.
- The population to which the table refers is specified in the title. A number of tables use data from more than one collection, so a table may have two reference populations. This is specified in the title and/or the table notes.
- The main unit used in the table (for example, percentages or numbers) is usually shown at the end of the table title; if no unit is given there, the units used are given in the body of the table. Two-week estimates based on the Demand for Accommodation Collection are rounded to the nearest 10. Annual estimates derived from the Client Collection are generally rounded to the nearest 100 or nearest 50 if they are state or territory based. Average daily estimates are generally rounded to 1 decimal place.
- Unless otherwise indicated, records with missing data (resulting from errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high— as a rule of thumb, more than one-third as big as the number of records included in the table.
- Components may not add to totals due to rounding.
- In a number of tables, people may have had more than one response, so percentages do not total 100. A note to the table indicates whether this is the case.

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

- the number of records excluded from the table because of missing data. The number missing for each collection used in the table is given separately
- whether the data are unweighted or an adjustment for non-participation and/or client non-consent has been made

- whether any imputed data have been used (see Section A2.2.1)
- any additional information needed to interpret the table.

## A2.4 Counting rules and glossary

In this report the following rules and terms have been used. For detailed descriptions of categories, please refer to the SAAP collectors' manual (AIHW 2005a).

<b>Accommodation period</b>	The period during which a <i>client</i> was in SAAP <i>supported accommodation</i> (also referred to as a period of accommodation). A client may have no accommodation periods or one or more accommodation periods within a <i>support period</i> . The dates on which each accommodation period began and ended during the support period are collected for clients but not for accompanying children. However, it can be reasonably assumed that an <i>accompanying child</i> will have the same accommodation period start and end dates as their parent(s) or guardian(s) in the majority of cases.
<b>Accompanying child</b>	A person aged under 18 years who: <ul style="list-style-type: none"> <li>• has a parent or guardian who is a SAAP <i>client</i>; and</li> <li>• accompanies that client to a SAAP <i>agency</i> any time during that client's <i>support period</i>; and/or</li> <li>• receives assistance directly as a consequence of a parent or guardian's support period.</li> </ul>
<b>Accompanying child support period</b>	Each <i>support period</i> in which the child either accompanies a parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of a parent or guardian's support period.  Within an accompanying child support period the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of a parent's or guardian's support period, it is not possible to assess the exact length of support for an <i>accompanying child</i> . However, it can be reasonably assumed that an accompanying child will have the same support period start and end dates as their parent(s) or guardian(s) in the majority of cases.  The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.  A SAAP agency is included for 2005–06 if information about recurrent allocations was provided for 2005–06 and the agency operated for some part of the period 1 July 2005 to

30 June 2006. Analysis in chapters 4–9 of this report use data only from agencies that participated in both the Client and Demand for Accommodation Collections.

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

**Alpha code**

A predetermined combination of letters from a *client's* or *accompanying child's* name, together with a letter designating their sex. See also *valid alpha code*.

**At imminent risk of homelessness**

Includes people who are at risk of losing their housing because of factors that do not pose a threat to their safety, for example, interpersonal conflicts that do not involve violence. A person who requires the support of a SAAP worker to maintain their current housing situation and live independently in the community may also be considered to be at risk of becoming homeless.

**Client**

A person who is *homeless* or *at imminent risk of homelessness* who:

- is accommodated by a SAAP *agency*; or
- enters into an *ongoing support relationship* with a SAAP agency; or
- receives *support* or assistance from a SAAP agency 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.

This includes people who are aged 18 years or older and people of any age not accompanied by a parent or guardian.

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

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

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

**Closed accompanying child support periods**

An *accompanying child support period* associated with a *closed support period*.

