

1 Introduction

This report provides an overview of the total demand for Supported Accommodation Assistance Program (SAAP) accommodation during the financial year 2006–07. It is accompanied by a summary bulletin, *Demand for SAAP accommodation by homeless people 2006–07: summary* (AIHW 2008b).

The total demand for SAAP accommodation refers to both the requirements of people who are already receiving accommodation from SAAP (clients and accompanying children – see Appendix 2) and the requests of people who wish to receive accommodation but who are turned away. Both groups are essential when considering the demand for SAAP accommodation because, although SAAP agencies accommodate many individuals on a daily basis, there are still instances when an agency cannot provide the accommodation requested by people in crisis.

1.1 The Supported Accommodation Assistance Program

SAAP is a major part of Australia’s overall response to homelessness. It was established in 1985 to consolidate a number of Australian Government and state and territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence. The current program (SAAP V) is governed by the *Supported Accommodation Assistance Act 1994*.

The overall aim of SAAP is to provide transitional supported accommodation and related support services to help people who are homeless or at imminent risk of homelessness achieve the maximum possible degree of self-reliance and independence. SAAP is an important part of Australia’s overall response to homelessness and represents a broader social safety net designed to assist people in crisis in the community. While various national programs and state and territory initiatives exist, SAAP is the major government response to homelessness in Australia and is often the last resort for people who find themselves without, or at risk of being without, safe, secure or adequate housing.

In 2006–07, 1,539 non-government, community and local government organisations were funded nationally under SAAP (AIHW 2008a:Table 2.3). These organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. Each agency primarily targets a particular client group, such as young people, single men, single women, women escaping domestic violence, families, or a combination of client groups.

1.2 The SAAP National Data Collection

This report contains 2006–07 data from the SAAP National Data Collection. The SAAP National Data Collection is the main source of data about how SAAP is meeting its objectives. It consists of a number of distinct components, and each can be regarded as a separate collection. There were three components in 2006–07: the Client Collection, the Demand for Accommodation Collection, and the Administrative Data Collection (Box 1).

This report is based on the analysis of the first two of these collections. Further details about each collection are provided below and at Appendix 2 and the forms used for collecting the data can be found at Appendix 3.

Box 1: The SAAP National Data Collection

The Client Collection

The Client Collection consists of information about clients receiving SAAP accommodation or support that is of an ongoing nature or that generally lasts for more than 1 hour on a given day. The information is collected throughout the year and includes data on services required by and provided to each client, information concerning clients' situations before and after receiving SAAP support, and some basic socio demographic data. Details about accompanying children are also obtained through the Client Collection.

The main findings from the Client Collection are published in the national and state and territory SAAP NDC annual reports (see, for example, AIHW 2008a). Chapter 3 of this report contains summary information on the accommodation needs of clients and accompanying children.

The Demand for Accommodation Collection

The Demand for Accommodation Collection covers 2 weeks each year. In 2006–07 it was conducted on 2–8 August 2006 and on 16–22 May 2007.

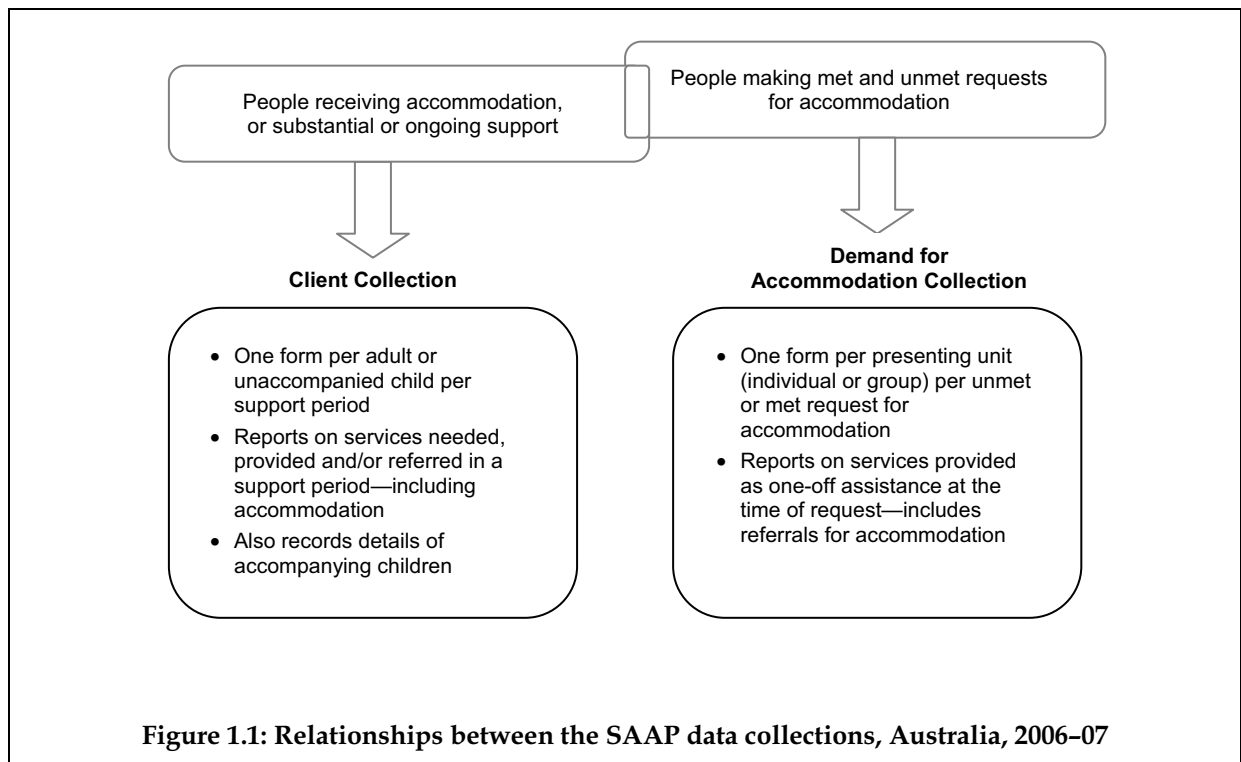
The Demand for Accommodation Collection measures the levels of met and unmet demand for SAAP accommodation by collecting information about requests for accommodation by individuals or groups. SAAP agencies were required to fill out a form every time a person or group sought accommodation. This included when a request for accommodation was met and also when the person or group was turned away. These data are used in conjunction with Client Collection data to calculate the proportion of people turned away from SAAP accommodation.

