

# **Homeless people in SAAP**

**SAAP NDC  
Annual report  
2001–02**

**New South Wales  
supplementary tables**

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is to improve the health and well-being of Australians by informing community discussion and decision making through national leadership in developing and providing health and welfare statistics and information.

SAAP NDCA REPORT SERIES 7

# **Homeless people in SAAP**

**SAAP NDC  
Annual report  
2001–02**

**New South Wales  
supplementary tables**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 73

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# Preface

This publication contains statistical tables and charts in relation to New South Wales and is intended to supplement the sixth (2001–02) annual national report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The first national report, containing 1996–97 data, was published in December 1997. The reports provide information on people who are homeless and those who are at risk of being homeless.

A productive and cooperative partnership has continued between the SAAP National Data Collection Agency (managed by the Australian Institute of Health and Welfare), SAAP agencies and the SAAP Information Sub-committee (formerly the SAAP Data Sub-committee), comprising government, community and expert representatives. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

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

The fact that 94% of agencies in New South Wales provided data in 2001–02 is testimony to their collective commitment to, and confidence in, the collection. A 92% participation rate was recorded in 2000–01. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency increased from 77% in 2000–01 to 87% in 2001–02.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this sixth annual report and the release of 2001–02 data are one step towards this goal.

Dr Richard Madden  
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SAAP Coordination and  
Development Committee

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Table programming and production were carried out by Colin Farlow, Qasim Shah and Manjiree Kulkarni. Data entry was managed by Fiona Holland. Without the efforts of Kay Grzadka, Paul Halliday, Gloria Jackson, Neil Angel, Melinda Hecker, Stirling Lewis, Toni Stepniak and Natalie Sugden, who ensured that the data were collected and processed, this report would not have been possible.

The SAAP Information Sub-committee (formerly the SAAP Data Sub-committee) and the Commonwealth Department of Family and Community Services provided valuable support and comments throughout the development and drafting of the report. The authors also acknowledge the assistance provided by Amanda Nobbs and Lauren Di Salvia in preparing the report for publication.

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

# Abbreviations and symbols

## Abbreviations

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

## Symbols in tables

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

# Glossary

|   |  |
|---|--|
| <b>Accompanying child</b>                       | A person aged under 18 years who accompanies a <i>client</i> to a SAAP <i>agency</i> during a <i>support period</i> or who requires and/or receives assistance from a SAAP <i>agency</i> as a result of their parent or guardian being a client of the same <i>agency</i> . An accompanying child may or may not require or receive assistance.  |
| <b>Accompanying child support period</b>        | <p>An <i>accompanying child support period</i> refers to each <i>support period</i> in which the child either accompanies their parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of their parent or guardian's <i>support period</i>.</p> <p>Within an <i>accompanying child support period</i> the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of their parent's or guardian's <i>support period</i>, it is not possible to assess the length of support for an <i>accompanying child</i>.</p> |
| <b>Agency</b>                                   | An organisation or establishment that receives a specified amount of SAAP funds to provide services.   |
| <b>Alpha code</b>                               | A predetermined combination of letters from a <i>client's</i> name, together with a letter designating the <i>client's</i> gender. A 'valid <i>alpha code</i> ' is a legitimate <i>alpha code</i> (that is, one containing only letters from the alphabet and ending in either M or F) joined to the <i>client's</i> reported year of birth and encrypted to create a unique <i>client</i> indicator.  |
| <b>Client</b>                                   | <p>A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who:</p> <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker's time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or</li><li>• is accommodated by a SAAP <i>agency</i>; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.</li></ul>   |
| <b>Closed accompanying child support period</b> | An <i>accompanying child support period</i> associated with a <i>closed support period</i> .   |

|  |   |
|--|---|
| <b>Closed support period</b>                   | A <i>support period</i> that had finished before the end of the reporting period – 30 June.   |
| <b>English proficiency group 1 countries</b>   | Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America.   |
| <b>English proficiency group 2-4 countries</b> | Countries, excluding Australia, that are not included in <i>English proficiency group 1</i> .   |
| <b>Homeless person</b>                         | <p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them through failing to provide access to: <ul style="list-style-type: none"> <li>– adequate personal amenities, or</li> <li>– the economic and social supports that a home normally affords; or</li> </ul> </li> <li>• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure – that is, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p> |
| <b>Ongoing support relationship</b>            | <p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the <i>agency</i> for the purpose of providing additional assistance.</p> <p>An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i>.</p> <p>This definition is used to help establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>  |

|                                |   |
|--------------------------------|---|
| <b>Recurrent allocations</b>   | <p>Amounts of money specifically allocated during the reporting period by a State or Territory department either:</p> <ul style="list-style-type: none"> <li>• to SAAP <i>agencies</i> to fund salaries and associated on-costs, and ongoing operating costs; or</li> <li>• for use by each State or Territory for such purposes as training, research, evaluation, administration, and asset replacement or purchase.</li> </ul>   |
| <b>Referral</b>                | <p>For the purposes of the National Data Collection, a formal referral process – not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.</p>  |
| <b>Support</b>                 | <p>Assistance, other than <i>supported accommodation</i>, provided to a client as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the <i>client</i>. For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a <i>client</i> for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.</p>   |
| <b>Support period</b>          | <p>A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> <li>• the <i>client</i> ends the relationship with the <i>agency</i>; or</li> <li>• the <i>agency</i> ends the relationship with the <i>client</i>.</li> </ul> <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p> |
| <b>Supported accommodation</b> | <p>Accommodation paid for, or provided directly by, a SAAP <i>agency</i>. The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds – at a motel, for example.</p>  |



# 1 Introduction

This publication is one of eight State and Territory supplements that accompany the sixth annual national report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The annual report provides an overview of assistance given to clients of agencies funded through SAAP.

The tables and charts included in this supplement are generally similar to those in the national report but relate to New South Wales only. To assist the reader, a glossary of terms is included at the beginning of this report. Further information to aid readers in interpreting the tables is given in Appendix 1 of the national report. Included in that appendix are:

- an overview of the Client Collection and its data;
- general notes to tables;
- an explanation of the weighting system used to adjust the data for agency non-participation and client non-consent;
- counting rules used in the tables; and
- a guide to interpreting the tables. In particular, two example tables with explanatory notes demonstrate how to interpret data presented in the different types of tables in the report.

Appendix 1 to this supplementary report provides additional information relevant only to the interpretation of tables for New South Wales. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 2000–01.

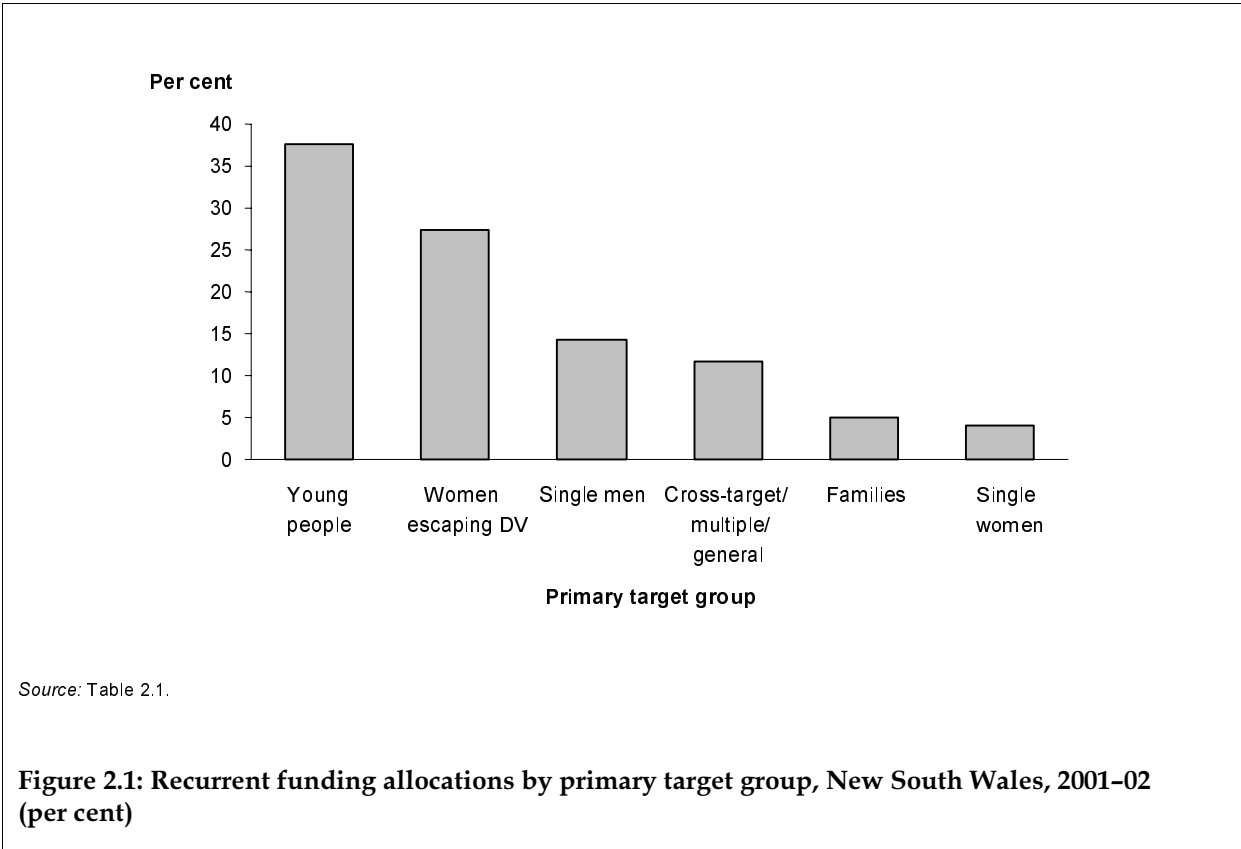
Data presented here primarily relate to the financial year ending 30 June 2002. Although most tables provide information about both completed and ongoing support periods, analysis of the duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to completed support periods only. In addition, a number of tables contain data for the 6 years that the National Data Collection has been conducted (see Chapter 10). It should be noted that, while most estimates have been adjusted for client non-consent and/or agency non-participation, no allowance has been made for agencies who provide forms for some but not all of their support periods.

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



# 2 Funding

## 2.1 Key chart



## 2.2 Table

**Table 2.1: SAAP agencies: recurrent allocations and mean funding per agency, by region and primary target group, New South Wales, 2001–02**

|                                   | Agencies<br>(number) | Agencies (%) | Recurrent<br>allocation (\$) | Recurrent<br>allocation (%) | Mean funding<br>per agency (\$) |
|-----------------------------------|----------------------|--------------|------------------------------|-----------------------------|---------------------------------|
| <b>Region</b>                     |                      |              |                              |                             |                                 |
| Central Coast                     | 15                   | 3.8          | 3,390,000                    | 3.8                         | 226,000                         |
| Central West                      | 15                   | 3.8          | 2,310,000                    | 2.6                         | 154,000                         |
| Far North Coast                   | 19                   | 4.8          | 3,429,000                    | 3.9                         | 180,500                         |
| Hunter                            | 34                   | 8.6          | 6,199,000                    | 7.0                         | 182,300                         |
| Illawarra                         | 21                   | 5.3          | 4,317,000                    | 4.9                         | 205,600                         |
| Mid North Coast                   | 14                   | 3.6          | 2,863,000                    | 3.2                         | 204,500                         |
| Nepean                            | 30                   | 7.6          | 6,709,000                    | 7.6                         | 223,600                         |
| New England                       | 19                   | 4.8          | 3,463,000                    | 3.9                         | 182,200                         |
| Orana/Far West                    | 21                   | 5.3          | 3,228,000                    | 3.7                         | 153,700                         |
| Riverina/Murray                   | 19                   | 4.8          | 3,379,000                    | 3.8                         | 177,900                         |
| Southern Highlands                | 19                   | 4.8          | 3,533,000                    | 4.0                         | 185,900                         |
| Sydney, Cumberland/Prospect       | 26                   | 6.6          | 4,657,000                    | 5.3                         | 179,100                         |
| Sydney, Inner West                | 35                   | 8.9          | 8,683,000                    | 9.8                         | 248,100                         |
| Sydney, North                     | 16                   | 4.1          | 3,678,000                    | 4.2                         | 229,900                         |
| Sydney, South-East                | 54                   | 13.7         | 18,958,000                   | 21.5                        | 351,100                         |
| Sydney, South-West                | 37                   | 9.4          | 9,388,000                    | 10.6                        | 253,700                         |
| <b>Total</b>                      | <b>394</b>           | <b>100.0</b> | <b>88,184,000</b>            | <b>100.0</b>                | <b>223,800</b>                  |
| <b>Primary target group</b>       |                      |              |                              |                             |                                 |
| Young people                      | 176                  | 44.7         | 33,190,000                   | 37.6                        | 188,600                         |
| Single men only                   | 40                   | 10.2         | 12,534,000                   | 14.2                        | 313,400                         |
| Single women only                 | 20                   | 5.1          | 3,524,000                    | 4.0                         | 176,200                         |
| Families                          | 24                   | 6.1          | 4,516,000                    | 5.1                         | 188,100                         |
| Women escaping domestic violence  | 85                   | 21.6         | 24,215,000                   | 27.5                        | 284,900                         |
| Cross-target/multiple/general     | 49                   | 12.4         | 10,206,000                   | 11.6                        | 208,300                         |
| <b>Total</b>                      | <b>394</b>           | <b>100.0</b> | <b>88,184,000</b>            | <b>100.0</b>                | <b>223,800</b>                  |
| Recurrent allocations to agencies | 394                  | 100.0        | 88,184,000                   | 93.3                        | 223,800                         |
| Other                             | ..                   | ..           | 6,333,000                    | 6.7                         | ..                              |
| <b>Total</b>                      | <b>..</b>            | <b>..</b>    | <b>94,517,000</b>            | <b>100.0</b>                | <b>..</b>                       |

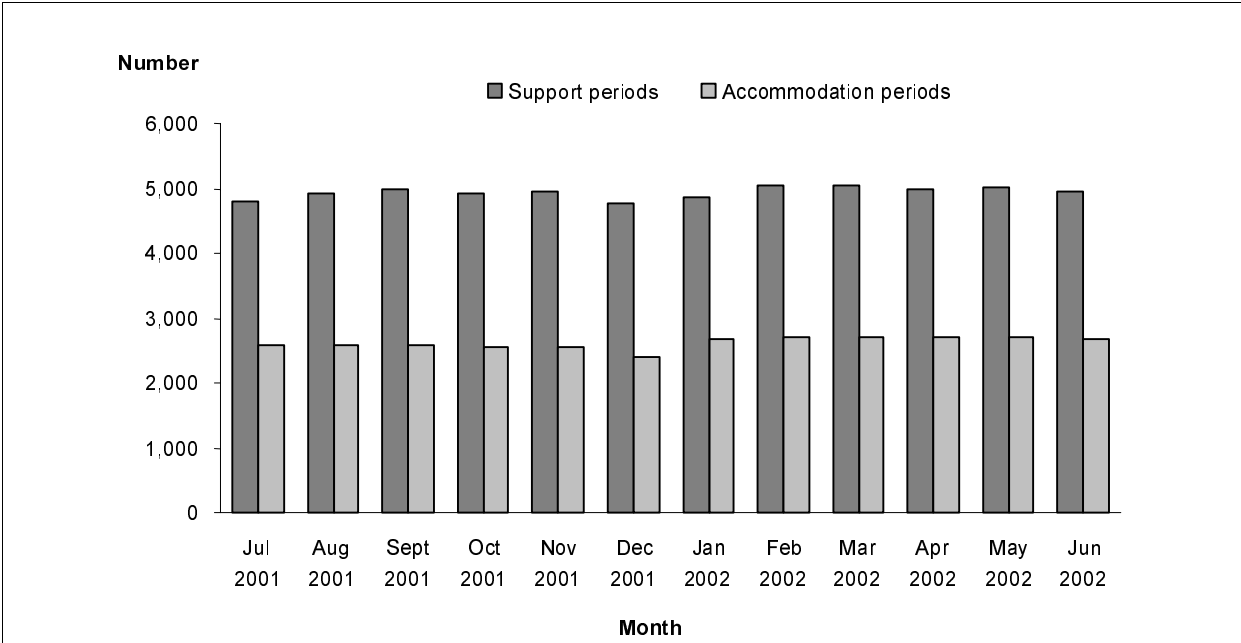
*Notes*

1. 'Recurrent allocation' excludes funds not allocated to agencies; for example, funds allocated for administration, training, research and evaluation.
2. For New South Wales 'Total recurrent funds' includes \$269,400 provided through the Partnership Against Domestic Violence, all of which was allocated to agencies.
3. Not all agencies operated throughout the year. At 30 June 2002, 390 agencies were operating.

Source: SAAP Administrative Data Collection.

# 3 Level of support

## 3.1 Key chart



Source: Tables 3.2 and 3.3.

**Figure 3.1: SAAP support periods active each day and accommodation periods active each night, average by month, New South Wales, 2001-02 (number)**

## 3.2 Tables

**Table 3.1: SAAP support periods and clients, New South Wales, 2001-02**

|   |        |
|---|--------|
| Support periods (number)                  | 47,850 |
| Clients (number)                          | 26,450 |
| Mean number of support periods per client | 2.00   |
| Clients per 10,000 population 10+         | 46     |

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Number of clients in this table relates to clients that ever received assistance from a SAAP agency in New South Wales.
3. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within New South Wales.
4. 'Clients per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June 2001 (preliminary estimates). Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2001 has been used as the reference population.
5. Support period figures have been weighted to adjust for agency non-participation.
6. Client figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection; ABS 2001.

**Table 3.2: SAAP support periods: number of support periods active each day, average by month and region, New South Wales, 2001–02**

| Date   | CC            | CW            | FNC           | HUN            | ILL            | MNC           | NEP           | NE            | Total            |
|--|---------------|---------------|---------------|----------------|----------------|---------------|---------------|---------------|------------------|
| July 2001  | 130           | 100           | 120           | 380            | 440            | 140           | 260           | 220           | 4,800            |
| August 2001  | 130           | 100           | 130           | 410            | 460            | 150           | 250           | 230           | 4,910            |
| September 2001                                       | 130           | 100           | 120           | 420            | 460            | 170           | 260           | 240           | 5,000            |
| October 2001   | 140           | 120           | 120           | 410            | 450            | 170           | 260           | 220           | 4,920            |
| November 2001  | 140           | 120           | 140           | 410            | 440            | 170           | 260           | 200           | 4,950            |
| December 2001  | 140           | 120           | 130           | 360            | 430            | 180           | 270           | 200           | 4,770            |
| January 2002   | 160           | 120           | 130           | 410            | 440            | 170           | 240           | 190           | 4,860            |
| February 2002  | 160           | 130           | 130           | 410            | 450            | 200           | 270           | 190           | 5,040            |
| March 2002   | 160           | 120           | 140           | 410            | 450            | 180           | 280           | 180           | 5,040            |
| April 2002   | 150           | 130           | 120           | 410            | 420            | 180           | 280           | 200           | 4,990            |
| May 2002   | 140           | 130           | 120           | 410            | 430            | 190           | 280           | 210           | 5,030            |
| June 2002  | 140           | 110           | 120           | 420            | 440            | 150           | 260           | 200           | 4,950            |
| <b>Support periods:<br/>total number of<br/>days</b> | <b>52,490</b> | <b>41,920</b> | <b>46,090</b> | <b>147,990</b> | <b>161,480</b> | <b>62,200</b> | <b>96,150</b> | <b>75,370</b> | <b>1,802,650</b> |

| Date   | OFW           | RM            | SH            | S/CP          | S/IW           | S/N           | S/SE           | S/SW          | Total            |
|--|---------------|---------------|---------------|---------------|----------------|---------------|----------------|---------------|------------------|
| July 2001  | 130           | 220           | 170           | 180           | 370            | 220           | 1,470          | 270           | 4,800            |
| August 2001  | 130           | 240           | 150           | 180           | 360            | 220           | 1,500          | 260           | 4,910            |
| September 2001                                       | 140           | 230           | 160           | 190           | 370            | 220           | 1,510          | 270           | 5,000            |
| October 2001   | 130           | 230           | 170           | 200           | 340            | 200           | 1,500          | 270           | 4,920            |
| November 2001  | 170           | 240           | 170           | 190           | 330            | 190           | 1,500          | 270           | 4,950            |
| December 2001  | 170           | 230           | 160           | 180           | 310            | 150           | 1,500          | 260           | 4,770            |
| January 2002   | 130           | 210           | 150           | 180           | 370            | 210           | 1,470          | 290           | 4,860            |
| February 2002  | 150           | 210           | 150           | 180           | 380            | 230           | 1,500          | 290           | 5,040            |
| March 2002   | 160           | 210           | 150           | 190           | 370            | 230           | 1,520          | 280           | 5,040            |
| April 2002   | 140           | 210           | 160           | 190           | 370            | 240           | 1,550          | 260           | 4,990            |
| May 2002   | 140           | 210           | 160           | 190           | 370            | 230           | 1,550          | 260           | 5,030            |
| June 2002  | 140           | 210           | 160           | 190           | 380            | 230           | 1,550          | 270           | 4,950            |
| <b>Support periods:<br/>total number of<br/>days</b> | <b>52,420</b> | <b>80,760</b> | <b>58,540</b> | <b>67,760</b> | <b>131,290</b> | <b>78,450</b> | <b>551,360</b> | <b>98,380</b> | <b>1,802,650</b> |

*Notes*

1. Number excluded due to errors and omissions (weighted): 317.
2. Figures are unweighted and have not been adjusted for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4 of the national report) for the method used to calculate the monthly average.
4. Acronyms for region are explained in Appendix 1.2.