**Closed support period**

A *support period* that had finished on or before the end of the

	reporting period – 30 June 2006.
<b>Country of birth</b>	<p>The country in which a person was born. Countries are divided into:</p> <ul style="list-style-type: none"> <li>• Australia</li> <li>• other English-speaking countries (Canada; Ireland; New Zealand; South Africa; the United Kingdom; the United States of America; and Zimbabwe)</li> <li>• mainly non-English-speaking countries.</li> </ul>
<b>Family group</b>	<p>Refers to the following requesting or client groups:</p> <ul style="list-style-type: none"> <li>• Individual(s) with children</li> <li>• Couple no children</li> <li>• Couple with children.</li> </ul> <p>Refer to A2.2.2 Matching requesting groups for details of how these groups are formed.</p>
<b>Homeless person</b>	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them through failing to provide access to: <ul style="list-style-type: none"> <li>- adequate personal amenities, or</li> <li>- the economic and social supports that a home normally affords; or</li> </ul> </li> <li>• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure – that is, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
<b>Immediate accommodation</b>	Accommodation required within 24 hours.
<b>Invalid unmet request for accommodation</b>	<p>An <i>unmet request for accommodation</i> is invalid if:</p> <ul style="list-style-type: none"> <li>• the request is made at an <i>agency</i> of an inappropriate <i>target group</i></li> <li>• the person or group is inappropriate for the agency</li> <li>• there is no fee-free accommodation available at the agency</li> <li>• the proffered assistance is refused.</li> </ul> <p>All other unmet requests for accommodation are said to be</p>

	valid. See also A2.2.1.
<b>Length of accommodation</b>	Accommodation length is obtained by summing the individual accommodation lengths reported for a <i>support period</i> . An individual accommodation length is obtained by subtracting the accommodation start date from the accommodation finish date. If a <i>client</i> starts and ends accommodation on the same date, the length of accommodation is recorded as zero.
<b>Mean</b>	The weighted arithmetic average of the item using relevant records with valid values.
<b>Median</b>	The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value and half are above it.
<b>Met request for accommodation</b>	A request for accommodation is met if the <i>agency</i> offers <i>supported accommodation</i> to the person or group requesting accommodation and that offer is accepted. All met requests for accommodation are considered to be valid as the accommodation could be provided.
<b>Missing values</b>	Records that are not available for analysis are shown in table notes. The number of such records for each table is calculated in the following order of precedence: <ul style="list-style-type: none"> <li>• records not available because of errors</li> <li>• records not available because of omissions.</li> </ul> <p>In tables involving subpopulations, 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 generally not included in the missing count for these tables.</p>
<b>Ongoing support period</b>	A <i>support period</i> is considered ongoing at the end of the reporting period if each of the following conditions is met: <ul style="list-style-type: none"> <li>• No support end-date is provided.</li> <li>• No after-support information is provided.</li> <li>• The corresponding client form was received in the month following the end of the reporting period.</li> </ul> <p>Ongoing support periods are generally not included in tables relating to duration of support or accommodation.</p>
<b>Ongoing support relationship</b>	An ongoing support relationship exists between a SAAP <i>agency</i> and a person if some assistance has been provided to that person, and it is expected that future contact will occur between the person and the agency for the purpose of providing additional assistance. Future contact can be assumed if: <ul style="list-style-type: none"> <li>• a definite appointment has been made with the person to</li> </ul>

work through particular problems/issues; or

- an agreement has been reached with the person to work through particular problems/issues even if a specific appointment has not been made; or
- the agency expects the *client* to return for more assistance within a month.

However, an invitation to return to the agency in the future 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 *support period* or to provide assistance at some future time.

**Percentages**

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

**Period of accommodation**

See *Accommodation period*.

**Primary target group**

Refers to the primary target group of the *agency*, that is, the primary characteristics of persons to whom a SAAP service is targeted. There are six classifications used by the SAAP National Data Collection. These are:

- young people
- single men only
- single women only
- families
- women and children escaping domestic violence
- cross-target/multiple/general.

**Referral**

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

**Statistical Linkage Key (SLK)**

A statistical linkage key (SLK) is a derived variable that allows demographic data about the same *client* to be combined across *support periods* without the name of the client being recorded.

For the purposes of the National Data Collection, a valid SLK is comprised of a *valid alpha code* and *valid date of birth* that were supplied for a support period where the client gave informed consent.

**Support**

Assistance, other than *supported accommodation*, provided to a *client* or *accompanying child* as part of a *support period*.

See also *Type of support*.