Often when a request for accommodation is not met, agencies are still able to provide one-off assistance to the person or group, for example, when an agency is unable to provide accommodation but able to provide a referral for accommodation. This information is also collected on the Demand for Accommodation form.

As there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures cannot be used as a basis for deriving annual figures. It should also be noted that the numbers of unmet requests, people who made those requests, and people turned away presented in this report are underestimates. This is because only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection were used to calculate the turn-away measures and provide an indication of the overall ability of SAAP to cope with the demand for accommodation (see chapters 6, 7, 8 and 9).

1.3 Relationships between the SAAP collections

As described above, SAAP data are collected via a number of different components. Figure 1.1 displays the relationships between assistance provided by SAAP agencies and the data collected related to this assistance. It is important to note that there are overlaps between the Client and Demand for Accommodation Collections but the extent to which this happens is unknown. For example, a person can be both a client and have an unmet request for accommodation if they are receiving support from a SAAP agency but have a request for accommodation unmet at either that or another agency.



1.4 Chapter contents

The structure of this report is outlined below:

- Chapter 1 provides an introduction to the SAAP National Data Collection and gives a brief outline of the Client and Demand for Accommodation Collections and the relationships between them.
- Chapter 2 provides the context as to where SAAP fits into the larger picture of homelessness.
- Chapter 3 focuses on the requirement for and provision of accommodation to clients and accompanying children as recorded in the Client Collection.
- Chapter 4 discusses the number of unmet requests for SAAP accommodation as recorded in the Demand for Accommodation Collection, examines valid and invalid requests, and when the requested accommodation was needed (required). It also looks at one-off assistance and referrals for accommodation offered to individuals and groups with valid unmet requests for accommodation.
- As individuals and groups can make more than one request for accommodation in a day, Chapter 5 presents the number of people making a valid unmet request for accommodation.
- As some of the people presented in Chapter 5 are subsequently accommodated in SAAP after making an earlier unmet request, Chapter 6 discusses how the estimates of people turned away are formed and highlights some data issues.
- Chapters 7, 8 and 9 present the number of people who were not accommodated on an average day (turned-away) and provide two measures of the ability of SAAP to meet the demand for SAAP accommodation.

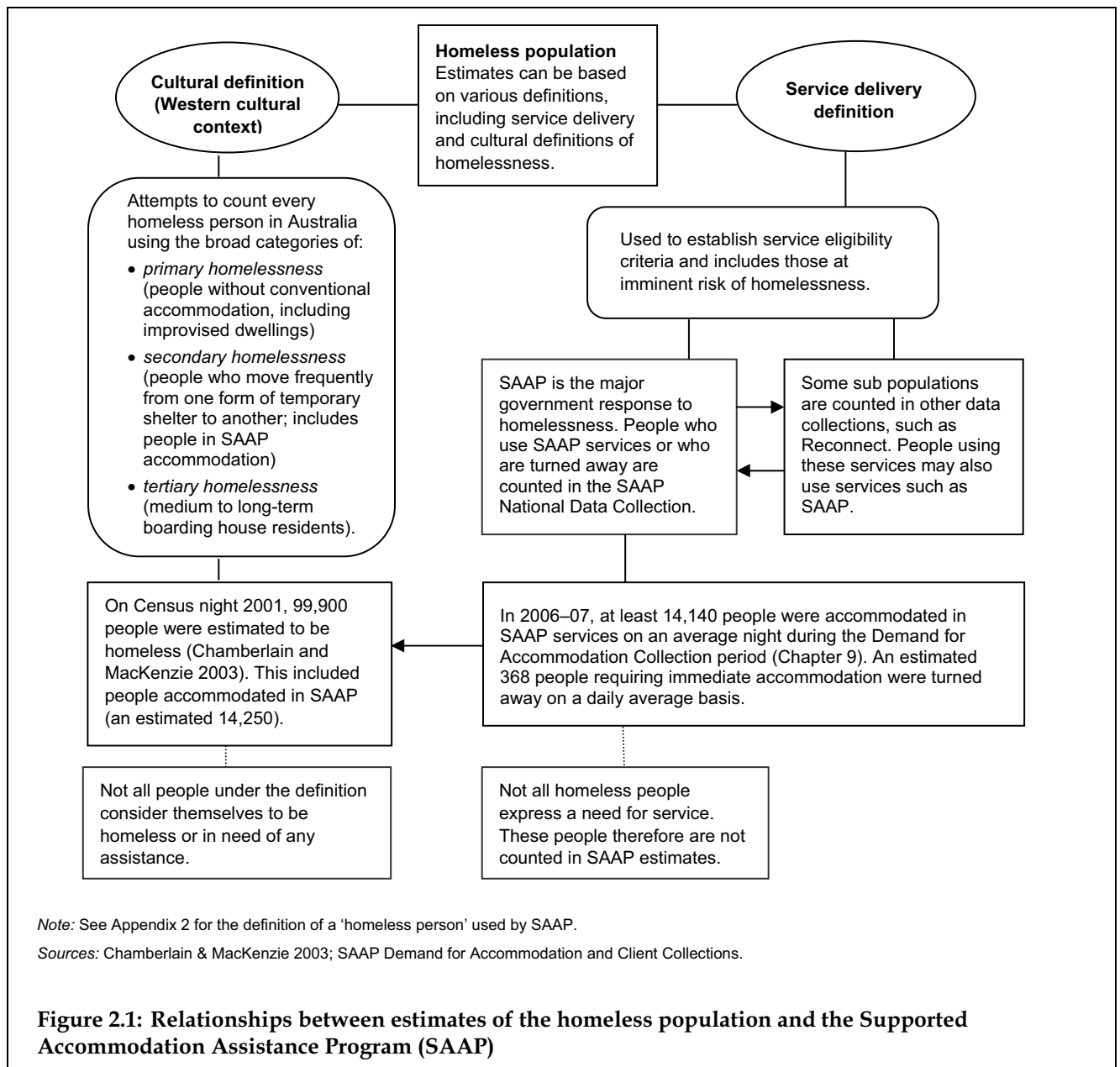
- Chapter 10 discusses how to meet the demand for SAAP accommodation.
- Appendix 1 presents a summary diagram showing how the demand for SAAP accommodation estimates are calculated.
- Appendix 2 contains an explanation of the data used in this report and includes the counting rules.
- Appendix 3 provides the collection forms used to collect the data used in this report. Note that agencies could also submit data via an electronic collection tool, SAAP Management and Reporting Tool (SMART).