Source: SAAP Client Collection.

**Table 3.3: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and region, New South Wales, 2001-02**

| Date   | CC            | CW            | FNC           | HUN           | ILL           | MNC           | NEP           | NE            | Total          |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| July 2001  | 80            | 30            | 70            | 160           | 180           | 60            | 110           | 70            | 2,590          |
| August 2001  | 80            | 40            | 80            | 170           | 180           | 60            | 110           | 70            | 2,570          |
| September 2001                                       | 80            | 40            | 80            | 160           | 170           | 70            | 110           | 80            | 2,580          |
| October 2001   | 80            | 40            | 70            | 160           | 160           | 60            | 110           | 70            | 2,550          |
| November 2001  | 80            | 40            | 70            | 160           | 160           | 60            | 110           | 70            | 2,540          |
| December 2001  | 80            | 40            | 60            | 150           | 150           | 50            | 110           | 70            | 2,390          |
| January 2002   | 100           | 40            | 70            | 140           | 190           | 60            | 110           | 80            | 2,680          |
| February 2002  | 100           | 50            | 70            | 140           | 190           | 60            | 110           | 70            | 2,700          |
| March 2002   | 100           | 40            | 70            | 150           | 190           | 60            | 110           | 70            | 2,720          |
| April 2002   | 90            | 40            | 70            | 160           | 180           | 70            | 110           | 80            | 2,710          |
| May 2002   | 90            | 40            | 70            | 160           | 190           | 70            | 110           | 70            | 2,700          |
| June 2002  | 90            | 30            | 70            | 160           | 180           | 60            | 110           | 70            | 2,670          |
| <b>Accommodation periods: total number of nights</b> | <b>30,800</b> | <b>14,450</b> | <b>24,550</b> | <b>55,460</b> | <b>62,290</b> | <b>21,900</b> | <b>39,140</b> | <b>25,870</b> | <b>923,600</b> |

| Date   | OFW           | RM            | SH            | S/CP          | S/IW          | S/N           | S/SE           | S/SW          | Total          |
|--|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|----------------|
| July 2001  | 30            | 130           | 80            | 150           | 270           | 80            | 860            | 210           | 2,590          |
| August 2001  | 30            | 130           | 70            | 150           | 270           | 90            | 830            | 210           | 2,570          |
| September 2001                                       | 40            | 130           | 70            | 150           | 280           | 80            | 830            | 210           | 2,580          |
| October 2001   | 30            | 140           | 80            | 160           | 260           | 80            | 830            | 210           | 2,550          |
| November 2001  | 40            | 130           | 70            | 160           | 240           | 90            | 860            | 200           | 2,540          |
| December 2001  | 30            | 130           | 70            | 150           | 230           | 70            | 830            | 190           | 2,390          |
| January 2002   | 40            | 120           | 70            | 140           | 280           | 90            | 930            | 230           | 2,680          |
| February 2002  | 30            | 130           | 60            | 150           | 280           | 90            | 930            | 220           | 2,700          |
| March 2002   | 30            | 130           | 70            | 150           | 280           | 90            | 950            | 220           | 2,720          |
| April 2002   | 30            | 120           | 70            | 150           | 270           | 100           | 970            | 210           | 2,710          |
| May 2002   | 30            | 120           | 70            | 150           | 270           | 100           | 950            | 210           | 2,700          |
| June 2002  | 30            | 120           | 70            | 150           | 280           | 90            | 930            | 220           | 2,670          |
| <b>Accommodation periods: total number of nights</b> | <b>11,310</b> | <b>44,930</b> | <b>24,940</b> | <b>53,250</b> | <b>93,710</b> | <b>30,980</b> | <b>315,310</b> | <b>74,730</b> | <b>923,600</b> |

*Notes*

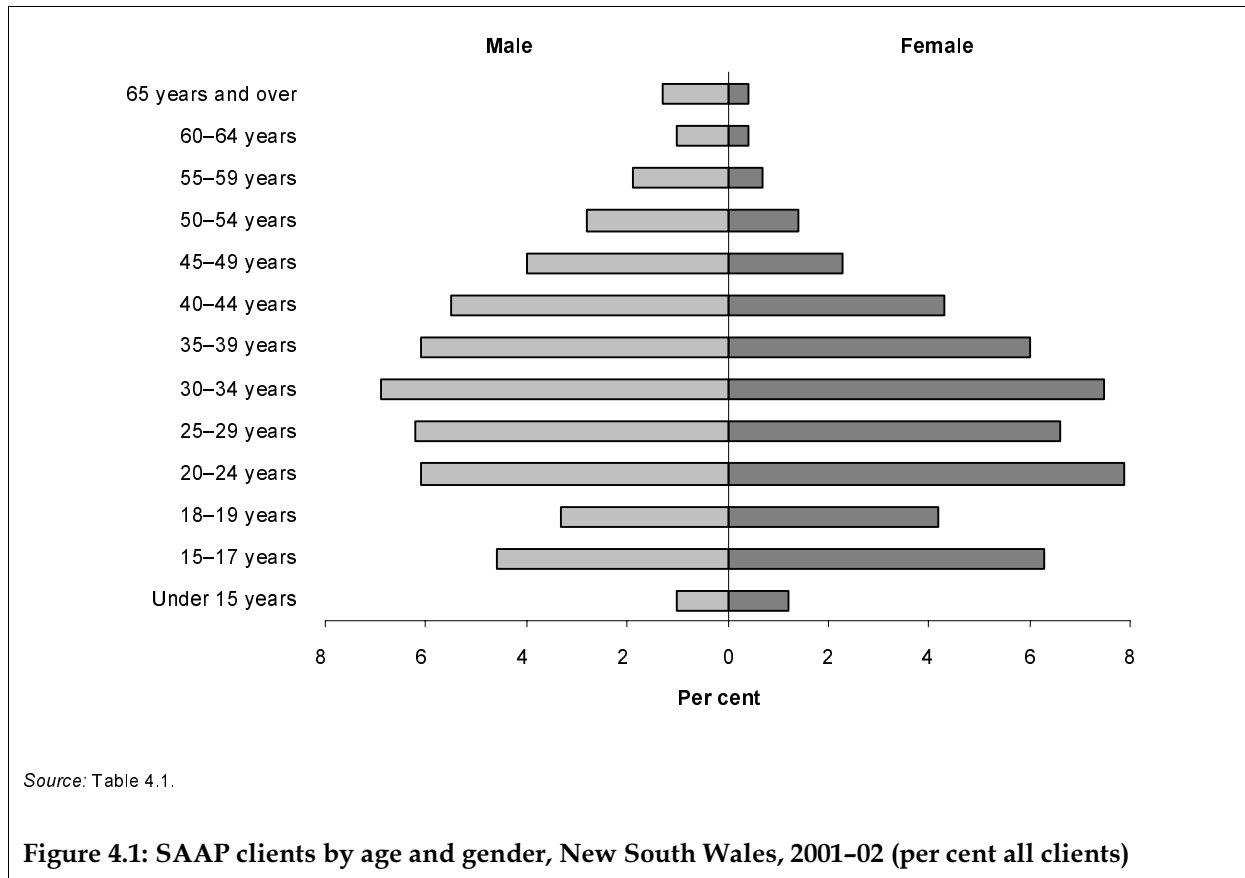
1. Number excluded due to errors and omissions (weighted): 499.
2. Figures are unweighted and have not been adjusted for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4 of the national report) for the method used to calculate the monthly average.
4. Acronyms for region are explained in Appendix 1.2.

*Source:* SAAP Client Collection.



# 4 Age, gender and cultural and linguistic diversity

## 4.1 Key chart



## 4.2 Tables

Table 4.1: SAAP clients, by age and gender, New South Wales, 2001-02

| Age                       | Percentage of all clients |               | Percentage of gender group |               | Total        |               |
|---------------------------|---------------------------|---------------|----------------------------|---------------|--------------|---------------|
|                           | Male                      | Female        | Male                       | Female        | %            | Number        |
|                           | %                         | %             | %                          | %             | %            |               |
| Under 15 years            | 1.0                       | 1.2           | 1.9                        | 2.5           | 2.2          | 600           |
| 15-17 years               | 4.6                       | 6.3           | 9.0                        | 12.8          | 10.9         | 2,850         |
| 18-19 years               | 3.3                       | 4.2           | 6.6                        | 8.5           | 7.6          | 2,000         |
| 20-24 years               | 6.1                       | 7.9           | 12.0                       | 16.0          | 13.9         | 3,650         |
| 25-29 years               | 6.2                       | 6.6           | 12.2                       | 13.4          | 12.8         | 3,350         |
| 30-34 years               | 6.9                       | 7.5           | 13.6                       | 15.2          | 14.4         | 3,800         |
| 35-39 years               | 6.1                       | 6.0           | 12.0                       | 12.2          | 12.1         | 3,200         |
| 40-44 years               | 5.5                       | 4.3           | 10.9                       | 8.8           | 9.9          | 2,600         |
| 45-49 years               | 4.0                       | 2.3           | 7.9                        | 4.6           | 6.3          | 1,650         |
| 50-54 years               | 2.8                       | 1.4           | 5.6                        | 2.9           | 4.2          | 1,100         |
| 55-59 years               | 1.9                       | 0.7           | 3.8                        | 1.4           | 2.6          | 700           |
| 60-64 years               | 1.0                       | 0.4           | 2.0                        | 0.9           | 1.5          | 400           |
| 65 years and over         | 1.3                       | 0.4           | 2.5                        | 0.8           | 1.7          | 450           |
| <i>Total</i>              | <i>50.7</i>               | <i>49.3</i>   | <i>100.0</i>               | <i>100.0</i>  | <i>100.0</i> | <i>..</i>     |
| <b>Total (number)</b>     | <b>13,350</b>             | <b>12,950</b> | <b>13,350</b>              | <b>12,950</b> | <b>..</b>    | <b>26,350</b> |
| <b>Mean age (years)</b>   | <b>..</b>                 | <b>..</b>     | <b>34.0</b>                | <b>29.7</b>   | <b>..</b>    | <b>31.8</b>   |
| <b>Median age (years)</b> | <b>..</b>                 | <b>..</b>     | <b>33</b>                  | <b>28</b>     | <b>..</b>    | <b>30</b>     |

*Notes*

1. Number excluded due to errors and omissions (weighted): 124.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 4.2: SAAP clients: number of support periods per client by age and gender of client, New South Wales, 2001-02 (per cent)**

| Number of support periods             | Under 15 years | 15-17 years  | 18-19 years  | 20-24 years  | 25-44 years   | 45-64 years  | 65+ years    | Total        |               |
|---------------------------------------|----------------|--------------|--------------|--------------|---------------|--------------|--------------|--------------|---------------|
| <b>Male clients</b>                   |                |              |              |              |               |              |              |              |               |
|                                       |                |              |              |              |               |              |              | %            | Number        |
| 1                                     | 76.9           | 62.7         | 64.0         | 63.1         | 57.1          | 58.0         | 63.4         | 59.5         | 7,950         |
| 2                                     | 15.9           | 20.4         | 18.6         | 16.4         | 18.4          | 17.6         | 14.7         | 18.0         | 2,400         |
| 3                                     | 4.5            | 8.0          | 8.7          | 8.6          | 9.1           | 8.0          | 8.2          | 8.6          | 1,150         |
| 4                                     | 1.3            | 3.5          | 2.6          | 4.4          | 5.2           | 4.1          | 4.2          | 4.5          | 600           |
| 5                                     | 0.5            | 2.2          | 1.9          | 2.2          | 2.8           | 3.2          | 2.3          | 2.6          | 350           |
| 6+                                    | 0.9            | 3.1          | 4.1          | 5.3          | 7.6           | 9.3          | 7.2          | 6.9          | 900           |
| <i>Total</i>                          | <i>100.0</i>   | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i>  | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | ..            |
| <b>Total (%)</b>                      | <b>1.9</b>     | <b>9.0</b>   | <b>6.6</b>   | <b>12.0</b>  | <b>48.7</b>   | <b>19.3</b>  | <b>2.5</b>   | <b>100.0</b> | ..            |
| <b>Total (number)</b>                 | <b>250</b>     | <b>1,200</b> | <b>900</b>   | <b>1,600</b> | <b>6,500</b>  | <b>2,550</b> | <b>350</b>   | ..           | <b>13,350</b> |
| <b>Mean number of support periods</b> | <b>1.35</b>    | <b>1.77</b>  | <b>1.81</b>  | <b>1.99</b>  | <b>2.43</b>   | <b>2.86</b>  | <b>2.84</b>  | ..           | <b>2.35</b>   |
| <b>Per 10,000 population</b>          | <b>9</b>       | <b>86</b>    | <b>96</b>    | <b>73</b>    | <b>66</b>     | <b>34</b>    | <b>9</b>     | ..           | <b>47</b>     |
| <b>Female clients</b>                 |                |              |              |              |               |              |              |              |               |
| 1                                     | 71.8           | 63.1         | 66.2         | 66.0         | 69.8          | 73.6         | 86.5         | 68.6         | 8,900         |
| 2                                     | 14.0           | 19.7         | 20.2         | 21.1         | 17.4          | 15.1         | 4.5          | 18.1         | 2,350         |
| 3                                     | 6.4            | 9.4          | 7.5          | 6.9          | 6.8           | 6.2          | 5.7          | 7.1          | 900           |
| 4                                     | 3.8            | 3.4          | 3.0          | 2.7          | 2.5           | 1.7          | 1.1          | 2.6          | 350           |
| 5                                     | 1.8            | 2.2          | 1.3          | 1.1          | 1.4           | 0.8          | —            | 1.4          | 200           |
| 6+                                    | 2.3            | 2.2          | 1.7          | 2.2          | 2.2           | 2.6          | 2.3          | 2.2          | 300           |
| <i>Total</i>                          | <i>100.0</i>   | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i>  | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | ..            |
| <b>Total (%)</b>                      | <b>2.5</b>     | <b>12.8</b>  | <b>8.5</b>   | <b>16.0</b>  | <b>49.6</b>   | <b>9.8</b>   | <b>0.8</b>   | <b>100.0</b> | ..            |
| <b>Total (number)</b>                 | <b>300</b>     | <b>1,650</b> | <b>1,100</b> | <b>2,050</b> | <b>6,450</b>  | <b>1,250</b> | <b>100</b>   | ..           | <b>12,950</b> |
| <b>Mean number of support periods</b> | <b>1.62</b>    | <b>1.78</b>  | <b>1.64</b>  | <b>1.66</b>  | <b>1.62</b>   | <b>1.59</b>  | <b>1.35</b>  | ..           | <b>1.64</b>   |
| <b>Per 10,000 population</b>          | <b>12</b>      | <b>125</b>   | <b>127</b>   | <b>97</b>    | <b>64</b>     | <b>17</b>    | <b>2</b>     | ..           | <b>45</b>     |
| <b>All clients</b>                    |                |              |              |              |               |              |              |              |               |
| 1                                     | 74.0           | 62.9         | 65.2         | 64.7         | 63.4          | 63.1         | 68.9         | 64.0         | 16,850        |
| 2                                     | 14.8           | 20.0         | 19.5         | 19.1         | 17.9          | 16.8         | 12.2         | 18.1         | 4,750         |
| 3                                     | 5.5            | 8.8          | 8.1          | 7.6          | 7.9           | 7.4          | 7.6          | 7.8          | 2,050         |
| 4                                     | 2.7            | 3.4          | 2.9          | 3.4          | 3.8           | 3.3          | 3.5          | 3.6          | 950           |
| 5                                     | 1.2            | 2.2          | 1.6          | 1.6          | 2.1           | 2.4          | 1.7          | 2.0          | 550           |
| 6+                                    | 1.7            | 2.6          | 2.8          | 3.6          | 4.9           | 7.1          | 6.0          | 4.6          | 1,200         |
| <i>Total</i>                          | <i>100.0</i>   | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i>  | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | ..            |
| <b>Total (%)</b>                      | <b>2.2</b>     | <b>10.9</b>  | <b>7.6</b>   | <b>13.9</b>  | <b>49.2</b>   | <b>14.6</b>  | <b>1.7</b>   | <b>100.0</b> | ..            |
| <b>Total (number)</b>                 | <b>600</b>     | <b>2,850</b> | <b>2,000</b> | <b>3,650</b> | <b>12,950</b> | <b>3,850</b> | <b>450</b>   | ..           | <b>26,350</b> |
| <b>Mean number of support periods</b> | <b>1.50</b>    | <b>1.77</b>  | <b>1.71</b>  | <b>1.80</b>  | <b>2.03</b>   | <b>2.44</b>  | <b>2.49</b>  | ..           | <b>2.00</b>   |
| <b>Per 10,000 population</b>          | <b>11</b>      | <b>105</b>   | <b>111</b>   | <b>85</b>    | <b>65</b>     | <b>25</b>    | <b>5</b>     | ..           | <b>46</b>     |

*Notes*

1. Number excluded due to errors and omissions (weighted): 124.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 2001 (preliminary estimates). For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection; ABS 2001.

**Table 4.3: SAAP clients: birthplace by gender, New South Wales, 2001-02**

| Birthplace  | Male          | Female        | Total        | New South Wales population |              |
|---|---------------|---------------|--------------|----------------------------|--------------|
|   | %             | %             | %            | Number                     | %            |
| Australia   | 83.9          | 82.5          | 83.2         | 21,650                     | 75.5         |
| Oceania (excluding Australia)   | 4.3           | 3.6           | 3.9          | 1,050                      | 2.3          |
| UK, Ireland and associated islands                                    | 3.5           | 1.6           | 2.5          | 650                        | 5.4          |
| Other Europe and the former Soviet Union                              | 2.9           | 2.2           | 2.6          | 650                        | 6.3          |
| South-East, North-East and Southern Asia                              | 2.4           | 6.7           | 4.5          | 1,200                      | 6.7          |
| Other (including the Middle East, Africa, the Americas and Caribbean) | 3.0           | 3.4           | 3.2          | 850                        | 3.8          |
| <i>Total</i>  | <i>100.0</i>  | <i>100.0</i>  | <i>100.0</i> | <i>..</i>                  | <i>100.0</i> |
| <b>Total (%)</b>  | <b>50.8</b>   | <b>49.2</b>   | <b>100.0</b> | <b>..</b>                  | <b>..</b>    |
| <b>Total (number)</b>   | <b>13,200</b> | <b>12,800</b> | <b>..</b>    | <b>26,050</b>              | <b>..</b>    |

*Notes*

1. Number excluded due to errors and omissions (weighted): 413.
2. 'New South Wales population' refers to the estimated resident population aged 10 years and over at 30 June 1996.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection; ABS 1999.