<b>Support period</b>	<p>Commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP <i>agency</i>. The support period is considered to finish when:</p> <ul style="list-style-type: none"> <li>• the client ends the relationship with the agency; or</li> <li>• the agency ends the relationship with the client.</li> </ul> <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 the last contact with the client.</p>
<b>Supported accommodation</b>	<p>Accommodation owned, managed or arranged and paid for 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.</p>
<b>Target group</b>	<p>See <i>Primary target group</i>.</p>
<b>Total demand for accommodation</b>	<p>The total demand for accommodation refers to accommodation requested from a SAAP agency, whether that request was met or not. It includes accommodation that was newly starting, accommodation that was continuing from a previous day as well as <i>unmet requests for accommodation</i>.</p>
<b>Turn-away – proportion of people requiring new SAAP accommodation</b>	<p>Calculated as the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate SAAP accommodation. It measures the proportion of people seeking SAAP accommodation who were turned away on an average day during the Demand for Accommodation Collection period and provides an indication of a person’s likelihood of obtaining SAAP accommodation.</p>
<b>Turn-away – proportion of total demand for SAAP accommodation</b>	<p>Calculated as the average daily percentage of people who could not be accommodated relative to all people who required new SAAP accommodation that day or who were continuing their accommodation from a previous day. It provides a measure of the overall ability of SAAP to meet the expressed demand for accommodation on an average day during the Demand for Accommodation Collection period.</p>
<b>Type of support</b>	<p>The Client Collection specifies 34 distinct types of support for <i>clients</i> and 17 distinct types of support for <i>accompanying children</i> and allows agencies to record other types of support not listed on the data form. Please refer to Appendix 3 for the form for the support types and the <i>Collectors Manual</i> (AIHW 2005a) for the definitions.</p>
<b>Unmet need</b>	<p>An unmet need occurs when a SAAP <i>agency</i> worker assesses that a <i>client</i> needs a support service during their <i>support period</i>, and that service is not provided or referred.</p>

<b>Unmet request for accommodation</b>	An unmet request for accommodation occurs when a person requests, but does not receive, <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 supported accommodation.
<b>Valid alpha code</b>	A 'valid alpha code' is an <i>alpha code</i> that is given with informed consent, and contains only letters from the alphabet or the numeral '2' (to indicate a short name) and ends in either M or F to indicate the sex.
<b>Valid date of birth</b>	For the purposes of the National Data Collection, a valid date of birth is one which is provided with informed consent and has: <ul style="list-style-type: none"> <li>• the day, month and year of birth completed and not estimated; or</li> <li>• the day and month of birth completed and not estimated, and the year of birth completed (either estimated or not estimated).</li> </ul>
<b>Valid statistical linkage key (SLK)</b>	For the purposes of the National Data Collection, a valid SLK is comprised of a <i>valid alpha code</i> and <i>valid date of birth</i> that were supplied for a <i>support period</i> where the client gave informed consent.
<b>Valid unmet request for accommodation</b>	An <i>unmet request for accommodation</i> is valid if: <ul style="list-style-type: none"> <li>• the request is made at an <i>agency</i> of an appropriate <i>target group</i></li> <li>• the agency cannot offer accommodation because insufficient accommodation is available or the agency is a referral agency with no vacancies on the books</li> <li>• the agency cannot offer accommodation because the type of accommodation requested is not provided by the agency</li> <li>• the agency cannot offer accommodation because there are insufficient staff to provide support</li> <li>• the agency cannot offer accommodation because facilities for special needs are not available</li> <li>• the request is made at a domestic violence agency and the age of the male child is inappropriate</li> <li>• proffered accommodation is not refused.</li> </ul> <p>All other unmet requests for accommodation are said to be invalid.</p> <p>See also A2.2.1.</p>

# Appendix 3 Collection forms



## CLIENT FORM

JULY 2005 – JUNE 2006

\* indicates questions that *require* the informed consent of the client.