2 An overview of homelessness and SAAP

It is important to point out that the estimates provided on people accessing and turned away from SAAP do not represent the total homeless population and that other methods of defining homelessness exist. This chapter provides a context for how SAAP fits into the bigger picture of homelessness, and outlines the difference between the 'service delivery' definition of homelessness, as used by SAAP, and the 'cultural' definition of homelessness.

2.1 Estimating the number of homeless people

A key issue for estimating the extent of homelessness lies in defining it. Different definitions of homelessness have been proposed to accommodate the extensive range of circumstances that could be considered to be a homeless experience – from a person having no shelter at all, to a person occupying a shelter that compromises their health or safety (AIHW 2005b: Chapter 7). Figure 1.1 illustrates where SAAP fits into the bigger picture of homelessness, and how different definitions of homelessness produce different estimates of the homeless population.



The definition of a 'homeless person' underpinning the SAAP National Data Collection (see Appendix 2) is a 'service delivery' definition that establishes criteria for the provision of assistance. It includes people who have no shelter at all, as well as people who are at risk of homelessness because their living situation and/or housing places them in circumstances that adversely affect the adequacy, safety, security or affordability of that housing. The estimates of the number of homeless people or people at imminent risk of homelessness accessing SAAP services are an important indicator of the performance of SAAP as the major program assisting those people.

In contrast, the Australian Bureau of Statistics (ABS) applied the 'cultural definition' of homelessness devised by Chamberlain and MacKenzie in the 2001 Census of Population and Housing homeless enumeration strategy (Chamberlain and MacKenzie 2003). Cultural definitions of homelessness suggest that homelessness should be defined by reference to the community standards for housing of the place and time where the definition is to be used.

The Census used a household-based collection methodology, which would under-count highly mobile people with no permanent residence, but include in its count people who were inadequately housed but had not sought assistance from a homelessness program. Using this method, the 2001 Census results showed that there were 99,900 homeless people in Australia on Census night 2001. The ABS count of homeless people includes a total of 14,250 people (adults or unaccompanied children) in SAAP accommodation on Census night 2001.

There are difficulties with directly comparing the number of people in SAAP accommodation with the 2001 Census because of the different definitions. The major service delivery count (that is, SAAP clients) will be smaller than the cultural definition because there are people who need services but do not seek them. Also, there are people who are defined as homeless under the cultural definition, but do not consider themselves as homeless (for example, some people living in boarding houses). Further, the cultural definition proposed by Chamberlain and MacKenzie does not include the 22,868 people marginally housed in caravan parks who are acknowledged to be at least as badly off as the tertiary homeless in boarding houses, and worse off than the secondary homeless. It is clear that marginal residents of caravan parks do not meet the stated culturally acceptable minimum community standards of housing. For this reason the Australian Institute of Health and Welfare (AIHW) proposed another estimate of the number of people experiencing homelessness, 122,770, which included marginal residents of caravan parks (AIHW 2005b:325). The use of the cultural definition to estimate the total homeless population is examined in more detail in *Australia's welfare 2005* (AIHW 2005b:Chapter 7).

Given the above difficulties in determining which of these people experiencing homelessness need the type of support that SAAP offers, the daily counts of people turned-away from immediate SAAP accommodation are important in providing policy makers, program developers and advocates evidence of the minimum response required to support people needing accommodation from SAAP or similar homelessness programs.

3 Meeting the accommodation needs of clients and accompanying children

This chapter provides a summary of the accommodation required by clients and accompanying children during their support period and whether this accommodation was provided, referred, or neither provided nor referred (unmet).

SAAP provides services other than accommodation and not all clients or accompanying children require SAAP accommodation. The diverse nature of the needs of clients and accompanying children is reflected in the considerable range of services SAAP agencies provide to people who are homeless or at imminent risk of becoming homeless. A more detailed discussion of the support, including accommodation, given to SAAP clients and accompanying children is contained in the 2006–07 national annual report (AIHW 2008a). This chapter focuses on the requirement for SAAP or Crisis Accommodation Program (CAP) accommodation.