**Table 4.4: SAAP clients and support periods per client, by cultural and linguistic diversity and gender of client, New South Wales, 2001–02**

| Cultural and linguistic diversity                    | Male                          | Female        | Total        | New South Wales population |              |                  |
|--|-------------------------------|---------------|--------------|----------------------------|--------------|------------------|
|  |                               |               |              | %                          | Number       |                  |
| <b>Clients</b>                                       | %                             | %             | %            | <b>Number</b>              | %            | <b>Number</b>    |
| Indigenous Australians                               | 12.3                          | 20.3          | 16.2         | 4,150                      | 1.8          | 109,950          |
| Australian-born non-Indigenous people                | 71.7                          | 62.5          | 67.2         | 17,250                     | 73.7         | 4,575,500        |
| People born overseas, English proficiency group 1    | 7.4                           | 4.1           | 5.8          | 1,500                      | 7.7          | 480,100          |
| People born overseas, English proficiency groups 2–4 | 8.6                           | 13.1          | 10.8         | 2,800                      | 16.7         | 1,039,250        |
| <i>Total</i>   | <i>100.0</i>                  | <i>100.0</i>  | <i>100.0</i> | ..                         | <i>100.0</i> | ..               |
| <b>Total (%)</b>                                     | <b>50.8</b>                   | <b>49.2</b>   | <b>100.0</b> | ..                         | ..           | ..               |
| <b>Total (number)</b>                                | <b>13,050</b>                 | <b>12,650</b> | ..           | <b>25,700</b>              | ..           | <b>6,204,750</b> |
| <b>Support periods</b>                               | <b>Mean number per client</b> |               |              | <b>Total number</b>        |              |                  |
| Indigenous Australians                               | 2.17                          | 1.80          | 1.94         | 7,600                      | ..           | ..               |
| Australian-born non-Indigenous people                | 2.44                          | 1.66          | 2.08         | 31,900                     | ..           | ..               |
| People born overseas, English proficiency group 1    | 2.30                          | 1.62          | 2.06         | 2,850                      | ..           | ..               |
| People born overseas, English proficiency groups 2–4 | 1.89                          | 1.38          | 1.58         | 4,150                      | ..           | ..               |
| <i>Total</i>   | <i>2.35</i>                   | <i>1.65</i>   | <i>2.00</i>  | ..                         | ..           | ..               |
| <b>Total support periods (%)</b>                     | <b>59.3</b>                   | <b>40.7</b>   | <b>100.0</b> | ..                         | ..           | ..               |
| <b>Total support periods (number)</b>                | <b>27,600</b>                 | <b>18,900</b> | ..           | <b>46,550</b>              | ..           | ..               |

*Notes*

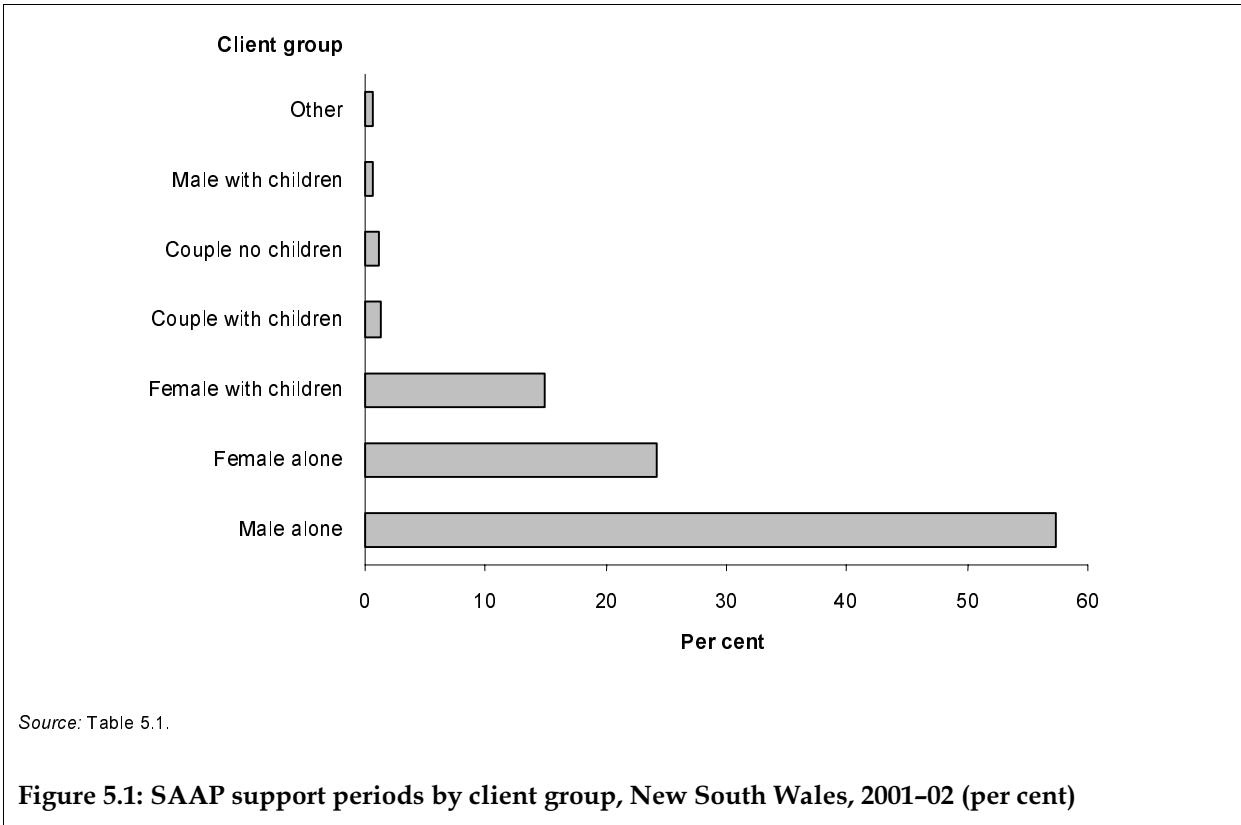
1. Number excluded due to errors and omissions (weighted): 766 clients.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4 of the national report). English proficiency groups are based on country of birth—see Glossary.
3. 'New South Wales population' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived as the Australian-born population minus the number of Indigenous Australians.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

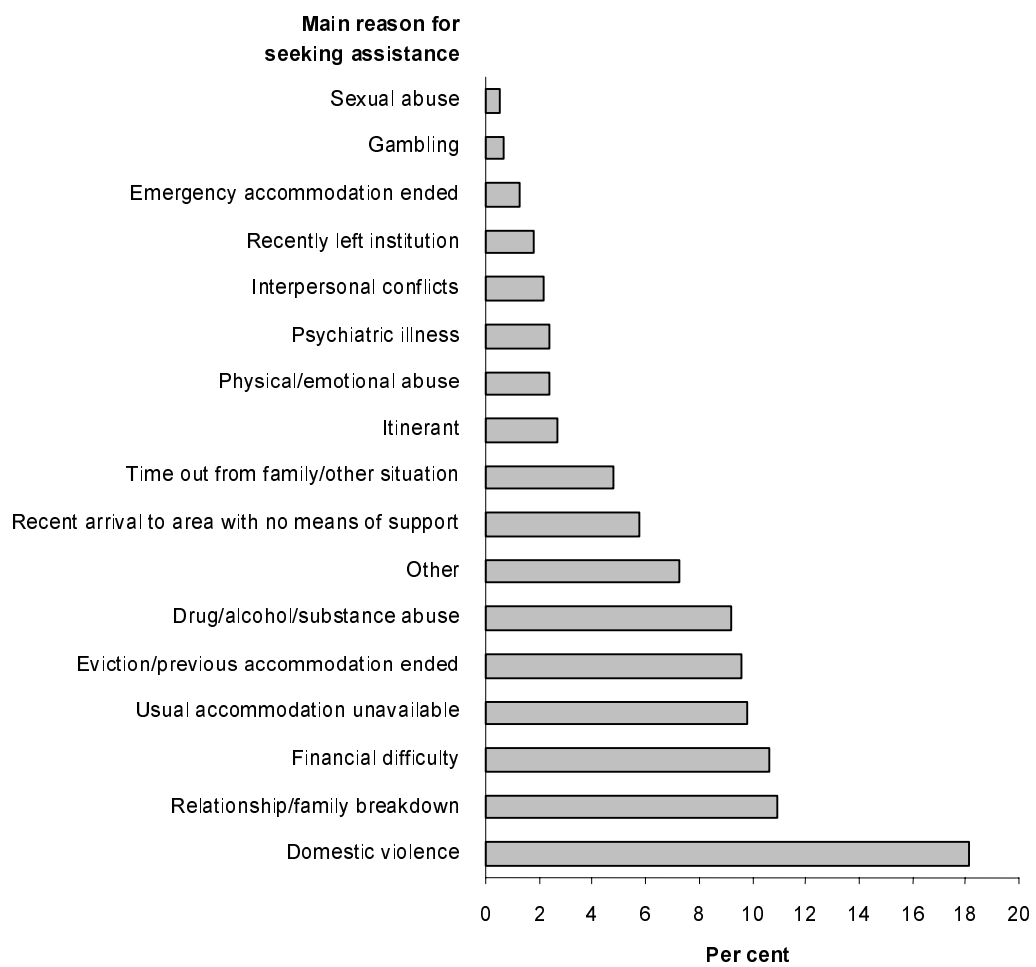
Source: SAAP Client Collection; ABS 1998, 1999.



# 5 Client group and reasons for seeking assistance

## 5.1 Key charts





Source: Table 5.3.

**Figure 5.2: Main reason for seeking assistance, New South Wales, 2001-02 (per cent support periods)**



## 5.2 Tables

Table 5.1: SAAP support periods: region by client group, New South Wales, 2001-02 (per cent)

| Region                     | Male alone    | Female alone  | Couple no children | Couple with children | Male with children | Female with children | Other      | Total        | Total        |               |
|----------------------------|---------------|---------------|--------------------|----------------------|--------------------|----------------------|------------|--------------|--------------|---------------|
|                            |               |               |                    |                      |                    |                      |            |              | %            | Number        |
| Central Coast              | 27.2          | 34.0          | 0.4                | 3.1                  | 0.4                | 33.9                 | 1.0        | 100.0        | 2.1          | 900           |
| Central West               | 31.4          | 32.8          | 3.5                | 4.7                  | 1.4                | 25.4                 | 1.0        | 100.0        | 2.9          | 1,250         |
| Far North Coast            | 27.6          | 31.9          | 1.8                | 2.1                  | 2.1                | 33.9                 | 0.6        | 100.0        | 4.4          | 1,900         |
| Hunter                     | 38.4          | 28.7          | 1.6                | 1.2                  | 0.1                | 29.2                 | 0.8        | 100.0        | 6.5          | 2,850         |
| Illawarra                  | 50.5          | 24.8          | 2.2                | 3.0                  | 0.8                | 18.0                 | 0.7        | 100.0        | 4.4          | 1,900         |
| Mid North Coast            | 22.4          | 37.8          | 1.8                | 3.0                  | 0.7                | 33.2                 | 1.2        | 100.0        | 3.5          | 1,550         |
| Nepean                     | 20.3          | 38.5          | 1.3                | 5.0                  | 1.2                | 32.4                 | 1.3        | 100.0        | 3.2          | 1,400         |
| New England                | 38.5          | 34.2          | 1.9                | 1.4                  | 0.6                | 22.1                 | 1.2        | 100.0        | 4.8          | 2,100         |
| Orana/Far West             | 44.1          | 31.1          | 3.4                | 2.1                  | 0.8                | 17.3                 | 1.1        | 100.0        | 4.8          | 2,050         |
| Riverina/Murray            | 58.5          | 19.1          | 0.8                | 0.8                  | 0.2                | 19.9                 | 0.7        | 100.0        | 4.9          | 2,150         |
| Southern Highlands         | 45.6          | 21.8          | 0.6                | 2.4                  | 1.0                | 28.3                 | 0.3        | 100.0        | 2.5          | 1,100         |
| Sydney/Cumberland/Prospect | 76.8          | 11.3          | 0.3                | 0.7                  | 0.4                | 10.2                 | 0.3        | 100.0        | 6.1          | 2,650         |
| Sydney, Inner West         | 62.8          | 18.4          | 0.7                | 0.1                  | 0.6                | 16.8                 | 0.7        | 100.0        | 6.5          | 2,800         |
| Sydney, North              | 47.9          | 32.1          | 0.3                | 2.0                  | 0.5                | 15.5                 | 1.7        | 100.0        | 2.4          | 1,050         |
| Sydney, South-East         | 80.2          | 17.8          | 0.3                | 0.1                  | 0.2                | 1.2                  | 0.2        | 100.0        | 34.6         | 15,100        |
| Sydney, South-West         | 44.5          | 33.6          | 1.6                | 1.4                  | 1.2                | 16.9                 | 0.9        | 100.0        | 6.6          | 2,900         |
| <b>Total (%)</b>           | <b>57.3</b>   | <b>24.2</b>   | <b>1.1</b>         | <b>1.3</b>           | <b>0.6</b>         | <b>14.9</b>          | <b>0.6</b> | <b>100.0</b> | <b>100.0</b> | <b>..</b>     |
| <b>Total (number)</b>      | <b>25,000</b> | <b>10,550</b> | <b>450</b>         | <b>550</b>           | <b>250</b>         | <b>6,500</b>         | <b>250</b> | <b>..</b>    | <b>..</b>    | <b>43,600</b> |

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,177.
2. Figures are unweighted and have not been adjusted for client non-consent and agency non-participation.

Source: SAAP Client and Administrative Data Collections.

**Table 5.2: SAAP support periods: client group by primary target group of agency, New South Wales, 2001-02 (per cent)**

| Client group           | Young people | Single men only | Single women only | Families     | Women escaping DV | Cross-target/multiple/general | Total        |               |
|------------------------|--------------|-----------------|-------------------|--------------|-------------------|-------------------------------|--------------|---------------|
|                        |              |                 |                   |              |                   |                               | %            | Number        |
| Male alone, under 25   | 41.0         | 10.9            | 3.8               | 4.2          | 0.4               | 5.9                           | 13.1         | 6,150         |
| Male alone, 25+        | 3.1          | 85.7            | 2.9               | 8.0          | 0.6               | 66.6                          | 44.3         | 20,800        |
| Female alone, under 25 | 41.2         | 0.6             | 22.0              | 6.1          | 8.2               | 3.6                           | 11.4         | 5,350         |
| Female alone, 25+      | 1.5          | 1.1             | 42.2              | 13.6         | 38.3              | 13.4                          | 12.6         | 5,900         |
| Couple, no children    | 2.6          | 0.3             | —                 | 3.8          | 0.3               | 1.3                           | 1.1          | 550           |
| Couple with children   | 1.7          | 0.2             | 1.0               | 14.3         | 0.5               | 1.1                           | 1.3          | 600           |
| Male with children     | 0.6          | 0.2             | 0.2               | 4.6          | 0.2               | 0.7                           | 0.6          | 250           |
| Female with children   | 6.9          | 0.8             | 26.8              | 44.4         | 51.0              | 7.0                           | 14.9         | 7,000         |
| Other                  | 1.4          | 0.2             | 1.0               | 1.0          | 0.7               | 0.3                           | 0.6          | 300           |
| <i>Total</i>           | <i>100.0</i> | <i>100.0</i>    | <i>100.0</i>      | <i>100.0</i> | <i>100.0</i>      | <i>100.0</i>                  | <i>100.0</i> | <i>..</i>     |
| <b>Total (%)</b>       | <b>19.7</b>  | <b>29.0</b>     | <b>1.7</b>        | <b>3.3</b>   | <b>18.6</b>       | <b>27.7</b>                   | <b>100.0</b> | <b>..</b>     |
| <b>Total (number)</b>  | <b>9,250</b> | <b>13,600</b>   | <b>800</b>        | <b>1,550</b> | <b>8,700</b>      | <b>13,000</b>                 | <b>..</b>    | <b>46,900</b> |

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,013.
2. Figures have been weighted to adjust for client non-consent and agency non-participation.

*Source:* SAAP Client and Administrative Data Collections.

**Table 5.3: SAAP support periods: main reason for seeking assistance by client group, New South Wales, 2001–02 (per cent)**

| Main reason for seeking assistance              | Male alone under 25 | Male alone 25+ | Female alone under 25 | Female alone 25+ | Couple no children | Couple with children | Male with children | Female with children | Other        | Total         |
|---|---------------------|----------------|-----------------------|------------------|--------------------|----------------------|--------------------|----------------------|--------------|---------------|
| Usual accommodation unavailable                 | 12.0                | 15.0           | 9.2                   | 3.6              | 15.0               | 12.0                 | 7.2                | 3.9                  | 9.0          | 9.8           |
| Time out from family/other situation            | 8.2                 | 3.1            | 9.5                   | 3.2              | 3.8                | 5.2                  | 3.0                | 2.5                  | 6.6          | 4.8           |
| Relationship/family breakdown                   | 17.3                | 6.0            | 22.7                  | 5.7              | 10.4               | 9.4                  | 20.5               | 8.1                  | 20.8         | 10.9          |
| Interpersonal conflict                          | 2.8                 | 1.8            | 2.9                   | 2.3              | 1.5                | 2.7                  | 1.8                | 1.7                  | 1.1          | 2.2           |
| Physical/emotional abuse                        | 1.5                 | 0.7            | 3.3                   | 3.8              | 2.3                | 1.8                  | 1.2                | 4.1                  | 3.0          | 2.4           |
| Domestic violence                               | 1.0                 | 0.6            | 9.3                   | 38.9             | 2.2                | 7.3                  | 4.8                | 53.4                 | 15.7         | 18.1          |
| Sexual abuse                                    | 0.2                 | 0.1            | 1.4                   | 0.7              | —                  | 0.4                  | —                  | 0.6                  | —            | 0.5           |
| Financial difficulty                            | 12.4                | 13.6           | 10.2                  | 5.6              | 24.2               | 21.0                 | 16.1               | 6.3                  | 14.6         | 10.6          |
| Gambling  | 0.4                 | 1.8            | 0.1                   | 0.4              | —                  | 0.2                  | —                  | 0.1                  | —            | 0.7           |
| Eviction/previous accommodation ended           | 15.3                | 8.1            | 12.8                  | 4.2              | 11.8               | 22.6                 | 17.0               | 7.2                  | 13.8         | 9.6           |
| Drug/alcohol/substance abuse                    | 7.1                 | 18.4           | 4.1                   | 8.9              | 5.7                | 3.0                  | 6.4                | 1.4                  | 0.9          | 9.2           |
| Emergency accommodation ended                   | 1.8                 | 1.3            | 1.6                   | 0.7              | 0.6                | 1.8                  | 2.4                | 1.2                  | 1.7          | 1.3           |
| Recently left institution                       | 2.6                 | 3.0            | 1.0                   | 1.4              | 1.4                | 0.7                  | 1.2                | 0.3                  | 0.6          | 1.8           |
| Psychiatric illness                             | 1.4                 | 4.2            | 0.8                   | 4.6              | 0.6                | 0.5                  | 0.6                | 0.2                  | —            | 2.4           |
| Recent arrival to area with no means of support | 4.9                 | 10.6           | 2.6                   | 3.1              | 10.1               | 5.8                  | 10.0               | 2.8                  | 6.1          | 5.8           |
| Itinerant                                       | 2.9                 | 4.3            | 2.4                   | 2.2              | 4.8                | 1.4                  | 1.2                | 0.9                  | 2.2          | 2.7           |
| Other   | 8.2                 | 7.4            | 6.0                   | 10.7             | 5.4                | 4.1                  | 6.5                | 5.4                  | 4.1          | 7.3           |
| <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>  |
| <b>Total (%)</b>                                | <b>15.1</b>         | <b>32.1</b>    | <b>14.5</b>           | <b>13.8</b>      | <b>1.3</b>         | <b>1.7</b>           | <b>0.6</b>         | <b>20.0</b>          | <b>0.8</b>   | <b>100.0</b>  |
| <b>Total (number)</b>                           | <b>5,100</b>        | <b>10,750</b>  | <b>4,850</b>          | <b>4,600</b>     | <b>450</b>         | <b>550</b>           | <b>200</b>         | <b>6,700</b>         | <b>250</b>   | <b>33,500</b> |

*Notes*

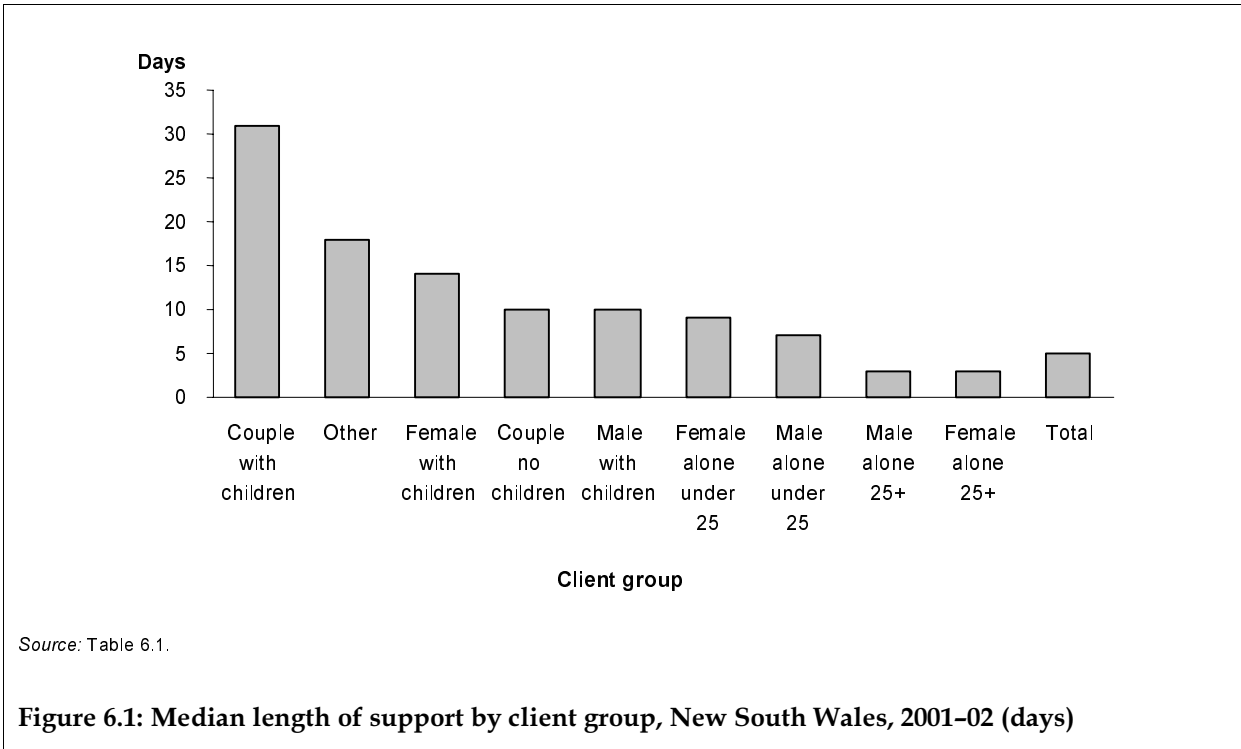
1. Number excluded due to errors and omissions (weighted): 1,725.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.