AGENCY ID

SUPPORT PERIOD

Date commenced

Date finished

SUPPORT PERIOD ONGOING AT 30 JUNE 2006 Yes  1

CONSENT OBTAINED Yes  1 No  2

- Where a name is not long enough please fill in any remaining squares with a 2.  
For example, a male client called Ng Tien will have the alpha code G2 IE2 M.
- Where a part of the name is missing or unknown please substitute a 9.  
For example, a female client known to you only as Jane will have the code AN 999 F.
- Do not count hyphens, apostrophes, blank spaces or any other such character as a letter of the alphabet.

\* ALPHA CODE

Letters of first name

1st 2nd 3rd 4th 5th 6th

Letters of last name

M/F for male or female

- Complete date as best you can.
- If day unknown, tick box "day unknown".
- If month unknown, tick box "month unknown".
- If year unknown, provide best estimate and tick box "estimated year".

\* DATE OF BIRTH OF CLIENT

day unknown  month unknown  estimated year

### 1 Sex of client

female  1  
male  2

### 2 Person(s) receiving assistance

**please tick one box only**

#### WITH child(ren)

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

#### WITHOUT child(ren)

person alone or with unrelated person(s)  1  
couple without child(ren)  2

#### OTHER

please specify \_\_\_\_\_  999

### 3 Source of referral/information

**please tick one box only**

self  13  
family/friends  16  
school/other education institution  2  
community services department  3  
police/legal unit/correction institution  17  
health services  18  
psychiatric unit  7  
telephone/crisis referral agency  8  
SAAP agency/worker  9  
other government department  10  
other non-government organisation  11  
other (please specify) \_\_\_\_\_  999  
don't know/no information  0

**IF CONSENT IS NOT OBTAINED PLEASE GO TO QUESTION 15**

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**\* 4 Country of birth of client**

Australia  1

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

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

no  1

yes, Aboriginal  2

yes, Torres Strait Islander  3

yes, both  4

**\* 6 Presenting reasons for seeking assistance**

**please tick as many circles as apply**

**Interpersonal relationships**

time out from family/other situation  2

relationship/family breakdown  3

interpersonal conflict  4

sexual abuse  7

domestic/family violence  6

physical/emotional abuse  5

**Financial**

gambling  20

budgeting problems  23

rent too high  24

other financial difficulty  21

**Accommodation**

overcrowding issues  27

eviction/asked to leave  25

emergency accommodation ended  11

previous accommodation ended  26

**Health**

mental health issues  28

problematic drug/alcohol/substance use  10

psychiatric illness  13

other health issues  29

**Other reasons**

gay/lesbian/transgender issues  30

recently left institution  12

recent arrival to area with no means of support  14

itinerant  15

other (please specify) \_\_\_\_\_  999

don't know/no information  0

**\* 7 Main presenting reason for seeking assistance**

**please write only ONE code number from Question 6**

eg

**\* 8 Main income source before and after support**

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

**Before After**

**No income**

no income  1

registered/awaiting benefit  2

**Government payments**

newstart  4

youth allowance  33

community development employment project (CDEP)  8

ABSTUDY  31

Austudy payment for students aged 25 years and over  28

disability support pension  12

age pension  13

parenting payment  34

DVA payment (pension or support)  35

other type of allowance or benefit  36

**Other income**

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

other (please specify) \_\_\_\_\_  999

client left without providing any information 98

don't know  99

**\* 9 Labour force status before and after support**

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

**Before After**

employed full time (35 hours per week or more)  1

employed part time (less than 35 hours per week)  2

unemployed (looking for work)  4

not in labour force (see manual)  5

client left without providing any information 98

don't know  99

**\* 10 Student status before and after support**

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

**Before After**

not a student  1

primary/secondary school student  2

post-secondary student/employment training  3

client left without providing any information 98

don't know  99

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**\* 11 Type of house/dwelling immediately before and after this support period**