While SAAP agencies endeavour to meet all the needs of clients and accompanying children, people who are clients of a SAAP agency and their accompanying children may express a need for a particular service that is unable to be provided or referred on by the agency. These are termed unmet needs. It must be noted that the number of occasions on which an unmet need for accommodation occurs for existing clients and their accompanying children is not reported in the Client Collection. For example, a client may have required accommodation three times within a support period but the Client Collection only records that an unmet need occurred at some time during that period of support. As a result, the unmet need for accommodation reported in the Client Collection is discussed here and unmet demand for accommodation as reported in the Demand for Accommodation Collection is discussed in subsequent chapters.

3.1 Clients

In 2006–07, clients had 207,700 periods of support (support periods) (AIHW 2008a:Table 3.1). Thirty-eight per cent of these involved one or more periods of SAAP or Crisis Accommodation Program (CAP) accommodation, while the remaining 62% involved support services only.

The ability of SAAP agencies to meet the needs of their clients can be measured only after a client has finished receiving support. For this reason, it is necessary to look at closed support periods when examining the provision of accommodation required by clients. In 2006–07, clients had 177,900 support periods that finished on or before 30 June 2007 (closed support periods) (AIHW 2008a:Chapter 7). In 172,400 of these, agencies recorded information on requirement for and provision of support or accommodation services to clients. In particular, SAAP or CAP accommodation was required in 77,500 closed support periods (or 45%).

Overall, SAAP or CAP accommodation was able to be provided directly to clients in the majority of cases (in 89% of closed support periods where it was required) (Table 3.1). When it could not be provided directly, it was referred on to other organisations in just under 8% of cases and remained unmet in just under 4%.

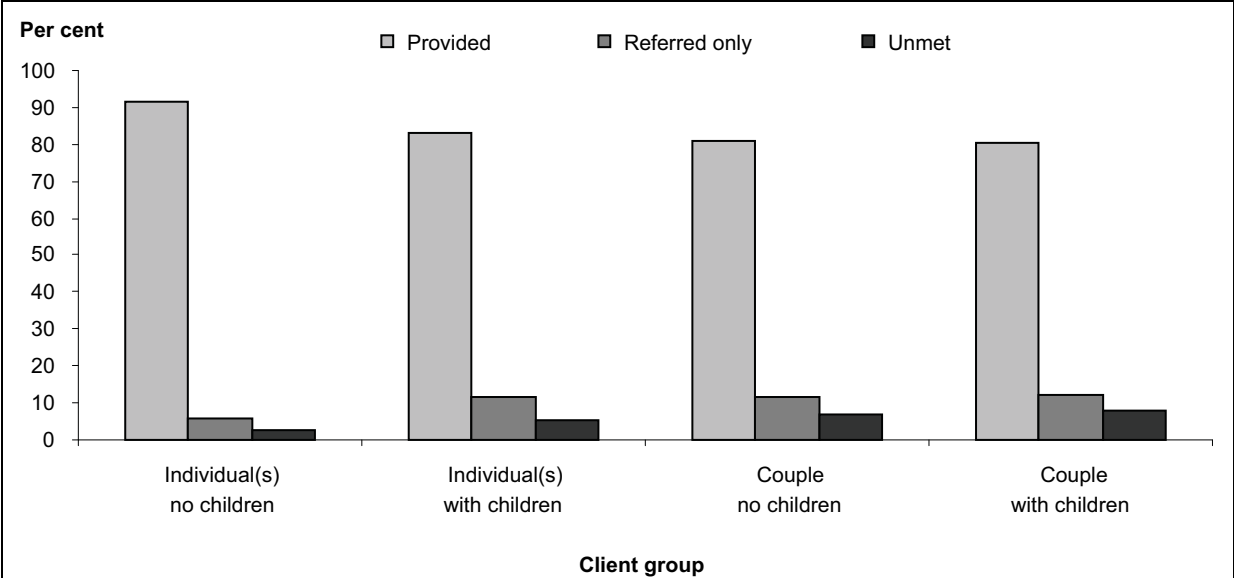
State and territory

All states and territories were able to directly provide SAAP or CAP accommodation in the majority of cases in which it was required (Table 3.1). Western Australia had the highest level of direct provision of SAAP or CAP accommodation (provided directly in 99% of closed support periods in which it was required).

South Australia and Victoria reported the lowest direct provision of SAAP or CAP accommodation (both 77%, compared with 91% or over in the other jurisdictions). South Australia also reported the highest level of unmet need (9%) and the second highest level of referral to other organisations (15%). Victoria had the highest level of referral, with SAAP or CAP accommodation being referred on in 18% of closed support periods in which it was required. It should be noted that, in Victoria, while support services are provide by SAAP, accommodation is often provided through complementary programs such as the Transitional Housing Management (THM) program.

Client group

All client groups had SAAP or CAP accommodation provided directly in the majority of cases in which it was required (Figure 3.1). Individual(s) who presented without children had the highest level of direct provision (91%), followed by individual(s) with children (83%). Couples with and without children had the lowest level of direct provision of SAAP or CAP accommodation (80% and 81%, respectively) and the highest level of unmet need (8% and 7%, respectively).



Source: Table 3.2.

Figure 3.1: Provision of SAAP/CAP accommodation required by clients, by client group, Australia, 2006-07 (per cent closed support periods)

This data suggests that family groups – individual(s) with children, couples without children and couples with children – find it harder to obtain SAAP or CAP accommodation. One

reason that family groups may find it harder to get into accommodation is that once they are accommodated, these groups, particularly couples with children, tend to stay longer and hence places for them less often become available (see Chapter 10).