# 6 Support provided

## 6.1 Key chart



## 6.2 Tables

Table 6.1: SAAP closed support periods: length of support by client group, New South Wales, 2001-02 (per cent)

| Length of support           | Male alone under 25 | Male alone 25+ | Female alone under 25 | Female alone 25+ | Couple no children | Couple with children | Male with children | Female with children | Other        | Total        |               |        |
|-----------------------------|---------------------|----------------|-----------------------|------------------|--------------------|----------------------|--------------------|----------------------|--------------|--------------|---------------|--------|
|                             |                     |                |                       |                  |                    |                      |                    |                      |              |              | %             | Number |
| Less than 1 day             | 12.8                | 9.3            | 16.4                  | 23.0             | 16.1               | 11.7                 | 13.5               | 11.4                 | 13.5         | 12.8         | 5,400         |        |
| 1 day                       | 14.8                | 30.3           | 12.3                  | 18.2             | 6.1                | 7.3                  | 9.9                | 8.7                  | 11.7         | 21.0         | 8,850         |        |
| 2 days                      | 6.3                 | 7.0            | 4.7                   | 6.1              | 6.9                | 3.3                  | 2.8                | 5.2                  | 5.8          | 6.2          | 2,600         |        |
| 3 days                      | 5.6                 | 7.0            | 4.4                   | 5.3              | 1.4                | 2.8                  | 3.8                | 4.5                  | 3.6          | 5.8          | 2,450         |        |
| 4 days                      | 3.3                 | 4.1            | 2.9                   | 3.1              | 2.6                | 1.6                  | 2.8                | 3.2                  | 1.1          | 3.5          | 1,500         |        |
| 5 days                      | 2.8                 | 3.0            | 2.7                   | 3.6              | 3.2                | 0.6                  | 2.1                | 2.6                  | 0.7          | 2.9          | 1,250         |        |
| 6 days                      | 2.4                 | 3.1            | 2.5                   | 2.1              | 4.6                | 2.7                  | 4.5                | 2.9                  | 1.3          | 2.8          | 1,200         |        |
| 7 days                      | 3.3                 | 2.6            | 2.1                   | 2.3              | 3.4                | 1.9                  | 6.4                | 2.7                  | 2.5          | 2.6          | 1,100         |        |
| >1-2 weeks                  | 9.2                 | 9.9            | 8.2                   | 7.6              | 11.9               | 7.1                  | 10.7               | 9.5                  | 8.7          | 9.2          | 3,900         |        |
| >2-4 weeks                  | 9.7                 | 8.9            | 9.2                   | 8.4              | 7.5                | 9.6                  | 11.8               | 10.7                 | 13.7         | 9.3          | 3,900         |        |
| >4-13 weeks                 | 15.8                | 9.5            | 16.8                  | 11.7             | 16.4               | 24.0                 | 15.3               | 19.6                 | 18.6         | 13.1         | 5,550         |        |
| >13-26 weeks                | 6.1                 | 2.4            | 9.0                   | 4.4              | 10.3               | 9.8                  | 6.8                | 8.7                  | 7.2          | 5.0          | 2,100         |        |
| >26-52 weeks                | 5.0                 | 1.3            | 5.1                   | 2.3              | 7.7                | 7.8                  | 5.2                | 6.1                  | 5.5          | 3.2          | 1,350         |        |
| >52 weeks                   | 3.0                 | 1.5            | 3.5                   | 1.9              | 1.8                | 10.0                 | 4.4                | 4.1                  | 6.3          | 2.5          | 1,050         |        |
| <i>Total</i>                | <i>100.0</i>        | <i>100.0</i>   | <i>100.0</i>          | <i>100.0</i>     | <i>100.0</i>       | <i>100.0</i>         | <i>100.0</i>       | <i>100.0</i>         | <i>100.0</i> | <i>100.0</i> | <i>..</i>     |        |
| <b>Total (%)</b>            | <b>12.9</b>         | <b>45.7</b>    | <b>10.7</b>           | <b>13.1</b>      | <b>1.1</b>         | <b>1.1</b>           | <b>0.5</b>         | <b>14.4</b>          | <b>0.5</b>   | <b>100.0</b> | <b>..</b>     |        |
| <b>Total (number)</b>       | <b>5,450</b>        | <b>19,350</b>  | <b>4,550</b>          | <b>5,500</b>     | <b>450</b>         | <b>450</b>           | <b>250</b>         | <b>6,100</b>         | <b>200</b>   | <b>..</b>    | <b>42,300</b> |        |
| <b>Mean length (days)</b>   | <b>54</b>           | <b>30</b>      | <b>63</b>             | <b>35</b>        | <b>55</b>          | <b>117</b>           | <b>59</b>          | <b>65</b>            | <b>81</b>    | <b>..</b>    | <b>44</b>     |        |
| <b>Median length (days)</b> | <b>7</b>            | <b>3</b>       | <b>9</b>              | <b>3</b>         | <b>10</b>          | <b>31</b>            | <b>10</b>          | <b>14</b>            | <b>18</b>    | <b>..</b>    | <b>5</b>      |        |

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,177.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.2: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, New South Wales, 2001–02 (per cent)**

| Length of accommodation  | Male alone   | Male alone    | Female alone | Female alone | Couple no     | Couple with   | Male with     | Female with  | Other         | Total        |               |
|--|--------------|---------------|--------------|--------------|---------------|---------------|---------------|--------------|---------------|--------------|---------------|
|  | under 25     | 25+           | under 25     | 25+          | children      | children      | children      | children     |               | %            | Number        |
| 1 day  | 21.0         | 34.3          | 19.8         | 28.5         | 15.2          | 12.5          | 16.0          | 12.7         | 22.2          | 27.7         | 8,500         |
| 2 days   | 8.4          | 7.9           | 7.6          | 10.1         | 11.7          | 4.3           | 3.5           | 7.8          | 12.4          | 8.1          | 2,500         |
| 3 days   | 7.7          | 8.0           | 7.1          | 8.4          | 4.1           | 2.6           | 5.0           | 6.5          | 7.0           | 7.7          | 2,350         |
| 4 days   | 4.6          | 4.6           | 4.4          | 5.0          | 5.8           | 2.3           | 1.7           | 4.1          | 3.9           | 4.6          | 1,400         |
| 5 days   | 3.7          | 3.4           | 4.1          | 6.0          | 4.7           | 1.0           | 2.4           | 3.8          | —             | 3.8          | 1,150         |
| 6 days   | 3.8          | 3.5           | 3.6          | 2.7          | 6.8           | 7.5           | 5.3           | 4.0          | 2.7           | 3.6          | 1,100         |
| 7 days   | 4.4          | 2.8           | 3.1          | 3.4          | 11.0          | 2.7           | 6.0           | 3.6          | 2.8           | 3.3          | 1,000         |
| >1–2 weeks   | 12.5         | 11.0          | 12.1         | 10.3         | 10.3          | 6.3           | 10.9          | 12.9         | 6.4           | 11.4         | 3,500         |
| >2–4 weeks   | 11.5         | 9.7           | 10.5         | 8.8          | 6.6           | 11.9          | 15.3          | 11.8         | 9.4           | 10.2         | 3,150         |
| >4–13 weeks  | 14.1         | 9.8           | 17.1         | 11.3         | 10.5          | 21.5          | 19.8          | 19.5         | 13.7          | 12.5         | 3,800         |
| >13–26 weeks   | 4.4          | 2.6           | 5.0          | 2.8          | 8.1           | 14.7          | 6.7           | 6.7          | 7.1           | 3.7          | 1,150         |
| >26–52 weeks   | 2.5          | 1.3           | 2.8          | 1.4          | 4.4           | 4.5           | 5.1           | 4.0          | 5.4           | 2.0          | 600           |
| >52 weeks  | 1.5          | 1.0           | 2.6          | 1.1          | 0.6           | 8.2           | 2.5           | 2.6          | 6.9           | 1.5          | 450           |
| <i>Total</i>   | <i>100.0</i> | <i>100.0</i>  | <i>100.0</i> | <i>100.0</i> | <i>100.0</i>  | <i>100.0</i>  | <i>100.0</i>  | <i>100.0</i> | <i>100.0</i>  | <i>100.0</i> | <i>..</i>     |
| <b>Total (%)</b>   | <b>12.1</b>  | <b>54.2</b>   | <b>8.6</b>   | <b>10.2</b>  | <b>0.7</b>    | <b>0.9</b>    | <b>0.5</b>    | <b>12.5</b>  | <b>0.3</b>    | <b>100.0</b> | <b>..</b>     |
| <b>Total (number)</b>  | <b>3,700</b> | <b>16,600</b> | <b>2,650</b> | <b>3,100</b> | <b>200</b>    | <b>250</b>    | <b>150</b>    | <b>3,850</b> | <b>100</b>    | <b>..</b>    | <b>30,650</b> |
| <b>Mean length (days)</b>  | <b>34</b>    | <b>23</b>     | <b>44</b>    | <b>24</b>    | <b>34</b>     | <b>109</b>    | <b>50</b>     | <b>48</b>    | <b>90</b>     | <b>..</b>    | <b>31</b>     |
| <b>Median length (days)</b>  | <b>7</b>     | <b>3</b>      | <b>8</b>     | <b>4</b>     | <b>7</b>      | <b>26</b>     | <b>14</b>     | <b>11</b>    | <b>7</b>      | <b>..</b>    | <b>5</b>      |
| <b>Accommodation starting and ending on the same date (number)</b> | <b>150</b>   | <b>1,400</b>  | <b>150</b>   | <b>300</b>   | <b>&lt;25</b> | <b>&lt;25</b> | <b>&lt;25</b> | <b>100</b>   | <b>&lt;25</b> | <b>..</b>    | <b>2,150</b>  |

*Notes*

1. Number excluded due to errors and omissions (weighted): 916.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.3: SAAP support periods: services provided to clients, by client group, New South Wales, 2001–02 (per cent)**

| Type of service  | Male alone under 25 | Male alone 25+ | Female alone under 25 | Female alone 25+ | Couple no children | Couple with children | Male with children | Female with children | Other       | Total         |
|--|---------------------|----------------|-----------------------|------------------|--------------------|----------------------|--------------------|----------------------|-------------|---------------|
| <b>Housing/accommodation</b>                           | <b>80.2</b>         | <b>95.5</b>    | <b>72.9</b>           | <b>71.5</b>      | <b>71.6</b>        | <b>78.6</b>          | <b>83.7</b>        | <b>78.3</b>          | <b>62.5</b> | <b>84.7</b>   |
| SAAP/CAP accommodation                                 | 71.2                | 93.2           | 61.7                  | 66.6             | 46.6               | 63.0                 | 72.0               | 69.2                 | 46.7        | 78.7          |
| Assistance to obtain/maintain short-term accommodation | 16.1                | 11.5           | 14.3                  | 11.9             | 18.4               | 11.7                 | 19.2               | 16.6                 | 7.4         | 13.3          |
| Assistance to obtain/maintain independent housing      | 14.4                | 6.1            | 18.6                  | 13.2             | 29.1               | 35.1                 | 24.1               | 31.2                 | 20.3        | 14.0          |
| <b>Financial/employment</b>                            | <b>33.6</b>         | <b>20.2</b>    | <b>39.4</b>           | <b>30.3</b>      | <b>35.8</b>        | <b>43.9</b>          | <b>35.3</b>        | <b>45.9</b>          | <b>31.4</b> | <b>29.8</b>   |
| Assistance to obtain/maintain government payment       | 9.8                 | 2.9            | 12.4                  | 7.3              | 5.8                | 7.9                  | 5.1                | 16.7                 | 8.5         | 7.6           |
| Employment/training assistance                         | 8.3                 | 1.4            | 8.6                   | 2.1              | 3.9                | 2.5                  | 4.2                | 3.0                  | 4.7         | 3.5           |
| Financial assistance/material aid                      | 22.7                | 14.7           | 28.1                  | 24.8             | 29.2               | 39.1                 | 29.6               | 36.1                 | 23.3        | 22.3          |
| Financial counselling                                  | 8.2                 | 6.6            | 6.9                   | 5.8              | 5.6                | 14.8                 | 6.0                | 11.5                 | 4.7         | 7.5           |
| <b>Counselling</b>                                     | <b>34.9</b>         | <b>21.8</b>    | <b>50.4</b>           | <b>52.4</b>      | <b>25.3</b>        | <b>45.0</b>          | <b>41.7</b>        | <b>71.9</b>          | <b>43.6</b> | <b>38.5</b>   |
| Incest/sexual assault                                  | 1.4                 | 0.3            | 3.0                   | 3.1              | 0.3                | 1.9                  | 2.0                | 3.6                  | 1.6         | 1.6           |
| Domestic violence                                      | 1.3                 | 0.5            | 8.2                   | 25.5             | 3.2                | 9.4                  | 3.8                | 41.5                 | 9.8         | 10.8          |
| Family/relationship                                    | 11.4                | 3.2            | 18.6                  | 16.6             | 6.3                | 18.9                 | 12.4               | 29.9                 | 15.3        | 12.0          |
| Emotional/other  | 31.7                | 20.5           | 45.9                  | 48.2             | 22.1               | 41.3                 | 37.3               | 64.9                 | 41.7        | 35.3          |
| Assistance with problem gambling                       | 0.8                 | 1.4            | 0.2                   | 0.8              | 0.3                | 1.0                  | 1.1                | 0.4                  | 0.9         | 0.9           |
| <b>General support/advocacy</b>                        | <b>75.5</b>         | <b>66.8</b>    | <b>76.7</b>           | <b>73.7</b>      | <b>66.7</b>        | <b>67.4</b>          | <b>65.8</b>        | <b>79.1</b>          | <b>67.3</b> | <b>71.7</b>   |
| Living skills/personal development                     | 32.6                | 12.9           | 34.1                  | 11.3             | 8.0                | 10.2                 | 16.2               | 14.2                 | 17.2        | 17.8          |
| Assistance with legal issues/court support             | 8.2                 | 1.9            | 9.0                   | 15.9             | 3.6                | 8.9                  | 8.8                | 23.8                 | 5.3         | 8.6           |
| Advice/information                                     | 60.4                | 42.6           | 62.6                  | 56.4             | 52.5               | 57.5                 | 51.7               | 68.6                 | 56.2        | 53.2          |
| Retrieval/storage/removal of belongings                | 29.1                | 46.6           | 18.4                  | 22.4             | 12.4               | 11.7                 | 14.2               | 17.7                 | 16.6        | 32.7          |
| Advocacy/liaison on behalf of client                   | 30.8                | 11.4           | 39.6                  | 32.1             | 31.3               | 39.6                 | 31.0               | 48.5                 | 30.8        | 26.0          |
| Brokerage services                                     | 14.6                | 2.7            | 16.3                  | 6.9              | 29.7               | 18.6                 | 18.2               | 12.2                 | 10.3        | 8.4           |
| <b>Specialist services</b>                             | <b>20.9</b>         | <b>20.8</b>    | <b>26.5</b>           | <b>26.5</b>      | <b>14.2</b>        | <b>17.2</b>          | <b>20.8</b>        | <b>33.7</b>          | <b>19.1</b> | <b>23.9</b>   |
| Psychological services                                 | 1.2                 | 0.7            | 1.6                   | 1.4              | 0.5                | 1.2                  | 1.1                | 1.7                  | 1.6         | 1.1           |
| Psychiatric services                                   | 1.3                 | 2.2            | 0.9                   | 1.5              | 0.8                | 0.6                  | 0.6                | 1.3                  | 1.5         | 1.7           |
| Pregnancy support                                      | 0.1                 | —              | 3.1                   | 1.5              | 2.4                | 4.9                  | 1.0                | 4.6                  | 3.3         | 1.3           |
| Family planning support                                | 0.5                 | 0.1            | 1.9                   | 0.6              | 1.0                | 0.6                  | —                  | 2.3                  | 1.4         | 0.8           |
| Drug/alcohol support or intervention                   | 11.7                | 13.7           | 8.9                   | 7.7              | 6.9                | 4.9                  | 9.8                | 6.3                  | 4.2         | 10.8          |
| Physical disability services                           | 0.2                 | 0.2            | 0.1                   | 0.5              | —                  | 0.6                  | —                  | 0.3                  | —           | 0.3           |
| Intellectual disability services                       | 0.5                 | 0.1            | 0.4                   | 0.3              | —                  | 0.2                  | —                  | 0.4                  | 0.4         | 0.3           |
| Culturally appropriate support                         | 1.8                 | 0.6            | 5.3                   | 11.2             | 0.5                | 3.4                  | 2.7                | 14.8                 | 6.7         | 4.8           |
| Interpreter services                                   | 0.2                 | 0.2            | 0.7                   | 3.6              | —                  | 2.7                  | 1.4                | 4.2                  | 4.4         | 1.3           |
| Assistance with immigration issues                     | 0.3                 | 0.1            | 0.7                   | 1.7              | 0.6                | 0.8                  | —                  | 2.0                  | 2.5         | 0.7           |
| Health/medical services                                | 11.3                | 8.7            | 14.5                  | 7.3              | 5.9                | 7.9                  | 10.8               | 15.1                 | 3.7         | 10.4          |
| <b>Basic support and services n.e.s.</b>               | <b>75.8</b>         | <b>94.2</b>    | <b>66.6</b>           | <b>73.4</b>      | <b>53.7</b>        | <b>55.4</b>          | <b>66.5</b>        | <b>70.0</b>          | <b>53.7</b> | <b>81.2</b>   |
| Meals  | 66.1                | 86.1           | 52.9                  | 62.2             | 39.5               | 24.6                 | 50.3               | 50.4                 | 36.8        | 69.7          |
| Laundry/shower facilities                              | 61.5                | 90.3           | 48.4                  | 61.8             | 33.5               | 26.5                 | 49.9               | 51.5                 | 29.6        | 70.5          |
| Recreation   | 34.1                | 18.6           | 31.6                  | 17.3             | 7.8                | 15.0                 | 29.9               | 31.5                 | 30.5        | 23.8          |
| Transport  | 34.4                | 13.8           | 43.6                  | 28.3             | 23.8               | 35.9                 | 35.5               | 53.6                 | 36.1        | 28.2          |
| Other  | 10.4                | 22.0           | 8.7                   | 17.2             | 7.9                | 7.1                  | 5.5                | 7.8                  | 10.3        | 15.8          |
| <b>No services provided directly</b>                   | <b>2.1</b>          | <b>0.2</b>     | <b>2.3</b>            | <b>0.5</b>       | <b>0.5</b>         | <b>1.7</b>           | <b>1.5</b>         | <b>0.8</b>           | <b>1.7</b>  | <b>0.8</b>    |
| <b>Total (number)</b>                                  | <b>6,050</b>        | <b>20,600</b>  | <b>5,200</b>          | <b>5,600</b>     | <b>500</b>         | <b>600</b>           | <b>250</b>         | <b>6,750</b>         | <b>250</b>  | <b>45,800</b> |