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

**Improvised dwelling/sleeping rough**

improvised dwelling/car/tent/squat  1

street/park/in the open  2

**House/dwelling**

house/flat  3

caravan  4

boarding/rooming house  5

hostel/hotel/motel  6

**Institutional setting**

hospital  7

psychiatric institution  8

prison/youth training centre  9

other institutional setting  10

client left without providing any information 98

don't know  99

**\* 12 Type of tenure (legal right to occupy a dwelling) immediately before and after this support period**

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

**SAAP/CAP funded accommodation**

SAAP/CAP crisis/short term accommodation (including THM crisis)  1

SAAP/CAP medium/long term accommodation  2

other SAAP/CAP funded accommodation (eg hostel, motel etc)  3

**No tenure**

institutional setting  4

improvised dwelling/sleeping rough  5

other (no tenure) (please specify) \_\_\_\_\_  6

**Tenure**

purchasing/purchased own home  7

private rental  8

public housing rental  9

community housing rental (including THM transitional)  10

rent-free accommodation  11

boarding  12

client left without providing any information 98

don't know  99

**\* 13 Who was the client living with immediately before and after this support period?**

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

alone  10

with both parents  1

with one parent and parent's spouse/partner  2

with one parent  3

with foster family  4

with relatives/friends temporary  16

with relatives/friends long-term  17

with spouse/partner  7

with spouse/partner and child(ren)  8

alone with child(ren)  9

living with other unrelated persons  13

other (please specify) \_\_\_\_\_  999

client left without providing any information 98

don't know  99

**\* 14 Location of client's last home**

suburb/town

state

postcode

overseas  9998

don't know/no information  0

**15 Was a case management plan agreed to by the end of the support period?**

*please tick one box only*

yes  1 **Go to question 16**

no, client did not agree to one  4 **Go to question 17**

no, support period too short  5 **Go to question 17**

no, other (please specify) \_\_\_\_\_  6 **Go to question 17**

**16 To what extent were the client's case management goals achieved by the end of the support period?**

*please tick one box only*

not at all  1

some  2

most  3

all  4

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## 17 Support to client

*please tick as many circles as apply*

	Needs identified by worker	Provided	Referral arranged	
<b>Housing/accommodation</b>				
SAAP/CAP accommodation (including THMs and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	43
assistance to obtain/maintain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39
assistance to obtain/maintain medium-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	49
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
<b>Financial/employment</b>				
assistance to obtain/maintain government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
<b>Personal support</b>				
incest/sexual assault support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	45
domestic/family violence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	46
family/relationship support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	47
emotional support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	48
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
<b>General support/advocacy</b>				
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
<b>Specialist services</b>				
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
specialist counselling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	44
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
assistance with immigration services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
<b>Basic support</b>				
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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**18 If SAAP/CAP accommodation was provided (including THMs and other SAAP managed properties) please provide details**

**Note:** If the client had more than 12 accommodation periods in this support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

**1 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**7 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**2 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**8 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**3 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**9 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**4 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**10 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**5 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**11 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**6 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

**12 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

D	D	M	M	Y	Y	Y	Y

  
 Finish 

D	D	M	M	Y	Y	Y	Y

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- Accompanying children should be recorded on only one of the parent/guardian forms
- Complete a separate client form for each child aged 18 years and over

<p><b>* 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)</b></p> <ul style="list-style-type: none"> <li>• For short names fill in with 2's.</li> <li>• For missing names fill in with 9's.</li> </ul> <p><b>* DATE OF BIRTH OF CHILD(REN)</b></p> <ul style="list-style-type: none"> <li>• Complete date as best you can.</li> <li>• If day unknown, tick box "day unknown".</li> <li>• If month unknown, tick box "month unknown".</li> <li>• If year unknown, provide best estimate and tick box "estimated year".</li> </ul>	<p>Letters of first name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td> </tr> <tr> <td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td> </tr> </table> <p>Letters of last name</p> <table border="1"> <tr> <td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td> </tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr> <td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td> </tr> </table> <p><input type="checkbox"/> day unknown <input type="checkbox"/> month unknown <input type="checkbox"/> estimated year</p>	1st	2nd	3rd	4th	5th	6th	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<p>Letters of first name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td> </tr> <tr> <td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td> </tr> </table> <p>Letters of last name</p> <table border="1"> <tr> <td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td> </tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr> <td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td> </tr> </table> <p><input type="checkbox"/> day unknown <input type="checkbox"/> month unknown <input type="checkbox"/> estimated year</p>	1st	2nd	3rd	4th	5th	6th	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																																																																																												
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<p><b>* 22 Is the child of Aboriginal or Torres Strait Islander origin?</b></p>	<p>no <input type="checkbox"/> 1</p> <p>yes, Aboriginal <input type="checkbox"/> 2</p> <p>yes, Torres Strait Islander <input type="checkbox"/> 3</p> <p>yes, both <input type="checkbox"/> 4</p>	<p>no <input type="checkbox"/> 1</p> <p>yes, Aboriginal <input type="checkbox"/> 2</p> <p>yes, Torres Strait Islander <input type="checkbox"/> 3</p> <p>yes, both <input type="checkbox"/> 4</p>																																																																																																																																																																
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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)