Primary target group of agency

All types of agencies were able to directly provide SAAP or CAP accommodation to clients in the majority of cases in which it was required (Table 3.3). Reflecting the client groups most likely to attend these agencies, those targeted primarily at supporting single men and single women had the highest level of direct provision of SAAP or CAP accommodation (just under 100% and 91%, respectively). Family agencies had the lowest proportion of direct provision (68%), the highest proportion remaining unmet (11%), and the highest proportion of referrals (22%).

3.2 Accompanying children

In 2006–07, children accompanying SAAP clients had 99,300 periods of support (accompanying child support periods) (AIHW 2008a:Table 3.2). While the provision of SAAP or CAP accommodation to accompanying children is collected in the Client Collection, details of that accommodation, such as dates, are not collected. It can, however, be reasonably assumed that children are accommodated at the same time as their parent or guardian. Based on whether or not their parent or guardian was accommodated, 39% of accompanying child support periods involved one or more periods of accommodation while in the remaining 61% their parent or guardian was supported only.

The ability of SAAP agencies to meet the needs of their accompanying children can be measured only after support has finished. For this reason, it is necessary to look at closed accompanying child support periods when examining the provision of the accommodation required by accompanying children. In 2006–07, accompanying children had 82,300 support periods that finished on or before 30 June 2007 (closed accompanying child support periods) (AIHW 2008a:Chapter 7). In 44,200 of these, agencies recorded information on the requirement for and provision of support or accommodation services to accompanying children. In particular, SAAP or CAP accommodation was required in 29,100 closed support periods (or 66%).

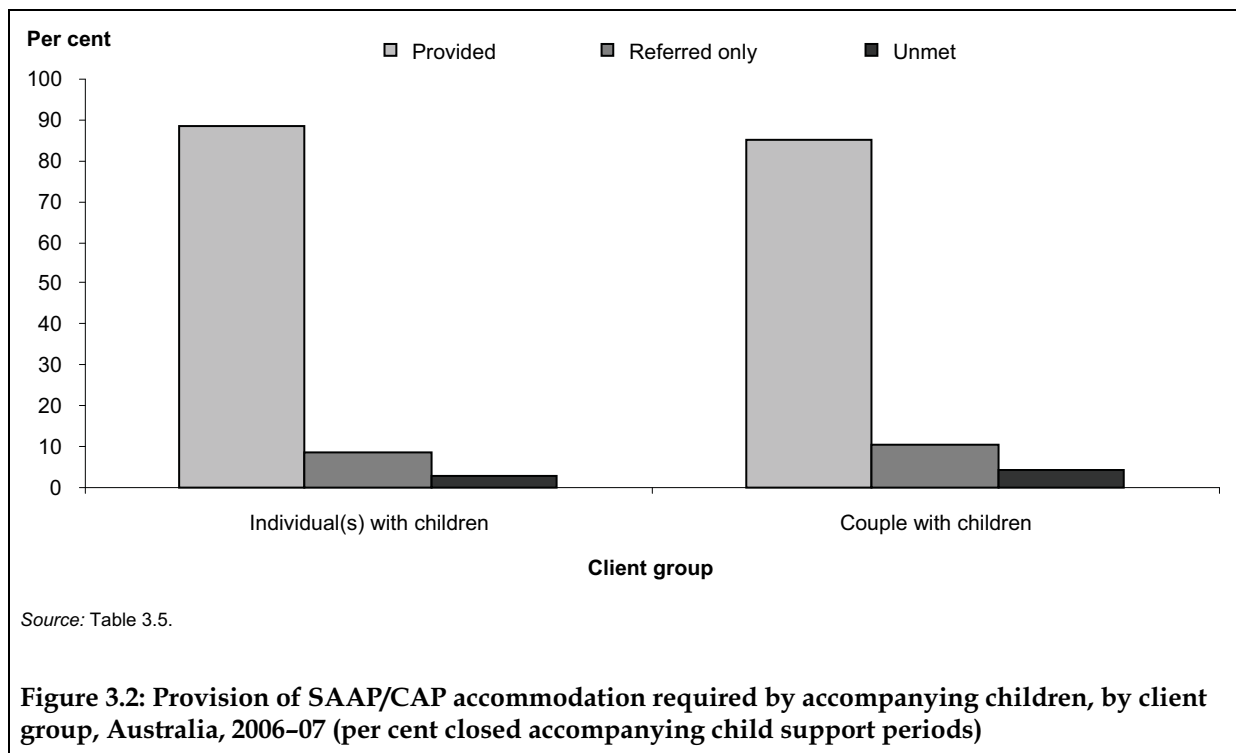
Overall, SAAP or CAP accommodation was able to be provided directly to accompanying children in the majority of cases (in 88% of closed accompanying child support periods where it was required) (Table 3.4). When it could not be provided directly, it was referred on to other organisations in 9% of cases. It remained unmet in 3%.

State and territory

In all states and territories, accompanying children had SAAP or CAP accommodation provided directly in the majority of cases in which it was required. Western Australia and Tasmania reported the highest level of direct provision (both 99%) and South Australia the lowest (56%) (Table 3.4). South Australia also reported by far the highest proportion of unmet need for SAAP or CAP accommodation (13%) and the highest proportion of referral on to other organisations (31%).

Requesting group

There was little difference in the provision of accommodation based on who the child accompanied. Children accompanying individual(s) who were not a couple were slightly more likely to be accommodated in SAAP than children accompanying a couple (in 88% of closed accompanying child support periods in which SAAP/CAP accommodation was required, compared with 85%) (Figure 3.2). Individual(s) with children had a requirement for SAAP or CAP accommodation referred on in 9% of closed accompanying child support periods and unmet in 3%, compared with children accompanying a couple in 11% and 4%, respectively.