*Notes*

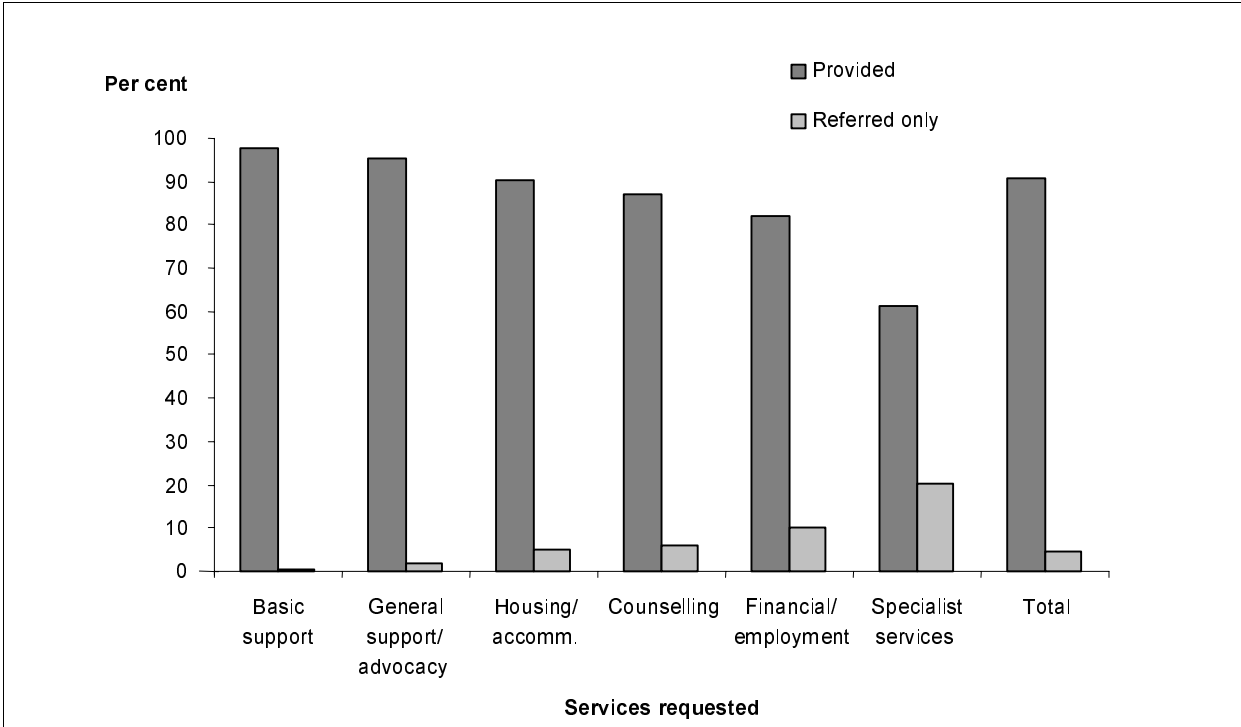
1. Number excluded due to errors and omissions (weighted): 2,135 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



# 7 Meeting the needs of clients

## 7.1 Key chart



Source: Table 7.1, Part b.

**Figure 7.1: Provision of services requested by clients, New South Wales, 2001-02 (per cent services requested in closed support periods)**

## 7.2 Tables

Table 7.1: SAAP services requested by clients in closed support periods, by provision, New South Wales, 2001–02

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

| Type of service  | Not provided                  |          |          | Provided      |                       |          | Total | Closed support periods (number) |
|--|-------------------------------|----------|----------|---------------|-----------------------|----------|-------|---------------------------------|
|  | Neither provided nor referred | Referred | Subtotal | Provided only | Provided and referred | Subtotal |       |                                 |
| <b>Housing/accommodation</b>                           |                               |          |          |               |                       |          |       |                                 |
| SAAP/CAP accommodation                                 | 1.0                           | 1.0      | 2.0      | 94.9          | 3.0                   | 97.9     | 100.0 | 34,300                          |
| Assistance to obtain/maintain short-term accommodation | 11.4                          | 10.1     | 21.5     | 64.5          | 14.0                  | 78.5     | 100.0 | 6,950                           |
| Assistance to obtain/maintain independent housing      | 16.6                          | 17.8     | 34.4     | 45.2          | 20.5                  | 65.7     | 100.0 | 7,600                           |
| <b>Financial/employment</b>                            |                               |          |          |               |                       |          |       |                                 |
| Assistance to obtain/maintain government payment       | 10.5                          | 14.5     | 25.0     | 48.2          | 26.8                  | 75.0     | 100.0 | 3,600                           |
| Employment/training assistance                         | 19.0                          | 27.1     | 46.1     | 34.1          | 19.7                  | 53.8     | 100.0 | 2,200                           |
| Financial assistance/material aid                      | 3.7                           | 5.0      | 8.7      | 80.7          | 10.6                  | 91.3     | 100.0 | 9,450                           |
| Financial counselling                                  | 11.0                          | 8.2      | 19.2     | 73.7          | 7.1                   | 80.8     | 100.0 | 3,350                           |
| <b>Counselling</b>                                     |                               |          |          |               |                       |          |       |                                 |
| Incest/sexual assault                                  | 17.9                          | 22.7     | 40.6     | 40.3          | 19.0                  | 59.3     | 100.0 | 1,050                           |
| Domestic violence                                      | 9.0                           | 7.2      | 16.2     | 70.6          | 13.1                  | 83.7     | 100.0 | 5,050                           |
| Family/relationship                                    | 10.7                          | 10.4     | 21.1     | 65.8          | 13.1                  | 78.9     | 100.0 | 5,600                           |
| Emotional/other  | 3.7                           | 1.7      | 5.4      | 88.0          | 6.7                   | 94.7     | 100.0 | 14,150                          |
| Assistance with problem gambling                       | 22.9                          | 15.1     | 38.0     | 43.1          | 18.9                  | 62.0     | 100.0 | 550                             |
| <b>General support/advocacy</b>                        |                               |          |          |               |                       |          |       |                                 |
| Living skills/personal development                     | 5.9                           | 1.9      | 7.8      | 88.8          | 3.5                   | 92.3     | 100.0 | 7,200                           |
| Assistance with legal issues/court support             | 7.7                           | 12.6     | 20.3     | 54.9          | 24.8                  | 79.7     | 100.0 | 4,100                           |
| Advice/information                                     | 1.2                           | 0.3      | 1.5      | 92.4          | 6.1                   | 98.5     | 100.0 | 21,750                          |
| Retrieval/storage/removal of belongings                | 1.4                           | 0.8      | 2.2      | 96.4          | 1.4                   | 97.8     | 100.0 | 13,900                          |
| Advocacy/liaison on behalf of client                   | 2.1                           | 1.2      | 3.3      | 88.1          | 8.6                   | 96.7     | 100.0 | 10,300                          |
| Brokerage services                                     | 2.4                           | 5.8      | 8.2      | 83.5          | 8.3                   | 91.8     | 100.0 | 3,350                           |
| <b>Specialist services</b>                             |                               |          |          |               |                       |          |       |                                 |
| Psychological services                                 | 34.4                          | 33.3     | 67.7     | 19.9          | 12.4                  | 32.3     | 100.0 | 1,300                           |
| Psychiatric services                                   | 22.7                          | 36.7     | 59.4     | 22.1          | 18.5                  | 40.6     | 100.0 | 1,600                           |
| Pregnancy support                                      | 13.0                          | 13.9     | 26.9     | 49.7          | 23.5                  | 73.2     | 100.0 | 600                             |
| Family planning support                                | 18.2                          | 20.0     | 38.2     | 40.0          | 21.8                  | 61.8     | 100.0 | 400                             |
| Drug/alcohol support or intervention                   | 28.4                          | 11.6     | 40.0     | 45.4          | 14.6                  | 60.0     | 100.0 | 6,950                           |
| Physical disability services                           | 16.6                          | 28.4     | 45.0     | 34.9          | 20.1                  | 55.0     | 100.0 | 200                             |
| Intellectual disability services                       | 28.8                          | 24.5     | 53.3     | 29.3          | 17.3                  | 46.6     | 100.0 | 200                             |
| Culturally appropriate support                         | 4.8                           | 6.4      | 11.2     | 74.1          | 14.7                  | 88.8     | 100.0 | 1,900                           |
| Interpreter services                                   | 3.2                           | 9.9      | 13.1     | 68.4          | 18.5                  | 86.9     | 100.0 | 550                             |
| Assistance with immigration issues                     | 7.9                           | 10.8     | 18.7     | 44.1          | 37.2                  | 81.3     | 100.0 | 300                             |
| Health/medical services                                | 8.0                           | 29.2     | 37.2     | 42.9          | 19.9                  | 62.8     | 100.0 | 6,100                           |
| <b>Basic support and services n.e.s.</b>               |                               |          |          |               |                       |          |       |                                 |
| Meals  | 1.5                           | 0.6      | 2.1      | 96.9          | 1.0                   | 97.9     | 100.0 | 30,350                          |
| Laundry/shower facilities                              | 1.0                           | 0.1      | 1.1      | 98.5          | 0.4                   | 98.9     | 100.0 | 30,350                          |
| Recreation   | 2.2                           | 0.3      | 2.5      | 95.9          | 1.5                   | 97.4     | 100.0 | 9,800                           |
| Transport  | 3.7                           | 2.2      | 5.9      | 92.1          | 2.1                   | 94.2     | 100.0 | 11,300                          |
| Other  | 1.2                           | 0.5      | 1.7      | 96.5          | 1.8                   | 98.3     | 100.0 | 6,600                           |

(continued)

**Table 7.1 (continued): SAAP services requested by clients in closed support periods, by provision, New South Wales, 2001-02**

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

| Broad type of service             | Not provided                  |               |               | Provided       |                       |                | Total        | Distinct services requested | Assoc. closed support periods |
|-----------------------------------|-------------------------------|---------------|---------------|----------------|-----------------------|----------------|--------------|-----------------------------|-------------------------------|
|                                   | Neither provided nor referred | Referred      | Sub-total     | Provided only  | Provided and referred | Sub-total      |              |                             |                               |
|                                   | % distinct services requested |               |               |                |                       |                |              | Number                      | Number                        |
| Housing/ accommodation            | 4.9                           | 4.9           | 9.8           | 82.8           | 7.3                   | 90.1           | 100.0        | 48,850                      | 36,950                        |
| Financial/ employment             | 8.2                           | 10.1          | 18.3          | 67.6           | 14.2                  | 81.8           | 100.0        | 18,600                      | 13,100                        |
| Counselling                       | 7.1                           | 5.8           | 12.9          | 77.1           | 10.0                  | 87.1           | 100.0        | 26,400                      | 16,050                        |
| General support/ advocacy         | 2.5                           | 1.9           | 4.4           | 89.1           | 6.5                   | 95.6           | 100.0        | 60,600                      | 29,600                        |
| Specialist services               | 18.1                          | 20.3          | 38.4          | 44.2           | 17.3                  | 61.5           | 100.0        | 20,150                      | 13,450                        |
| Basic support and services n.e.s. | 1.7                           | 0.6           | 2.3           | 96.7           | 1.0                   | 97.7           | 100.0        | 88,400                      | 34,450                        |
| <b>Total (%)</b>                  | <b>4.7</b>                    | <b>4.4</b>    | <b>9.1</b>    | <b>84.3</b>    | <b>6.5</b>            | <b>90.9</b>    | <b>100.0</b> | ..                          | ..                            |
| <b>Total (number)</b>             | <b>12,450</b>                 | <b>11,550</b> | <b>24,000</b> | <b>221,800</b> | <b>17,200</b>         | <b>239,000</b> | ..           | <b>263,000</b>              | <b>42,050</b>                 |

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,159 closed support periods (including cases with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP services requested by the client in closed support periods that were neither provided nor referred: broad type of service by client group, New South Wales, 2001-02**

|  | Male alone           | Female alone | Couple no children | Couple with children | Male with children | Female with children | Other        | Total        |               |
|--|----------------------|--------------|--------------------|----------------------|--------------------|----------------------|--------------|--------------|---------------|
| <b>Broad type of service</b>                           | <b>% unmet needs</b> |              |                    |                      |                    |                      |              | <b>%</b>     | <b>Number</b> |
| Housing/accommodation                                  | 19.1                 | 18.2         | 28.9               | 20.7                 | 19.6               | 22.2                 | 23.3         | 19.4         | 2,350         |
| Financial/employment                                   | 11.6                 | 12.7         | 14.4               | 16.5                 | 8.7                | 11.9                 | 29.1         | 12.1         | 1,450         |
| Counselling  | 8.9                  | 21.0         | 16.9               | 25.6                 | 21.7               | 24.6                 | 12.8         | 15.1         | 1,850         |
| General support/advocacy                               | 8.8                  | 15.3         | 19.3               | 11.6                 | 17.4               | 16.0                 | 15.1         | 12.0         | 1,450         |
| Specialist services                                    | 38.3                 | 20.9         | 13.3               | 21.5                 | 19.6               | 17.6                 | 12.8         | 29.5         | 3,600         |
| Basic support and services n.e.s.                      | 13.3                 | 12.0         | 7.2                | 4.1                  | 13.0               | 7.9                  | 7.0          | 11.9         | 1,450         |
| <i>Total</i>   | <i>100.0</i>         | <i>100.0</i> | <i>100.0</i>       | <i>100.0</i>         | <i>100.0</i>       | <i>100.0</i>         | <i>100.0</i> | <i>100.0</i> | <i>12,150</i> |
| <b>Summary totals</b>                                  |                      |              |                    |                      |                    |                      |              |              |               |
| Total unmet needs (%)                                  | 53.1                 | 28.3         | 0.7                | 1.1                  | 0.4                | 15.7                 | 0.8          | 100.0        | ..            |
| Total unmet needs (number)                             | 6,450                | 3,450        | 100                | 150                  | 50                 | 1,900                | 100          | ..           | 12,150        |
| Total closed support periods with unmet needs (%)      |                      |              |                    |                      |                    |                      |              |              |               |
| Total closed support periods with unmet needs (%)      | 59.0                 | 24.4         | 0.8                | 0.9                  | 0.4                | 14.0                 | 0.5          | 100.0        | ..            |
| Total closed support periods with unmet needs (number) |                      |              |                    |                      |                    |                      |              |              |               |
| Total closed support periods with unmet needs (number) | 3,650                | 1,500        | 50                 | 50                   | 50                 | 850                  | 50           | ..           | 6,200         |
| Total closed support periods (%)                       |                      |              |                    |                      |                    |                      |              |              |               |
| Total closed support periods (%)                       | 59.3                 | 23.4         | 1.0                | 1.1                  | 0.6                | 14.2                 | 0.5          | 100.0        | ..            |
| Total closed support periods (number)                  |                      |              |                    |                      |                    |                      |              |              |               |
| Total closed support periods (number)                  | 24,600               | 9,700        | 450                | 450                  | 250                | 5,900                | 200          | ..           | 41,500        |

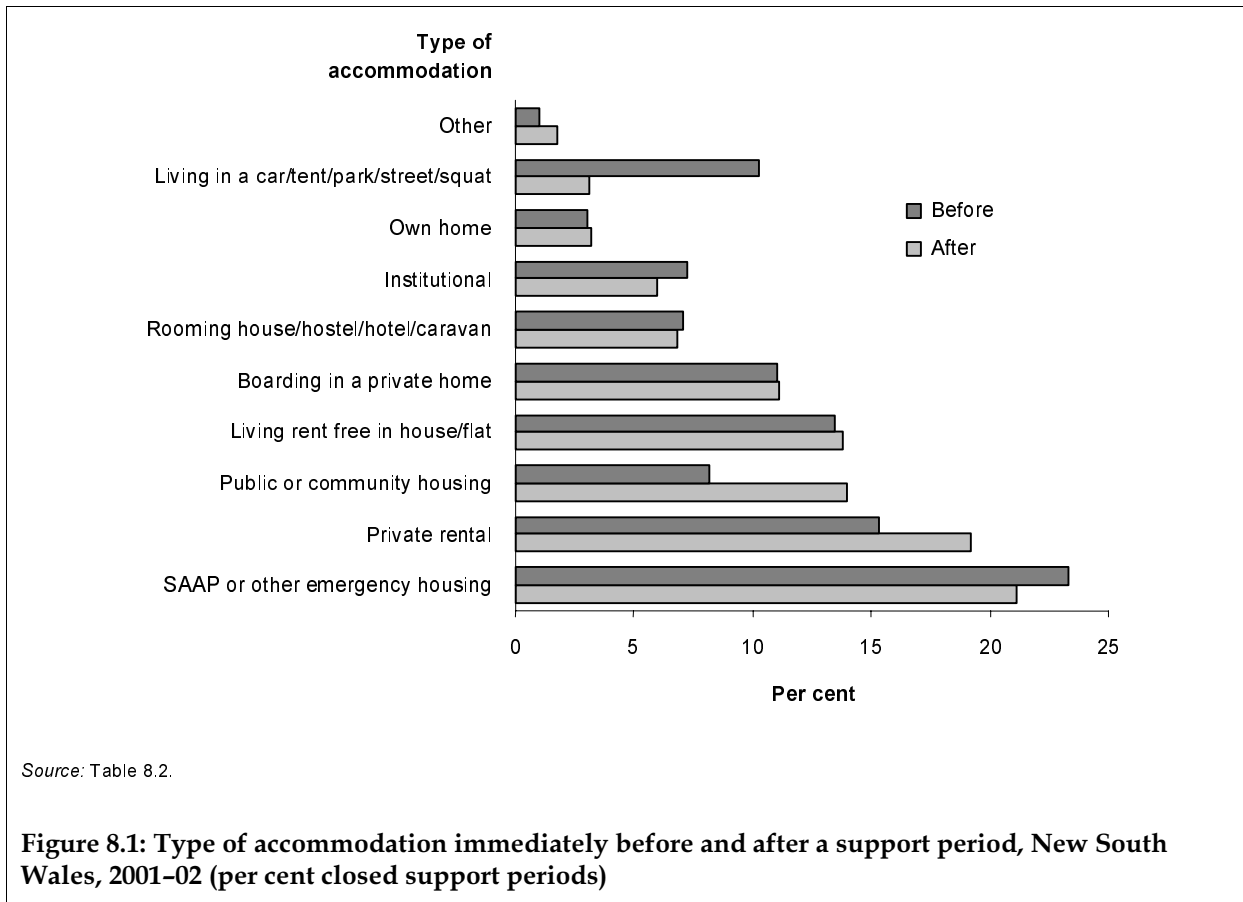
*Notes*

1. Number excluded due to errors and omissions (weighted): 287 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 112 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 1,870 closed support periods (including cases with no information on service requirements or provision).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

# 8 Circumstances of clients before and after support

## 8.1 Key chart



## 8.2 Tables

**Table 8.1: SAAP closed support periods: source of income immediately before and after a support period, New South Wales, 2001–02 (per cent)**

| Source of income                      | Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit |              | All closed support periods |               |
|---------------------------------------|---|--------------|----------------------------|---------------|
|                                       | Before  | After        | Before                     | After         |
| No income                             | 23.3  | 6.9          | 10.5                       | 7.3           |
| No income, awaiting pension/benefit   | 4.0   | 4.5          | 1.5                        | 1.2           |
| Government pension/benefit            | 65.5  | 82.2         | 81.3                       | 83.9          |
| Other                                 | 7.1   | 6.4          | 6.7                        | 7.6           |
| <i>Total</i>                          | <i>100.0</i>  | <i>100.0</i> | <i>100.0</i>               | <i>100.0</i>  |
| <i>Total (number with valid data)</i> | <i>3,400</i>  | <i>3,100</i> | <i>27,000</i>              | <i>23,550</i> |
| Number with missing data              | 200   | 550          | 3,950                      | 7,400         |
| <b>Total (number)</b>                 | <b>3,650</b>  | <b>3,650</b> | <b>30,950</b>              | <b>30,950</b> |

*Notes*

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

Source: SAAP Client Collection.