**Note:** If the client had more than 5 accompanying children in a support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

Letters of first name	Letters of last name	M/F for male or female	Day	Month	Year	Day	Month	Year	M/F for male or female	Day	Month	Year	M/F for male or female	Day	Month	Year	M/F for male or female		
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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)

### RETURNING FORMS TO THE NDCA

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

### 30 JUNE 2005 AND 31 DECEMBER 2005

- In the first week of July 2005 and in the first week of January 2006, you should notify the NDCA of clients who are still being supported as at 30 June 2005 and 31 December 2005.
- For clients who are ongoing at 30 June 2005, refer to the *July 2005 Transfer Guide* and transfer the information from the old 2004–2005 form to the new 2005–2006 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2005. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

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



# DEMAND FOR ACCOMMODATION

7 December – 13 December 2005

AGENCY ID

DATE ACCOMMODATION SOUGHT    D D    M M    Y Y Y Y  
          2 0 0 5

CONTACT MADE *Please tick one box only*

by person/group, visiting agency  2

by person/group, by phone  3

via a third party, visiting agency  1

via a third party, by phone  4

**PLEASE FILL OUT A FORM EVERY TIME A PERSON OR GROUP SEEKS ACCOMMODATION FORMS TO BE FILLED OUT BETWEEN 7 DECEMBER - 13 DECEMBER 2005**

**1. Person(s) requesting accommodation:**

**WITH** child(ren)

person with child(ren)  5

persons with child(ren)  6

couple with child(ren)  4

**WITHOUT** child(ren)

person without child(ren)  7

persons without child(ren)  8

couple without child(ren)  2

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

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

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

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

**4. How soon is the accommodation needed:**

tonight (within 24 hours)  1

tomorrow night (between 24 and 48 hours)  2

in 3—4 days  6

in 5—6 days  7

in 7—14 days  4

in more than 14 days  5

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

yes  1 } go to Q. 6

don't know  3 }

no  2 } go to Q. 5b

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

insufficient accommodation available  1

agency inappropriate - wrong target group  2

agency in wrong area  4

group did not want to split up  5

person/group inappropriate for agency  6

type of accommodation requested not provided  7

accommodation refused for other reason  8

other (please specify) \_\_\_\_\_  999

no information/don't know  0

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

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

**8.** How many of the person/group will your agency  
 accommodate?  
 Please specify the number of adults  
 you will accommodate: \_\_\_\_\_  
 (this includes young people/children under 18  
 who seek accommodation without a parent/guardian)  
 Please specify the number of accompanying  
 children under 18 you will accommodate: \_\_\_\_\_  
 ▶ If accommodation provided, please skip to question 11

**9.** What was the main reason accommodation was  
 not offered:  
 (please tick one box only)  
 referral agency with no vacancies on books  15  
 insufficient accommodation available  3  
 agency inappropriate — wrong target group  4  
 type of accommodation requested not provided  11  
 insufficient staff to provide support  2  
 facilities for special needs not available  12  
 age of male child (applicable for DV agencies)  8  
 person/group inappropriate for agency  13  
 no fee-free accommodation available  14  
 other (please specify) \_\_\_\_\_  999

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

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

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

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

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

**13.** Did your agency offer any of the following one-off  
 assistance?  
 yes  1  
 no  2  
 if yes, please tick as many circles as apply

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

Thankyou

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