Primary target group of agency

Family targeted agencies had the lowest level of direct provision of SAAP or CAP accommodation to accompanying children. When it was required, SAAP or CAP accommodation was provided to children in 75% of their closed accompanying child support periods, compared with between 79% and 95% for the other types of agencies. However, while they were not able to directly provide accommodation as much as other types of agencies, family agencies did have the highest level of referral on for SAAP or CAP accommodation (18%, compared with between 3% and 11% for other types of agencies). This resulted in them not having the highest level of unmet need (they reported the second highest at 7%).

The highest level of unmet need for SAAP or CAP accommodation was actually reported in agencies primarily targeted at single women, with requirements for SAAP or CAP accommodation remaining unmet in 15% of closed accompanying child support periods at this type of agency, compared with 7% for family agencies and between 2% and 3% for other

types of agencies. Single women's agencies referred accompanying children on for accommodation in 6% of closed accompanying child support periods.

3.3 Tables

Table 3.1: SAAP/CAP accommodation required by clients in closed support periods: state and territory, by provision, Australia, 2006–07 (per cent)

State/territory	Unmet	Referred only	Provided	Total	Closed support periods	
					Number	
NSW	3.2	5.5	91.3	100.0	23,900	
Vic	5.1	17.7	77.2	100.0	15,900	
Qld	2.3	2.2	95.4	100.0	13,800	
WA	0.8	0.7	98.5	100.0	9,100	
SA	8.7	14.5	76.8	100.0	7,900	
Tas	2.6	3.0	94.4	100.0	2,600	
ACT	2.1	7.4	90.5	100.0	1,300	
NT	2.5	0.9	96.6	100.0	2,900	
Total	3.6	7.5	88.8	100.0	77,500	

Notes

1. Number excluded due to errors and omissions (weighted): 5,540 (closed support periods with no information on service requirements or provision).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.2: SAAP/CAP accommodation required by clients in closed support periods: client group, by provision, Australia, 2006–07 (per cent)

Requesting group	Unmet	Referred only	Provided	Total	Closed support periods	
					Number	
Individual(s) no children	2.9	5.9	91.3	100.0	55,800	
Individual(s) with children	5.2	11.8	83.0	100.0	18,000	
Couple no children	7.0	11.7	81.2	100.0	1,400	
Couple with children	7.7	12.0	80.3	100.0	2,300	
Total	3.6	7.5	88.8	100.0	77,500	

Notes

1. Number excluded due to errors and omissions (weighted): 5,540 (closed support periods with no information on service requirements or provision).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.3: SAAP/CAP accommodation required by clients in closed support periods: primary target group of agency, by provision, Australia, 2006–07 (per cent)

Primary target group	Unmet	Referred only	Provided	Total	Closed support periods
					Number
Young people	5.2	6.8	88.0	100.0	15,000
Single men only	0.3	0.1	99.6	100.0	17,300
Single women only	5.8	2.9	91.3	100.0	2,500
Families	10.7	21.8	67.6	100.0	4,400
Women escaping domestic violence	3.6	11.0	85.3	100.0	20,500
Cross-target/multiple/general	3.5	8.5	88.0	100.0	17,800
Total	3.6	7.5	88.8	100.0	77,500

Notes

1. Number excluded due to errors and omissions (weighted): 5,540 (closed support periods with no information on service requirements or provision).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.4: SAAP/CAP accommodation required for accompanying children in closed accompanying child support periods: state and territory, by provision, Australia, 2006–07 (per cent)

State/territory	Unmet	Referred only	Provided	Total	Closed accompanying child support periods
					Number
NSW	2.4	10.5	87.0	100.0	7,000
Vic	2.2	9.1	88.6	100.0	5,700
Qld	0.3	1.8	97.9	100.0	4,900
WA	0.9	0.4	98.7	100.0	5,400
SA	13.0	31.3	55.7	100.0	3,600
Tas	0.4	1.0	98.6	100.0	700
ACT	1.0	9.4	89.7	100.0	500
NT	5.8	0.3	93.9	100.0	1,400
Total	3.1	8.7	88.1	100.0	29,100

Notes

1. Number excluded due to errors and omissions (weighted): 38,089 (closed accompanying child support periods with no information on service requirements or provision or where 'no assistance' indicated). In 36,774 of these, 'no assistance' was indicated as required for the accompanying child.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.5: SAAP/CAP accommodation required for accompanying children in closed accompanying child support periods: client group, by provision, Australia, 2006–07 (per cent)

Requesting group	Unmet	Referred only	Provided	Total	Closed accompanying child support periods
					Number
Individual(s) with children	3.1	8.6	88.3	100.0	26,800
Couple with children	4.1	10.5	85.3	100.0	2,300
Total	3.1	8.7	88.1	100.0	29,100

Notes

1. Number excluded due to errors and omissions (weighted): 38,089 (closed accompanying child support periods with no information on service requirements or provision or where 'no assistance' indicated). In 36,774 of these, 'no assistance' was indicated as required for the accompanying child.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.6: SAAP/CAP accommodation required for accompanying children in closed accompanying child support periods: primary target group of agency, by provision, Australia, 2006–07 (per cent)

Primary target group	Unmet	Referred only	Provided	Total	Closed accompanying child support periods
					Number
Young people	2.7	11.4	86.0	100.0	1,100
Single men only	2.7	2.8	94.5	100.0	100
Single women only	15.4	6.0	78.6	100.0	300
Families	6.7	17.9	75.4	100.0	4,400
Women escaping domestic violence	2.3	7.6	90.1	100.0	18,900
Cross-target/multiple/general	2.4	4.2	93.4	100.0	4,300
Total	3.1	8.7	88.1	100.0	29,100

Notes

1. Number excluded due to errors and omissions (weighted): 38,089 (closed accompanying child support periods with no information on service requirements or provision or where 'no assistance' indicated). In 36,774 of these, 'no assistance' was indicated as required for the accompanying child.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

4 Unmet requests for SAAP accommodation

This chapter focuses on the number of unmet requests for SAAP accommodation made by individuals and groups during the Demand for Accommodation Collection. Note that a person or group may make more than one request for accommodation in a day. The number of people making requests is discussed in Chapter 5.