**Table 8.2: SAAP closed support periods: type of accommodation immediately before and after a support period, New South Wales, 2001-02 (per cent)**

| Type of accommodation                  | Closed support periods in which clients needed assistance to obtain/maintain independent housing |              | All closed support periods |               |
|--|--|--------------|----------------------------|---------------|
|  | Before   | After        | Before                     | After         |
| SAAP or other emergency housing        | 24.5   | 17.4         | 23.3                       | 21.1          |
| Living rent-free in house/flat         | 11.7   | 8.6          | 13.5                       | 13.8          |
| Private rental                         | 17.9   | 27.6         | 15.3                       | 19.2          |
| Public or community housing            | 7.9  | 19.6         | 8.2                        | 14.0          |
| Rooming house/hostel/hotel/caravan     | 7.4  | 7.9          | 7.1                        | 6.8           |
| Boarding in a private home             | 15.3   | 12.3         | 11.0                       | 11.1          |
| Own home                               | 2.0  | 1.0          | 3.0                        | 3.2           |
| Living in a car/tent/park/street/squat | 6.7  | 1.2          | 10.3                       | 3.1           |
| Institutional                          | 5.7  | 2.9          | 7.2                        | 6.0           |
| Other                                  | 1.0  | 1.5          | 1.0                        | 1.8           |
| <i>Total</i>                           | <i>100.0</i>   | <i>100.0</i> | <i>100.0</i>               | <i>100.0</i>  |
| <i>Total (number with valid data)</i>  | <i>7,000</i>   | <i>5,500</i> | <i>26,600</i>              | <i>18,300</i> |
| Number with missing data               | 450  | 2,000        | 4,350                      | 12,650        |
| <b>Total (number)</b>                  | <b>7,450</b>   | <b>7,450</b> | <b>30,950</b>              | <b>30,950</b> |

*Notes*

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

Source: SAAP Client Collection.

**Table 8.3: SAAP closed support periods: living situation immediately before and after a support period, New South Wales, 2001–02 (per cent)**

| Living situation                          | Before        | After         |
|---|---------------|---------------|
| With parent(s)                            | 11.6          | 9.9           |
| With foster family                        | 0.7           | 0.7           |
| With relatives/friends short-term         | 15.1          | 12.9          |
| With relatives/friends long-term          | 3.6           | 5.7           |
| With spouse/partner with/without children | 18.8          | 12.9          |
| Alone with children                       | 8.3           | 17.0          |
| Alone                                     | 20.4          | 20.7          |
| With other unrelated persons              | 20.4          | 18.9          |
| Other                                     | 1.1           | 1.2           |
| <i>Total</i>                              | <i>100.0</i>  | <i>100.0</i>  |
| <i>Total (number with valid data)</i>     | <i>26,500</i> | <i>19,100</i> |
| Number with missing data                  | 4,450         | 11,850        |
| <b>Total (number)</b>                     | <b>30,950</b> | <b>30,950</b> |

*Notes*

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

Source: SAAP Client Collection.

**Table 8.4: SAAP closed support periods: employment status immediately before and after a support period, New South Wales, 2001–02 (per cent)**

| Employment status              | Closed support periods in which clients needed assistance in employment and training |              | All closed support periods |               |
|--------------------------------|--|--------------|----------------------------|---------------|
|                                | Before   | After        | Before                     | After         |
| Employed full-time             | 1.9  | 8.3          | 2.8                        | 3.8           |
| Employed part-time/casual      | 6.9  | 13.6         | 5.4                        | 6.3           |
| Unemployed (looking for work)  | 51.2   | 41.4         | 33.1                       | 30.3          |
| Not in labour force            | 40.0   | 36.7         | 58.8                       | 59.6          |
| <i>Total</i>                   | <i>100.0</i>   | <i>100.0</i> | <i>100.0</i>               | <i>100.0</i>  |
| <i>Total (with valid data)</i> | <i>2,150</i>   | <i>1,800</i> | <i>26,750</i>              | <i>22,650</i> |
| Number with missing data       | 100  | 400          | 4,250                      | 8,300         |
| <b>Total (number)</b>          | <b>2,250</b>   | <b>2,250</b> | <b>30,950</b>              | <b>30,950</b> |

*Notes*

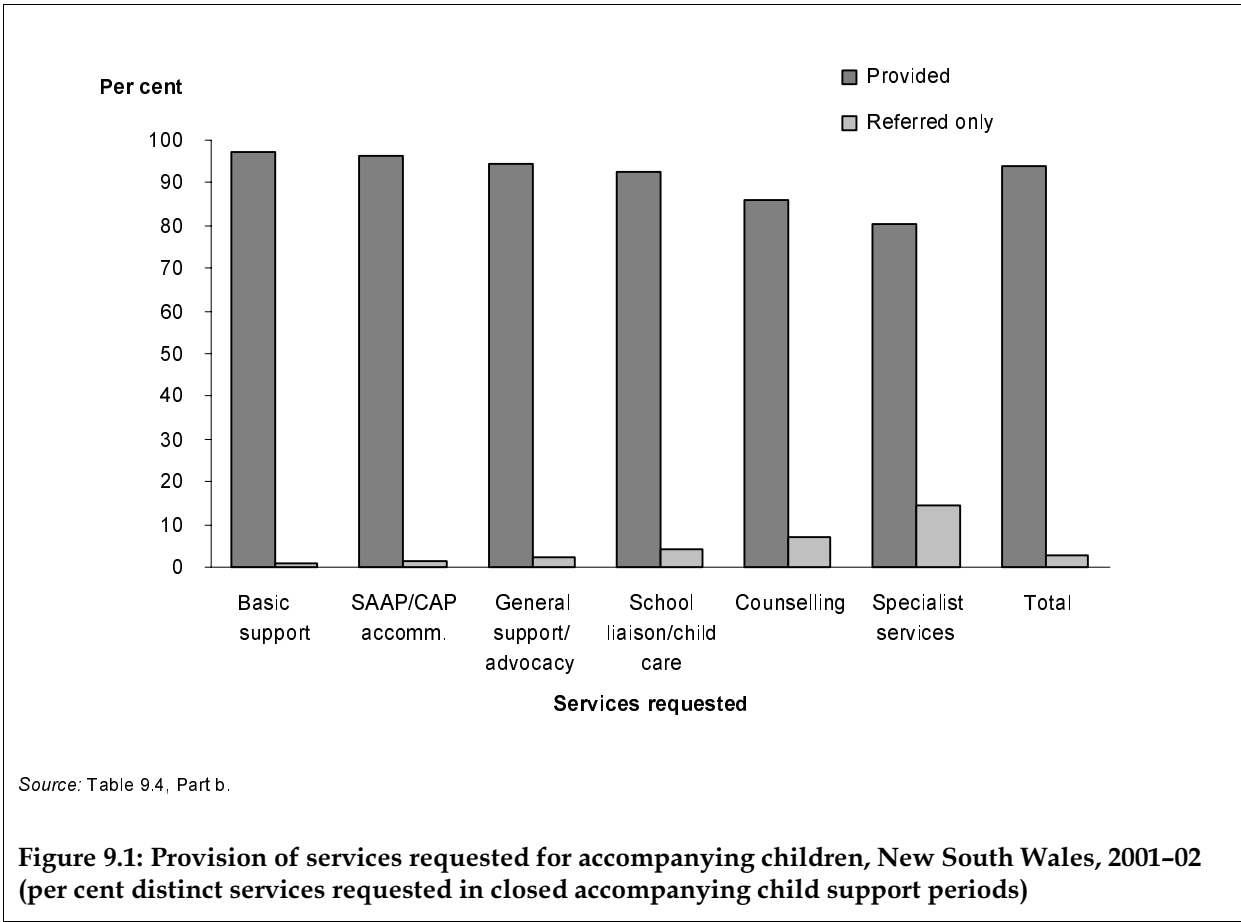
1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



# 9 Support to accompanying children

## 9.1 Key chart



## 9.2 Tables

**Table 9.1: Accompanying children and accompanying child support periods, by age and gender of child, New South Wales, 2001–02**

| Age           | Accompanying children |               | Accompanying child support periods |               |
|---------------|-----------------------|---------------|------------------------------------|---------------|
|               | %                     | Number        | %                                  | Number        |
| 0–4 years     | 49.3                  | 5,050         | 48.9                               | 6,250         |
| 5–12 years    | 41.7                  | 4,300         | 40.9                               | 5,200         |
| 13–15 years   | 7.4                   | 750           | 7.4                                | 950           |
| 16–17 years   | 1.7                   | 150           | 2.8                                | 350           |
| <b>Total</b>  | <b>100.0</b>          | <b>10,300</b> | <b>100.0</b>                       | <b>12,750</b> |
| <b>Gender</b> |                       |               |                                    |               |
| Male          | 50.1                  | 5,150         | 50.0                               | 6,300         |
| Female        | 49.9                  | 5,150         | 50.0                               | 6,300         |
| <b>Total</b>  | <b>100.0</b>          | <b>10,300</b> | <b>100.0</b>                       | <b>12,550</b> |

*Notes*

1. Number excluded due to errors and omissions in age (weighted): 14 accompanying children.
2. Number excluded due to errors and omissions in gender (weighted): 19 accompanying children.
3. Number excluded due to errors and omissions in age (weighted): 348 accompanying child support periods.
4. Number excluded due to errors and omissions in gender (weighted): 529 accompanying child support periods.
5. Table excludes high-volume records because not all items were included on the high-volume form.
6. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
7. Accompanying child support period figures have been weighted to adjust for agency non-participation

Source: SAAP Client Collection.

**Table 9.2: Accompanying children, birthplace of child, New South Wales, 2001–02**

| Birthplace  | Per cent     | Number       |
|---|--------------|--------------|
| Australia   | 96.0         | 9,550        |
| Oceania (excluding Australia)   | 1.7          | 150          |
| Europe and the former Soviet Union                                    | 0.5          | 50           |
| South-East, North-East and Southern Asia                              | 1.1          | 100          |
| Other (including the Middle East, Africa, the Americas and Caribbean) | 0.9          | 100          |
| <b>Total</b>  | <b>100.0</b> | <b>9,950</b> |

*Notes*

1. Number excluded due to errors and omissions in birthplace (weighted): 342 children.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 9.3: Accompanying child support periods: services provided to accompanying children, by client group, New South Wales, 2001–02**

| Type of service  | Couple with children | Male with children | Female with children | Other with children | Total        |               |
|--|----------------------|--------------------|----------------------|---------------------|--------------|---------------|
| <b>Accompanying child support periods</b>  | (%)                  |                    |                      |                     | %            | <b>Number</b> |
| <b>Accommodation</b>   | <b>68.0</b>          | <b>72.5</b>        | <b>73.5</b>          | <b>65.4</b>         | <b>73.2</b>  | <b>7,700</b>  |
| SAAP/CAP accommodation   | 68.0                 | 72.5               | 73.5                 | 65.4                | 73.2         | 7,700         |
| <b>School liaison/child care</b>   | <b>25.8</b>          | <b>30.5</b>        | <b>46.3</b>          | <b>30.8</b>         | <b>44.8</b>  | <b>4,700</b>  |
| School liaison   | 13.1                 | 15.9               | 17.0                 | —                   | 16.8         | 1,750         |
| Child care   | 13.9                 | 16.7               | 39.1                 | 30.8                | 37.3         | 3,900         |
| <b>Counselling</b>   | <b>19.1</b>          | <b>18.5</b>        | <b>31.6</b>          | <b>42.3</b>         | <b>30.7</b>  | <b>3,250</b>  |
| Help with behavioural problems   | 3.6                  | 5.2                | 12.8                 | 15.4                | 12.2         | 1,300         |
| Sexual/physical abuse counselling/support  | 1.2                  | 1.7                | 4.1                  | —                   | 3.9          | 400           |
| Skills education   | 2.4                  | 3.0                | 6.2                  | —                   | 5.9          | 600           |
| General counselling/support  | 15.7                 | 13.7               | 24.1                 | 42.3                | 23.5         | 2,450         |
| <b>General support/advocacy</b>  | <b>41.6</b>          | <b>34.3</b>        | <b>36.5</b>          | <b>42.3</b>         | <b>36.7</b>  | <b>3,850</b>  |
| Access arrangements  | 2.2                  | 1.3                | 3.6                  | 3.8                 | 3.4          | 350           |
| Advice/information   | 18.9                 | 20.2               | 22.3                 | 42.3                | 22.1         | 2,300         |
| Brokerage services   | 16.3                 | 12.0               | 6.3                  | 19.2                | 6.9          | 750           |
| Advocacy   | 20.3                 | 7.7                | 21.7                 | 3.8                 | 21.3         | 2,250         |
| <b>Specialist services</b>   | <b>15.1</b>          | <b>13.7</b>        | <b>22.1</b>          | <b>7.7</b>          | <b>21.5</b>  | <b>2,250</b>  |
| Culturally sensitive services  | 3.2                  | 2.6                | 13.2                 | 3.8                 | 12.4         | 1,300         |
| Health/medical services  | 12.5                 | 12.0               | 12.0                 | 3.8                 | 12.0         | 1,250         |
| <b>Basic support and other services n.e.s.</b>   | <b>57.3</b>          | <b>67.4</b>        | <b>76.8</b>          | <b>65.4</b>         | <b>75.5</b>  | <b>7,950</b>  |
| Meals  | 23.7                 | 45.5               | 58.5                 | 53.8                | 56.4         | 5,950         |
| Showers/hygiene  | 22.7                 | 40.8               | 52.4                 | 57.7                | 50.6         | 5,300         |
| Recreation   | 21.1                 | 33.5               | 43.0                 | 38.5                | 41.7         | 4,400         |
| Transport  | 35.2                 | 39.1               | 53.1                 | 42.3                | 51.9         | 5,450         |
| Other  | 14.3                 | 8.2                | 10.3                 | 7.7                 | 10.4         | 1,100         |
| <b>No services provided directly by agency</b>   | <b>3.2</b>           | <b>3.4</b>         | <b>2.9</b>           | <b>3.8</b>          | <b>2.9</b>   | <b>300</b>    |
| <b>Total accompanying child support periods (%)</b>  | <b>5.0</b>           | <b>2.4</b>         | <b>92.3</b>          | <b>0.3</b>          | <b>100.0</b> | <b>..</b>     |
| <b>Total accompanying child support periods (number)</b>   | <b>550</b>           | <b>250</b>         | <b>9,700</b>         | <b>50</b>           | <b>..</b>    | <b>10,500</b> |
| <b>Support periods for SAAP clients with accompanying children requiring assistance</b>              |                      |                    |                      |                     |              |               |
| Total support periods (%)  | 4.3                  | 2.4                | 93.0                 | 0.3                 | 100.0        | ..            |
| Total support periods (number)   | 250                  | 150                | 5,000                | <25                 | ..           | 5,350         |
| Mean number of accompanying child support periods in which accompanying children required assistance | 2.31                 | 1.93               | 1.95                 | 1.86                | ..           | 1.96          |

*Notes*

- Number excluded due to errors and omissions (weighted): 2,584 accompanying child support periods (including cases with no information on service requirements or provision).
- Number excluded due to errors and omissions (weighted): 83 support periods.
- Table excludes high-volume records because not all items were included on the high-volume form.
- Accompanying children were able to receive multiple services, so percentages do not total 100.
- An accompanying child may be counted in more than one support period, so the total number of accompanying child support periods does not equal the actual number of accompanying children requiring assistance.
- Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
- Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 9.4: SAAP services requested for accompanying children in closed support periods, by provision, New South Wales, 2001-02**

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

| Type of service                                | Not provided                  |          |           | Provided      |                       |           | Total | Closed accompanying child support periods (number) |
|--|-------------------------------|----------|-----------|---------------|-----------------------|-----------|-------|--|
|  | Neither provided nor referred | Referred | Sub-total | Provided only | Provided and referred | Sub-total |       |  |
| <b>Accommodation</b>                           |                               |          |           |               |                       |           |       |  |
| SAAP/CAP accommodation                         | 2.4                           | 1.4      | 3.8       | 92.3          | 3.9                   | 96.2      | 100.0 | 6,800  |
| <b>School liaison/child care</b>               |                               |          |           |               |                       |           |       |  |
| School liaison                                 | 3.9                           | 4.0      | 7.9       | 72.1          | 20.0                  | 92.1      | 100.0 | 1,500  |
| Child care                                     | 2.8                           | 4.2      | 7.0       | 87.4          | 5.6                   | 93.0      | 100.0 | 3,600  |
| <b>Counselling</b>                             |                               |          |           |               |                       |           |       |  |
| Help with behavioural problems                 | 9.6                           | 8.8      | 18.4      | 63.7          | 17.9                  | 81.6      | 100.0 | 1,300  |
| Sexual/physical abuse counselling/support      | 12.1                          | 17.0     | 29.1      | 44.1          | 26.8                  | 70.9      | 100.0 | 500  |
| Skills education                               | 6.4                           | 5.1      | 11.5      | 74.9          | 13.6                  | 88.5      | 100.0 | 600  |
| General counselling/support                    | 4.1                           | 4.2      | 8.3       | 82.2          | 9.4                   | 91.6      | 100.0 | 2,250  |
| <b>General support/advocacy</b>                |                               |          |           |               |                       |           |       |  |
| Access arrangements                            | 9.0                           | 14.4     | 23.4      | 58.0          | 18.5                  | 76.5      | 100.0 | 400  |
| Advice/information                             | 3.1                           | 1.2      | 4.3       | 84.5          | 11.1                  | 95.6      | 100.0 | 2,050  |
| Brokerage services                             | 3.8                           | 2.7      | 6.5       | 83.8          | 9.8                   | 93.6      | 100.0 | 650  |
| Advocacy                                       | 2.3                           | 1.0      | 3.3       | 81.2          | 15.6                  | 96.8      | 100.0 | 1,950  |
| <b>Specialist services</b>                     |                               |          |           |               |                       |           |       |  |
| Culturally sensitive services                  | 3.5                           | 2.1      | 5.6       | 86.6          | 7.8                   | 94.4      | 100.0 | 1,150  |
| Health/medical services                        | 6.0                           | 25.4     | 31.4      | 41.6          | 27.0                  | 68.6      | 100.0 | 1,400  |
| <b>Basic support and other services n.e.s.</b> |                               |          |           |               |                       |           |       |  |
| Meals  | 2.0                           | 0.5      | 2.5       | 95.4          | 2.1                   | 97.5      | 100.0 | 5,350  |
| Showers/hygiene                                | 1.9                           | 0.1      | 2.0       | 97.2          | 0.8                   | 98.0      | 100.0 | 4,750  |
| Recreation                                     | 2.2                           | 0.8      | 3.0       | 94.7          | 2.3                   | 97.0      | 100.0 | 3,750  |
| Transport                                      | 1.9                           | 0.3      | 2.2       | 95.8          | 2.0                   | 97.8      | 100.0 | 4,650  |
| Other  | 2.1                           | 6.9      | 9.0       | 81.1          | 10.0                  | 91.1      | 100.0 | 750  |
| Further other                                  | 1.8                           | 10.6     | 12.4      | 51.2          | 36.4                  | 87.6      | 100.0 | 250  |

(continued)

**Table 9.4 (continued): SAAP services requested for accompanying children in closed support periods, by provision, New South Wales, 2001-02**