People may be turned away from a SAAP agency for a variety of reasons and these reasons are classified to determine whether a request for accommodation is valid or invalid (see Appendix 2). The separation between valid and invalid unmet requests is made because some of the requests for accommodation were made at inappropriate agencies or the offered accommodation was refused by the person or group who requested it. Consequently, the number of valid unmet requests is a more useful measure of unmet demand than using all unmet requests.

Valid requests are then further divided into requests for immediate accommodation – that is, accommodation required within 24 hours – and accommodation required after 24 hours. This is because, in the context of homelessness, requests for immediate accommodation are of particular importance.

4.1 Invalid unmet requests

Invalid unmet requests for accommodation include people requesting assistance from an agency with the wrong target group (for example, a married couple approaching a single men’s agency); when a person or group was inappropriate for the agency (for example, an intoxicated or violent person); when there was no fee-free accommodation available; or when the offer of accommodation was refused by the requesting person or group. All other requests for accommodation are said to be valid.

Out of the 9,460 unmet requests for accommodation made during the collection period, 25% (2,380) were invalid requests (Table 4.1).

Main reason request not met

The most common reasons why an invalid request could not be met were because the person or group was in the wrong target group for the agency they approached (in 43% of invalid requests for SAAP accommodation) and because the person or group refused an offer of accommodation (in 33%).

4.2 Valid unmet requests

Valid unmet requests for accommodation accounted for 75% (7,080) of the 9,460 unmet requests for SAAP accommodation made during the collection period (Table 4.1). When this is converted to a daily average number, an estimated 506 valid unmet requests for accommodation were made on an average day during the Demand for Accommodation Collection period (Table 4.4).

Main reason request not met

The majority of valid unmet requests occurred because there was a lack of accommodation (82%), either because insufficient accommodation was available at the agency itself (60%) or because a referral agency was unable to refer the group on because they had no vacancies on their books (22%) (Table 4.1).

In 7% of valid unmet requests the agency did not offer accommodation because the type of accommodation the group required, such as longer term or independent accommodation, was not able to be provided by the agency.

Immediacy of need of accommodation

Fifty-seven per cent of all valid unmet requests for accommodation were for immediate accommodation (Table 4.4). The remaining 43% were for accommodation required after 24 hours.

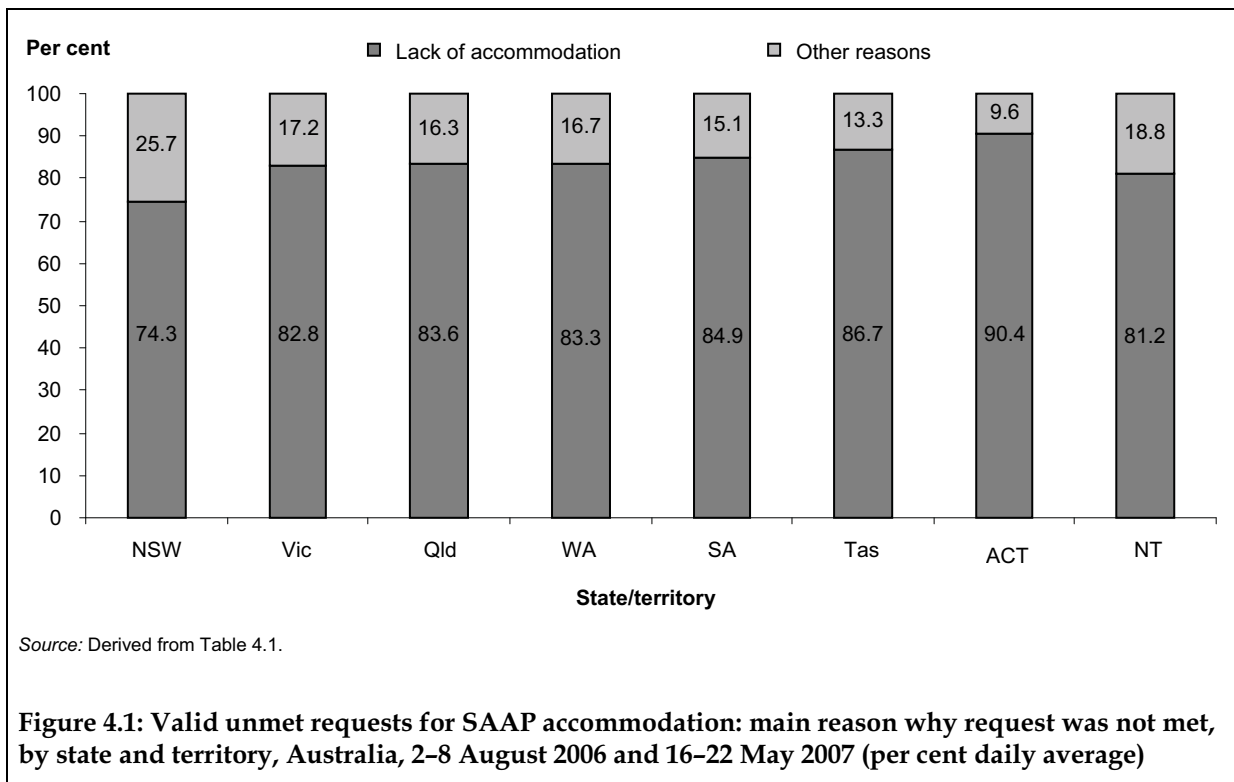
State and territory

On a state and territory basis, New South Wales and Victoria accounted for the largest proportion of valid unmet requests for accommodation (both 25%), followed by Queensland (24%) (Table 4.1). The Northern Territory reported the smallest (2%).