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

| Broad type of service             | Not provided                  |              |              | Provided      |                       |               | Total        | Distinct services requested | Assoc. closed accompanying child support periods |
|-----------------------------------|-------------------------------|--------------|--------------|---------------|-----------------------|---------------|--------------|-----------------------------|--|
|                                   | Neither provided nor referred | Referred     | Sub-total    | Provided only | Provided and referred | Sub-total     |              |                             |  |
|                                   | % distinct services requested |              |              |               |                       |               |              | Number                      | Number   |
| Accommodation                     | 2.4                           | 1.4          | 3.8          | 92.3          | 3.9                   | 96.2          | 100.0        | 6,800                       | 6,800  |
| School liaison/ child care        | 3.1                           | 4.2          | 7.3          | 82.9          | 9.8                   | 92.7          | 100.0        | 5,050                       | 4,200  |
| Counselling                       | 6.8                           | 7.0          | 13.8         | 71.9          | 14.3                  | 86.2          | 100.0        | 4,600                       | 3,000  |
| General support/ advocacy         | 3.3                           | 2.4          | 5.7          | 81.1          | 13.2                  | 94.3          | 100.0        | 5,050                       | 3,450  |
| Specialist services               | 4.9                           | 14.7         | 19.6         | 62.2          | 18.2                  | 80.4          | 100.0        | 2,550                       | 2,200  |
| Basic support and services n.e.s. | 2.0                           | 0.8          | 2.8          | 94.7          | 2.5                   | 97.2          | 100.0        | 19,450                      | 6,950  |
| <b>Total (%)</b>                  | <b>3.0</b>                    | <b>2.9</b>   | <b>6.0</b>   | <b>87.1</b>   | <b>7.0</b>            | <b>94.0</b>   | <b>100.0</b> | ..                          | ..   |
| <b>Total (number)</b>             | <b>1,300</b>                  | <b>1,300</b> | <b>2,600</b> | <b>37,900</b> | <b>3,050</b>          | <b>40,950</b> | ..           | <b>43,500</b>               | <b>8,950</b>                                     |

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,229 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 9.5: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, New South Wales, 2001-02**

|   | Couple with children | Male with children   | Female with children | Other with children | Total        |               |
|---|----------------------|----------------------|----------------------|---------------------|--------------|---------------|
| <b>Broad type of service</b>  |                      | <b>% unmet needs</b> |                      |                     | <b>%</b>     | <b>Number</b> |
| Accommodation   | 6.1                  | 20.7                 | 12.3                 | 50.0                | 12.3         | 150           |
| School liaison/child care   | 14.3                 | 17.2                 | 11.6                 | —                   | 11.9         | 150           |
| Counselling   | 20.4                 | 17.2                 | 23.9                 | —                   | 23.6         | 300           |
| General support/advocacy  | 36.7                 | 6.9                  | 12.1                 | —                   | 12.9         | 150           |
| Specialist services   | 4.1                  | 3.4                  | 9.6                  | 50.0                | 9.3          | 100           |
| Basic support and services n.e.s.   | 18.4                 | 34.5                 | 30.5                 | —                   | 30.1         | 400           |
| <i>Total</i>  | <i>100.0</i>         | <i>100.0</i>         | <i>100.0</i>         | <i>100.0</i>        | <i>100.0</i> | <i>1,300</i>  |
| <b>Summary totals</b>   |                      |                      |                      |                     |              |               |
| Total unmet needs (%)   | 4.0                  | 2.4                  | 93.4                 | 0.2                 | 100.0        | ..            |
| Total unmet needs (number)  | 50                   | 50                   | 1,200                | <25                 | ..           | 1,300         |
| Total closed accompanying child support periods with unmet needs (%)                  |                      |                      |                      |                     |              |               |
|   | 4.1                  | 3.8                  | 91.8                 | 0.3                 | 100.0        | ..            |
| Total closed accompanying child support periods with unmet needs (number)             |                      |                      |                      |                     |              |               |
|   | 50                   | <25                  | 600                  | <25                 | ..           | 650           |
| Total closed accompanying child support periods (%)                                   |                      |                      |                      |                     |              |               |
|   | 4.3                  | 2.3                  | 93.1                 | 0.3                 | 100.0        | ..            |
| Total closed accompanying child support periods (number)                              |                      |                      |                      |                     |              |               |
|   | 400                  | 200                  | 8,500                | 50                  | ..           | 9,100         |
| Total closed support periods with accompanying children with unmet needs (%)          |                      |                      |                      |                     |              |               |
|   | 3.9                  | 2.9                  | 92.7                 | 0.5                 | 100.0        | ..            |
| Total closed support periods with accompanying children with unmet needs (number)     |                      |                      |                      |                     |              |               |
|   | <25                  | <25                  | 400                  | <25                 | ..           | 450           |
| Total closed support periods with accompanying children requiring assistance (%)      |                      |                      |                      |                     |              |               |
|   | 3.7                  | 2.4                  | 93.6                 | 0.3                 | 100.0        | ..            |
| Total closed support periods with accompanying children requiring assistance (number) |                      |                      |                      |                     |              |               |
|   | 150                  | 100                  | 4,400                | <25                 | ..           | 4,700         |

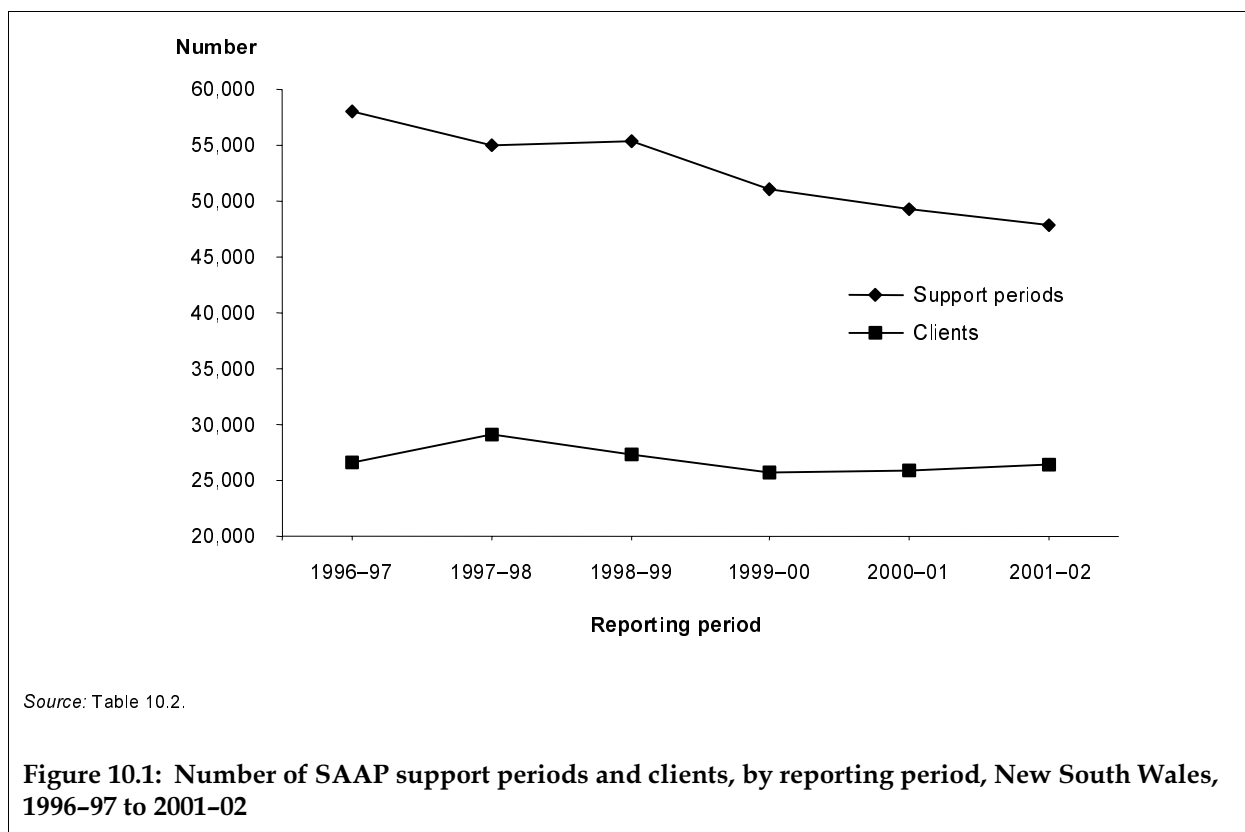
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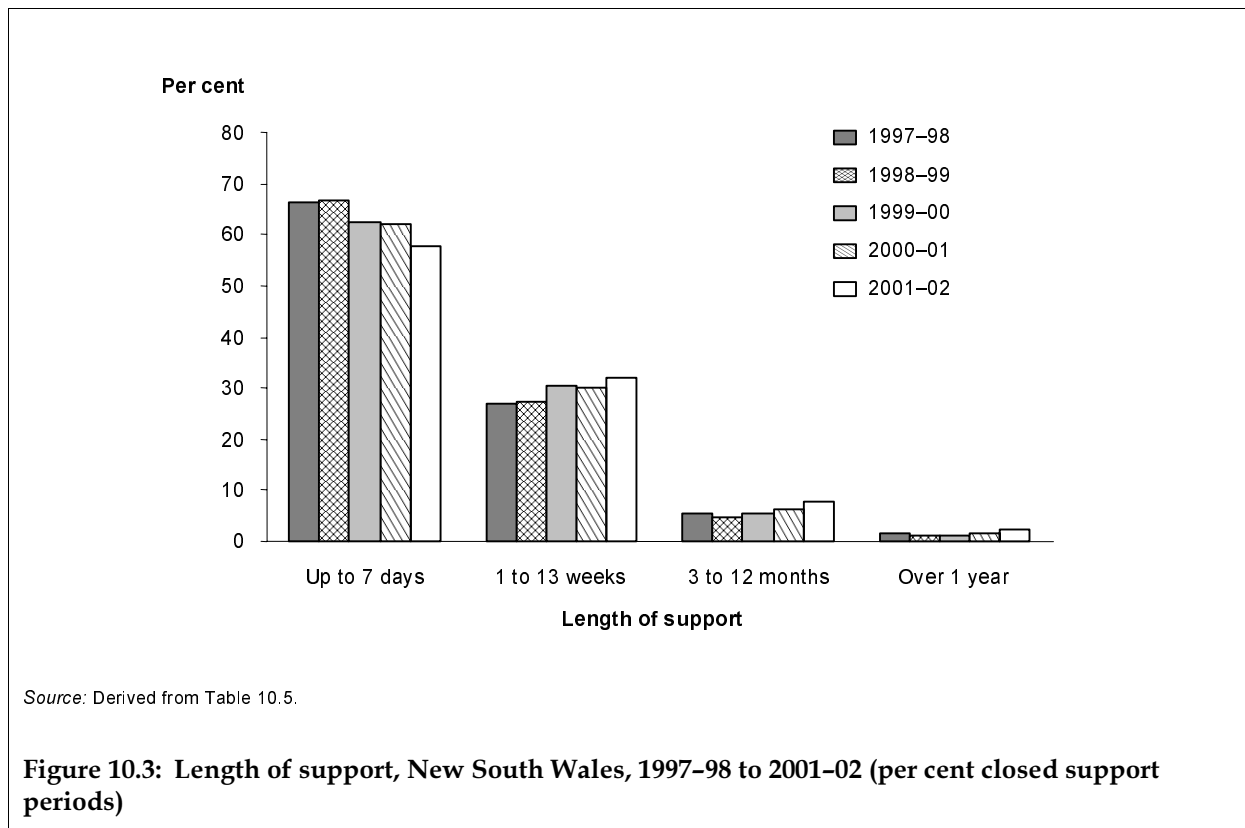
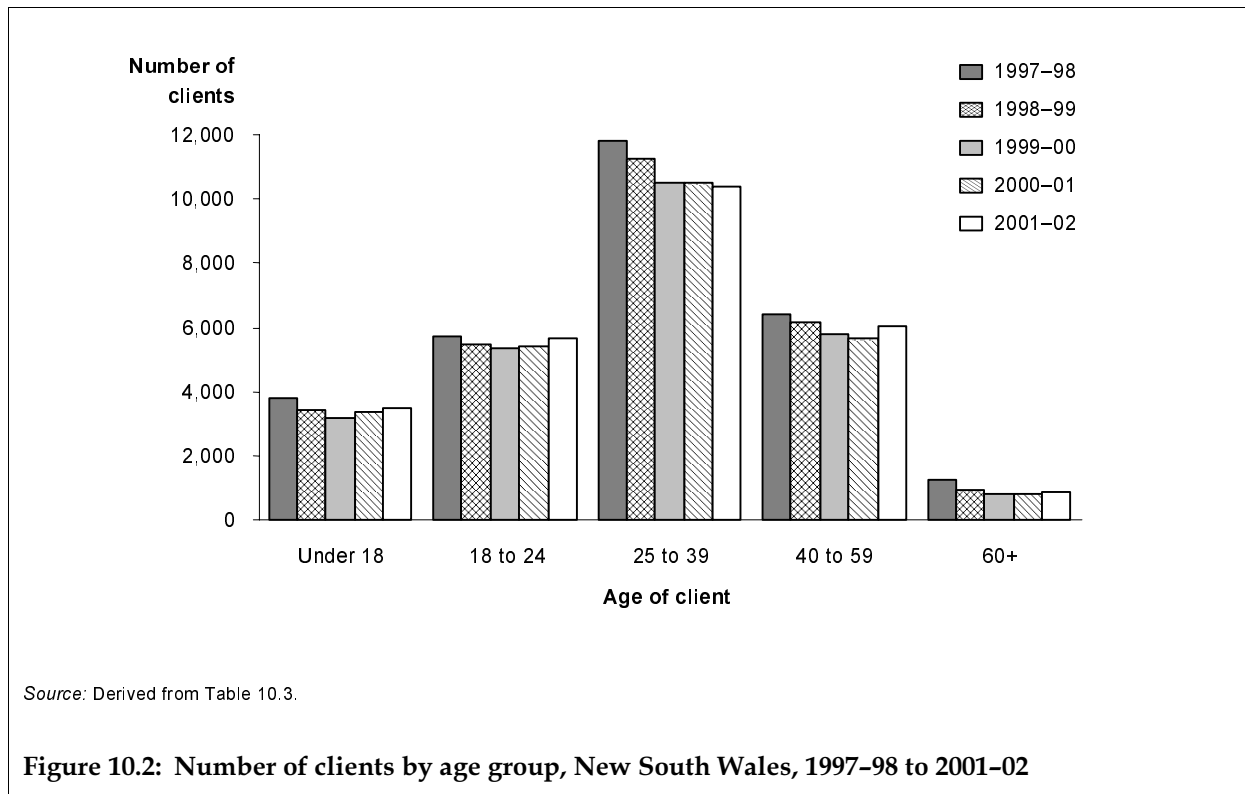
1. Number excluded due to errors and omissions (weighted): 29 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 15 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 2,061 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 9 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 51 closed support periods with accompanying children requiring assistance.
6. Table excludes high-volume records because not all items were included on the high-volume form.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

# 10 Support from 1996–97 to 2001–02

## 10.1 Key charts







## 10.2 Tables

**Table 10.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2001-02 dollars, by reporting period, New South Wales, 1996-97 to 2001-02**

| Reporting period           | Total recurrent funding | Funding to agencies | Funding per support period | Funding per client |
|----------------------------|-------------------------|---------------------|----------------------------|--------------------|
| <b>Current \$</b>          |                         |                     |                            |                    |
| 1996-97                    | 80,112,000              | 72,679,000          | 1,250                      | 2,730              |
| 1997-98                    | 81,554,000              | 78,829,000          | 1,430                      | 2,710              |
| 1998-99                    | 81,528,000              | 78,320,000          | 1,410                      | 2,870              |
| 1999-00                    | 84,905,000              | 80,398,000          | 1,570                      | 3,120              |
| 2000-01                    | 91,853,000              | 84,561,000          | 1,720                      | 3,270              |
| 2001-02                    | 94,517,000              | 88,184,000          | 1,840                      | 3,330              |
| <b>Constant 2001-02 \$</b> |                         |                     |                            |                    |
| 1996-97                    | 91,710,000              | 83,200,000          | 1,440                      | 3,120              |
| 1997-98                    | 91,826,000              | 88,758,000          | 1,610                      | 3,050              |
| 1998-99                    | 90,022,000              | 86,480,000          | 1,560                      | 3,170              |
| 1999-00                    | 90,448,000              | 85,647,000          | 1,670                      | 3,320              |
| 2000-01                    | 94,425,000              | 86,929,000          | 1,760                      | 3,360              |
| 2001-02                    | 94,517,000              | 88,184,000          | 1,840                      | 3,330              |

*Notes*

1. Funding per support period and funding per client are based on recurrent allocations to agencies.
2. 'Total recurrent funding' for 1999-00 and 2000-01 includes relatively small amounts provided through the Partnerships Against Domestic Violence Program (Table 2.1; AIHW 2001a: Table 2.1; AIHW 2001b: Table 2.1).
3. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000, 2001a, 2001b; ABS 2002; FaCS unpublished data.

**Table 10.2: SAAP support periods and clients, by reporting period, New South Wales, 1996--97 to 2001-02 (number)**

|  | 1996-97 | 1997-98 | 1998-99 | 1999-00 | 2000-01 | 2001-02 |
|--|---------|---------|---------|---------|---------|---------|
| Support periods (number)                           | 57,950  | 54,950  | 55,400  | 51,150  | 49,250  | 47,850  |
| Clients (number)                                   | 26,650  | 29,100  | 27,300  | 25,800  | 25,900  | 26,450  |
| Mean number of support periods per client          | 2.54    | 2.15    | 2.15    | 2.07    | 2.02    | 2.00    |
| Clients per 10,000 population 10+                  | 50      | 54      | 50      | 46      | 46      | 46      |
| Nightly average support periods with accommodation | 1,850   | 2,600   | 2,450   | 2,400   | 2,500   | 2,700   |
| Daily average support periods                      | 3,400   | 4,000   | 3,800   | 4,050   | 4,500   | 5,250   |

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 client and support periods.
2. Number excluded due to errors and omissions (weighted): 6,028 nightly average support periods with accommodation.
3. Number excluded due to errors and omissions (weighted): 3,645 daily average support periods.
4. Numbers of clients in this table relate to clients that *ever* received assistance from a SAAP agency in New South Wales.
5. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided with New South Wales.
6. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 years and over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June just prior to the reporting period.
7. Support period figures have been weighted to adjust for agency non-participation.
8. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Administrative Data and Client Collections.

**Table 10.3: SAAP clients: age of client by reporting period, New South Wales, 1997-98 to 2001-02 (per cent)**

| <b>Age of client</b>      | <b>1997-98</b> | <b>1998-99</b> | <b>1999-00</b> | <b>2000-01</b> | <b>2001-02</b> |
|---------------------------|----------------|----------------|----------------|----------------|----------------|
| Under 15 years            | 2.7            | 2.5            | 2.2            | 2.2            | 2.2            |
| 15-17 years               | 10.4           | 10.0           | 10.2           | 10.9           | 10.9           |
| 18-19 years               | 7.0            | 7.0            | 7.4            | 7.5            | 7.6            |
| 20-24 years               | 12.7           | 13.1           | 13.4           | 13.4           | 13.9           |
| 25-29 years               | 14.6           | 14.5           | 14.2           | 14.2           | 12.8           |
| 30-34 years               | 13.5           | 14.3           | 14.1           | 14.0           | 14.4           |
| 35-39 years               | 12.6           | 12.4           | 12.7           | 12.6           | 12.1           |
| 40-44 years               | 9.0            | 9.8            | 9.7            | 9.3            | 9.9            |
| 45-49 years               | 6.0            | 6.0            | 6.1            | 5.9            | 6.3            |
| 50-54 years               | 4.3            | 4.3            | 4.1            | 4.1            | 4.2            |
| 55-59 years               | 2.8            | 2.6            | 2.6            | 2.7            | 2.6            |
| 60-64 years               | 1.6            | 1.5            | 1.5            | 1.5            | 1.5            |
| 65 years and over         | 2.6            | 2.0            | 1.7            | 1.7            | 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>   |
| <b>Total (number)</b>     | <b>29,100</b>  | <b>27,250</b>  | <b>25,650</b>  | <b>25,750</b>  | <b>26,350</b>  |
| <b>Mean age (years)</b>   | <b>32.4</b>    | <b>32.1</b>    | <b>32.0</b>    | <b>31.8</b>    | <b>31.8</b>    |
| <b>Median age (years)</b> | <b>30</b>      | <b>30</b>      | <b>30</b>      | <b>30</b>      | <b>30</b>      |

*Notes*

1. Number excluded due to errors and omissions (weighted): 438.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 10.4: SAAP closed support periods: existence of a support plan by reporting period, New South Wales, 1997–98 to 2001–02 (per cent)**

| Existence of support plan   | 1997–98       | 1998–99       | 1999–00       | 2000–01       | 2001–02       |
|-----------------------------|---------------|---------------|---------------|---------------|---------------|
| <i>Support plan</i>         | 54.4          | 54.4          | 56.8          | 58.3          | 57.8          |
| All goals achieved          | n.a.          | n.a.          | n.a.          | 8.2           | 12.1          |
| Most or some goals achieved | n.a.          | n.a.          | n.a.          | 30.4          | 35.7          |
| No goals achieved           | n.a.          | n.a.          | n.a.          | 5.0           | 4.8           |
| No information given        | n.a.          | n.a.          | n.a.          | 14.6          | 5.1           |
| <i>No support plan</i>      | 18.5          | 16.0          | 17.5          | 20.4          | 19.1          |
| <i>Not appropriate</i>      | 27.1          | 29.6          | 25.7          | 21.3          | 23.2          |
| <i>Total</i>                | 100.0         | 100.0         | 100.0         | 100.0         | 100.0         |
| <b>Total (number)</b>       | <b>26,450</b> | <b>26,150</b> | <b>25,300</b> | <b>23,590</b> | <b>27,750</b> |

*Notes*

1. Number excluded due to errors and omissions (weighted): 15,188.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Data on goal achievement were not collected before 2000–01. In addition, the percentage with 'No information given' on goal achievement is high for 2000–01: these data were not collected for the first half of the year by agencies using the electronic reporting tool.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 10.5: SAAP closed support periods: length of support by reporting period, New South Wales, 1997–98 to 2001–02 (per cent)**

| Length of support           | 1997–98       | 1998–99       | 1999–00       | 2000–01       | 2001–02       |
|-----------------------------|---------------|---------------|---------------|---------------|---------------|
| Less than 1 day             | 14.6          | 14.7          | 12.1          | 12.6          | 12.8          |
| 1 day                       | 27.1          | 25.7          | 24.1          | 24.0          | 21.3          |
| 2 days                      | 7.4           | 7.4           | 7.1           | 7.3           | 6.1           |
| 3 days                      | 6.2           | 7.2           | 7.3           | 6.4           | 5.6           |
| 4 days                      | 3.7           | 3.8           | 3.8           | 3.6           | 3.5           |
| 5 days                      | 2.7           | 2.9           | 3.1           | 3.0           | 3.0           |
| 6 days                      | 2.3           | 2.5           | 2.4           | 2.5           | 2.8           |
| 7 days                      | 2.2           | 2.5           | 2.6           | 2.8           | 2.6           |
| >1–2 weeks                  | 8.0           | 8.7           | 9.7           | 9.5           | 9.5           |
| >2–4 weeks                  | 7.2           | 7.6           | 8.8           | 8.3           | 9.4           |
| >4–13 weeks                 | 11.8          | 10.9          | 12.0          | 12.2          | 13.2          |
| >13–26 weeks                | 3.5           | 3.2           | 3.7           | 3.9           | 4.8           |
| >26–52 weeks                | 1.8           | 1.6           | 1.9           | 2.3           | 3.0           |
| >52 weeks                   | 1.6           | 1.2           | 1.3           | 1.7           | 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>  |
| <b>Total (number)</b>       | <b>50,800</b> | <b>51,950</b> | <b>47,400</b> | <b>44,950</b> | <b>43,050</b> |
| <b>Mean length (days)</b>   | <b>29</b>     | <b>27</b>     | <b>30</b>     | <b>33</b>     | <b>42</b>     |
| <b>Median length (days)</b> | <b>3</b>      | <b>3</b>      | <b>3</b>      | <b>3</b>      | <b>5</b>      |

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,918.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.



# Appendix 1 The data

General information to help readers interpret the tables presented in this report is given in Appendix 1 of the national report. Additional information relevant only to the tables for New South Wales follows.

## A1.1 Agency participation

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by region and primary target group, New South Wales, 2001–02**

| Region                           | Agencies        |                            | Forms returned  |              |                       |
|----------------------------------|-----------------|----------------------------|-----------------|--------------|-----------------------|
|                                  | Total<br>Number | Participation<br>rate<br>% | Total<br>Number | Consent<br>% | Valid<br>consent<br>% |
| Central Coast                    | 15              | 93.3                       | 949             | 91.3         | 89.4                  |
| Central West                     | 15              | 100.0                      | 1,286           | 84.5         | 83.0                  |
| Far North Coast                  | 19              | 94.7                       | 1,972           | 73.0         | 71.9                  |
| Hunter                           | 34              | 97.1                       | 2,886           | 87.7         | 86.9                  |
| Illawarra                        | 21              | 100.0                      | 1,955           | 90.4         | 89.4                  |
| Mid North Coast                  | 13              | 100.0                      | 1,572           | 90.6         | 87.5                  |
| Nepean                           | 29              | 89.7                       | 1,478           | 79.7         | 75.9                  |
| New England                      | 19              | 89.5                       | 2,133           | 85.0         | 82.8                  |
| Orana/Far West                   | 19              | 94.7                       | 2,162           | 88.3         | 87.4                  |
| Riverina/Murray                  | 19              | 94.7                       | 2,182           | 90.1         | 89.5                  |
| Southern Highlands               | 19              | 84.2                       | 1,138           | 90.4         | 87.0                  |
| Sydney, Cumberland/Prospect      | 26              | 96.2                       | 2,683           | 73.7         | 72.7                  |
| Sydney, Inner West               | 35              | 88.6                       | 2,887           | 84.7         | 83.7                  |
| Sydney, North                    | 16              | 87.5                       | 1,050           | 91.4         | 89.3                  |
| Sydney, South-East               | 49              | 91.8                       | 15,497          | 90.1         | 89.4                  |
| Sydney, South-West               | 37              | 100.0                      | 2,961           | 86.1         | 84.9                  |
| <b>Total</b>                     | <b>385</b>      | <b>93.8</b>                | <b>44,791</b>   | <b>86.9</b>  | <b>85.6</b>           |
| <b>Primary target group</b>      |                 |                            |                 |              |                       |
| Young people                     | 171             | 93.0                       | 8,886           | 80.9         | 79.5                  |
| Single men only                  | 40              | 90.0                       | 12,960          | 91.7         | 91.0                  |
| Single women only                | 20              | 90.0                       | 787             | 66.7         | 65.3                  |
| Families                         | 24              | 95.8                       | 1,475           | 83.1         | 81.7                  |
| Women escaping domestic violence | 83              | 97.6                       | 8,370           | 84.2         | 82.2                  |
| Cross target/multiple/general    | 47              | 93.6                       | 12,313          | 89.6         | 88.5                  |
| <b>Total</b>                     | <b>385</b>      | <b>93.8</b>                | <b>44,791</b>   | <b>86.9</b>  | <b>85.6</b>           |

### Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).
4. Of the 44,791 forms returned, 11,780 were high-volume forms. After adjusting for agency non-participation (see Section A1.2.1 of the national report), high-volume agencies accounted for 12,700 of the 47,850 support periods.

Source: SAAP Administrative Data and Client Collections.

## A1.2 Additional counting rules

In the tables in this report, when counting clients or support periods in particular groups, the following rules have been used in addition to those outlined in Appendix 1, Section 1.4 of the national report.

**Region** Sixteen administrative regional classifications developed by the New South Wales Department of Community Services are used in the report. The names of these regions have been abbreviated in the tables and are as follows:

- Central Coast (CC)
- Central West (CW)
- Far North Coast (FNC)
- Hunter (HUN)
- Illawarra (ILL)
- Mid North Coast (MNC)
- Nepean (NEP)
- New England (NE)
- Orana/Far West (OFW)
- Riverina/Murray (RM)
- Southern Highlands (SH)
- Sydney, Cumberland/Prospect (S/CP)
- Sydney, Inner West (S/IW)
- Sydney, North (S/N)
- Sydney, South-East (S/SE)
- Sydney, South-West (S/SW).



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





# CLIENT FORM

JULY 2001 – JUNE 2002



|                             |                                 |                              |                             |                        |                       |
|-----------------------------|---------------------------------|------------------------------|-----------------------------|------------------------|-----------------------|
| AGENCY NUMBER               | <input type="text"/>            |                              |                             |                        | OFFICE<br>USE<br>ONLY |
| SUPPORT PERIOD              | D D                             | M M                          | Y Y Y Y                     |                        |                       |
| Date commenced              | <input type="text"/>            | <input type="text"/>         | <input type="text"/>        | <input type="text"/>   |                       |
| Date finished               | <input type="text"/>            | <input type="text"/>         | <input type="text"/>        | <input type="text"/>   |                       |
| SUPPORT PERIOD NOT ENDED BY |                                 |                              |                             |                        |                       |
| 30 June 2002                | Yes <input type="checkbox"/>    | 1                            |                             |                        |                       |
| CONSENT OBTAINED            | Yes <input type="checkbox"/>    | 1                            | No <input type="checkbox"/> | 2                      |                       |
| ALPHA CODE                  | <input type="text"/>            | <input type="text"/>         | <input type="text"/>        | <input type="text"/>   |                       |
|                             | 2ND & 3RD LETTERS OF FIRST NAME | 1ST & 2ND LETTERS OF SURNAME | LAST LETTER OF SURNAME      | M/F FOR MALE OR FEMALE |                       |
| YEAR OF BIRTH OF CLIENT     | <input type="text"/>            |                              |                             |                        |                       |
|                             |                                 |                              |                             |                        |                       |

## CHANGES TO THE CLIENT FORM

The 2001 – 2002 Client Collection commences on 1 July 2001. A number of changes have been made to the new Client Form and a new Collectors Manual has been prepared.

- Changes to the form are explained fully in the *Collectors Manual July 2001*.
- Part B—Accompanying and/or Assisted Children section includes all questions related to children accompanying clients to your agency.
- Either a shaded square ■ or ellipse ● defines question numbers. The ellipse denotes questions that require the informed consent of the client to be completed. The square denotes questions that should be completed even without the informed consent of the client.
- When transferring information from the old form to the new form in July 2001 for clients who are ongoing at 30 June 2001, check the *Collectors Manual July 2001* for instructions about answering questions that have been changed.

**Prior to 1 July please read the *Collectors Manual July 2001* and quick reference information card carefully and ensure that your agency members are aware of the changes to the form and procedures to complete it. It is important that all workers at your agency are aware of these changes.**

You should begin using the revised client forms on Sunday 1 July 2001. The new forms should be used for any client who begins a support period on or after 1 July and existing clients who are receiving support from your agency on 1 July.

## REMINDER

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

**1. Source of referral/information**

*please tick one box only*

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

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

*please tick one box only*

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

**3. Gender of client**

- female  1
- male  2

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

**4. Country of birth of client**

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

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

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

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

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

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

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

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

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

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

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

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

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

please tick one box only in each column      Before    After

**No Income**

- no income  1
- registered/awaiting benefit  2

**Government Payments**

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

**Other Income**

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

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

please tick one box only in each column      Before    After

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

**12. Presenting reasons for seeking assistance**

please tick as many circles as apply

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

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

Please write the appropriate code number from Question 12

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

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

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

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

state

suburb/town

postcode

overseas  9998

don't know/no information  0

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

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

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

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

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

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

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

**Before**    **After**

no  1

*OR tick as many circles as apply*

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

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

*please tick one box only*

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

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

*please tick one box only*

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

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

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

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

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

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

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

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

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

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

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

**22. Support to client**

*please tick as many circles as apply*

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

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

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

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

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

please tick one box only

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

**24.**

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

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

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

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

|   |   |   |
|---|---|---|
| homes <input type="checkbox"/> <input type="checkbox"/> | homes <input type="checkbox"/> <input type="checkbox"/> | homes <input type="checkbox"/> <input type="checkbox"/> |
|---|---|---|

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

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

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

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

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

no assistance

OR tick as many circles as apply

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

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

|   |   |   |   |
|---|---|---|---|
| Australia <input type="checkbox"/> 1<br>other (please specify) ..... <input type="checkbox"/> 2<br>homes <input type="text"/> <input type="text"/>                | Australia <input type="checkbox"/> 1<br>other (please specify) ..... <input type="checkbox"/> 2<br>homes <input type="text"/> <input type="text"/>                | Australia <input type="checkbox"/> 1<br>other (please specify) ..... <input type="checkbox"/> 2<br>homes <input type="text"/> <input type="text"/>                | Australia <input type="checkbox"/> 1<br>other (please specify) ..... <input type="checkbox"/> 2<br>homes <input type="text"/> <input type="text"/>                |
| 0-4 years <input type="checkbox"/> 1<br>5-12 years <input type="checkbox"/> 2<br>13-15 years <input type="checkbox"/> 3<br>16-17 years <input type="checkbox"/> 4 | 0-4 years <input type="checkbox"/> 1<br>5-12 years <input type="checkbox"/> 2<br>13-15 years <input type="checkbox"/> 3<br>16-17 years <input type="checkbox"/> 4 | 0-4 years <input type="checkbox"/> 1<br>5-12 years <input type="checkbox"/> 2<br>13-15 years <input type="checkbox"/> 3<br>16-17 years <input type="checkbox"/> 4 | 0-4 years <input type="checkbox"/> 1<br>5-12 years <input type="checkbox"/> 2<br>13-15 years <input type="checkbox"/> 3<br>16-17 years <input type="checkbox"/> 4 |
| female <input type="checkbox"/> 1<br>male <input type="checkbox"/> 2  | female <input type="checkbox"/> 1<br>male <input type="checkbox"/> 2  | female <input type="checkbox"/> 1<br>male <input type="checkbox"/> 2  | female <input type="checkbox"/> 1<br>male <input type="checkbox"/> 2  |

| CHILD 4   | CHILD 5   | CHILD 6   | CHILD 7   |
|---|---|---|---|
| <input type="checkbox"/>  | <input type="checkbox"/>  | <input type="checkbox"/>  | <input type="checkbox"/>  |
| Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>  | Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>  | Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>  | Needed <input type="checkbox"/> Provided <input type="checkbox"/> Referral Arranged <input type="checkbox"/> Not provided or referred <input type="checkbox"/>  |
| <input type="radio"/> 21<br><input type="radio"/> 1<br><input type="radio"/> 2<br><input type="radio"/> 3<br><input type="radio"/> 4<br><input type="radio"/> 5<br><input type="radio"/> 10<br><input type="radio"/> 11<br><input type="radio"/> 12<br><input type="radio"/> 13<br><input type="radio"/> 14<br><input type="radio"/> 15<br><input type="radio"/> 16<br><input type="radio"/> 17<br><input type="radio"/> 18<br><input type="radio"/> 19<br><input type="radio"/> 20<br><input type="radio"/> 999<br><input type="radio"/> 998 | <input type="radio"/> 21<br><input type="radio"/> 1<br><input type="radio"/> 2<br><input type="radio"/> 3<br><input type="radio"/> 4<br><input type="radio"/> 5<br><input type="radio"/> 10<br><input type="radio"/> 11<br><input type="radio"/> 12<br><input type="radio"/> 13<br><input type="radio"/> 14<br><input type="radio"/> 15<br><input type="radio"/> 16<br><input type="radio"/> 17<br><input type="radio"/> 18<br><input type="radio"/> 19<br><input type="radio"/> 20<br><input type="radio"/> 999<br><input type="radio"/> 998 | <input type="radio"/> 21<br><input type="radio"/> 1<br><input type="radio"/> 2<br><input type="radio"/> 3<br><input type="radio"/> 4<br><input type="radio"/> 5<br><input type="radio"/> 10<br><input type="radio"/> 11<br><input type="radio"/> 12<br><input type="radio"/> 13<br><input type="radio"/> 14<br><input type="radio"/> 15<br><input type="radio"/> 16<br><input type="radio"/> 17<br><input type="radio"/> 18<br><input type="radio"/> 19<br><input type="radio"/> 20<br><input type="radio"/> 999<br><input type="radio"/> 998 | <input type="radio"/> 21<br><input type="radio"/> 1<br><input type="radio"/> 2<br><input type="radio"/> 3<br><input type="radio"/> 4<br><input type="radio"/> 5<br><input type="radio"/> 10<br><input type="radio"/> 11<br><input type="radio"/> 12<br><input type="radio"/> 13<br><input type="radio"/> 14<br><input type="radio"/> 15<br><input type="radio"/> 16<br><input type="radio"/> 17<br><input type="radio"/> 18<br><input type="radio"/> 19<br><input type="radio"/> 20<br><input type="radio"/> 999<br><input type="radio"/> 998 |

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## RETURNING FORMS TO THE NDCA

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

## 30 JUNE 2001 AND 31 DECEMBER 2001

- Twice a year (in the first week of July 2001 and in the first week of January 2002), you should notify the NDCA of clients who are still being supported as at 30 June 2001 and 31 December 2001.
- For clients who are ongoing at 30 June 2001, transfer the information from the old 2000–2001 form to the new 2001–2002 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 2001. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

If you do not need materials sent to you, please return them to the NDCA addressed:

REPLY PAID  
SAAP National Data Collection Agency  
Australian Institute of Health and Welfare  
Locked Bag 8900  
Canberra ACT 2601

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# CLIENT FORM

## HIGH VOLUME AGENCIES

JULY 2001 – JUNE 2002



|                                    |                                 |                          |                              |                      |                          |                      |                        |                      |                      |                      |                      |                 |
|------------------------------------|---------------------------------|--------------------------|------------------------------|----------------------|--------------------------|----------------------|------------------------|----------------------|----------------------|----------------------|----------------------|-----------------|
| <b>AGENCY NUMBER</b>               | <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"/> | OFFICE USE ONLY |
| <b>SUPPORT PERIOD</b>              | D                               | D                        | M                            | M                    | Y                        | Y                    | Y                      | Y                    |                      |                      |                      | 1               |
| Date commenced                     | <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"/> | 2               |
| <b>Date finished</b>               | <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"/> | 3               |
| <b>SUPPORT PERIOD NOT ENDED BY</b> |                                 |                          |                              |                      |                          |                      |                        |                      |                      |                      |                      | 4               |
| 30 June 2002                       | Yes                             | <input type="checkbox"/> | 1                            |                      |                          |                      |                        |                      |                      |                      |                      | 5               |
| <b>CONSENT OBTAINED</b>            | Yes                             | <input type="checkbox"/> | 1                            | No                   | <input type="checkbox"/> | 2                    |                        |                      |                      |                      |                      | 6               |
| <b>ALPHA CODE</b>                  | <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"/> | 7               |
|                                    | 2ND & 3RD LETTERS OF FIRST NAME |                          | 1ST & 2ND LETTERS OF SURNAME |                      | LAST LETTER OF SURNAME   |                      | M/F FOR MALE OR FEMALE |                      |                      |                      |                      | 8               |
| <b>YEAR OF BIRTH OF CLIENT</b>     | <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"/> | 9               |
|                                    |                                 |                          |                              |                      |                          |                      |                        |                      |                      |                      |                      | 10              |
|                                    |                                 |                          |                              |                      |                          |                      |                        |                      |                      |                      |                      | 11              |
|                                    |                                 |                          |                              |                      |                          |                      |                        |                      |                      |                      |                      | 12              |

### 1. Person(s) receiving assistance

please tick one box only

#### WITH child(ren)

person with child(ren)  3

couple with child(ren)  4

#### WITHOUT child(ren)

person alone or with unrelated person(s)  1

couple without child(ren)  2

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

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

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

please tick one box only

Yes, child(ren) recorded on this form  1

No, child(ren) recorded on 'other adults' form  2

not applicable  3

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

0 – 4 years  1

5 – 12 years  2

13 – 15 years  3

16 – 17 years  4

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

### 4. Gender of client

female  1

male  2

### 5. Main income source at commencement

please tick one box only in each column

#### No Income

no income  1

registered/awaiting benefit  2

#### Government Payments

newstart allowance  4

youth allowance  33

Austudy Payment - for students aged 25 years of age and over  28

community development employment program (CDEP)  8

ABSTUDY  31

disability support pension  12

age pension  13

parenting payment (single) - formerly sole parent pension  14

parenting payment (partnered)  32

special benefit  15

sickness allowance  16

partner allowance  17

DVA support pension  29

DVA disability pension  30

other type of allowance or benefit  18

#### Other Income

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

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

don't know/no information  0

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**6. Country of birth of client**

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

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

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

**8. Cultural identity of the client**

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

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

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

**10. Support to client**

*please tick as many circles as apply*

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

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