Main reason request not met

Across the states and territories, the predominant reason why valid unmet requests for SAAP accommodation could not be met was because of a lack of accommodation, either because insufficient accommodation was available at the agency itself or because a referral agency was unable to refer the group on because they had no vacancies on their books. This ranged from a low of 74% in the New South Wales to a high of 90% in the Australian Capital Territory (Figure 4.1).

All other reasons for not offering accommodation generally accounted for a small proportion of valid unmet requests (Table 4.1).



Immediacy of need of accommodation

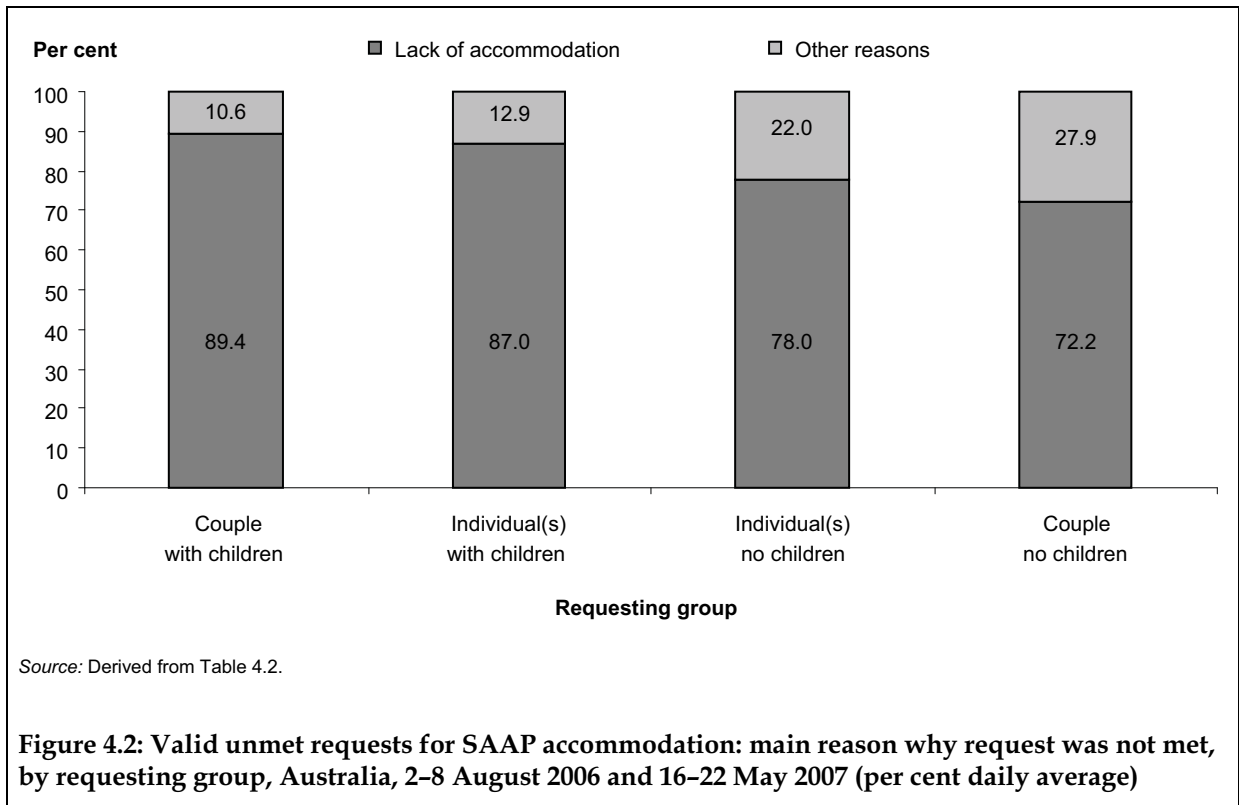
In nearly all of the states and territories, the majority of valid unmet requests for accommodation were for immediate accommodation (Table 4.4). The exception to this was Victoria, where slightly more requests were for accommodation after 24 hours (54%). Tasmania had the highest proportion of requests for immediate accommodation (83%, compared with 46% in Victoria).

Requesting group

According to the group requesting accommodation, individual(s) who presented without children accounted for the largest proportion of valid unmet requests for accommodation (59%), followed by individual(s) who presented with children (33%) (Table 4.2). Couples with and without children accounted for only a small proportion of valid unmet requests for accommodation (5% and 3%, respectively).

Main reason request not met

Across all requesting groups, the predominant reason why valid requests for SAAP accommodation could not be met was because of a lack of accommodation, either because insufficient accommodation was available at the agency itself or because a referral agency was unable to refer the group on because they had no vacancies on their books. This was, however, higher for people who presented with children (Figure 4.2). Couples with children and individual(s) with children reported this reason in 89% and 87% of valid unmet requests for accommodation, respectively, compared with 78% and 72% for individual(s) and couples without children, respectively.



Immediacy of need of accommodation

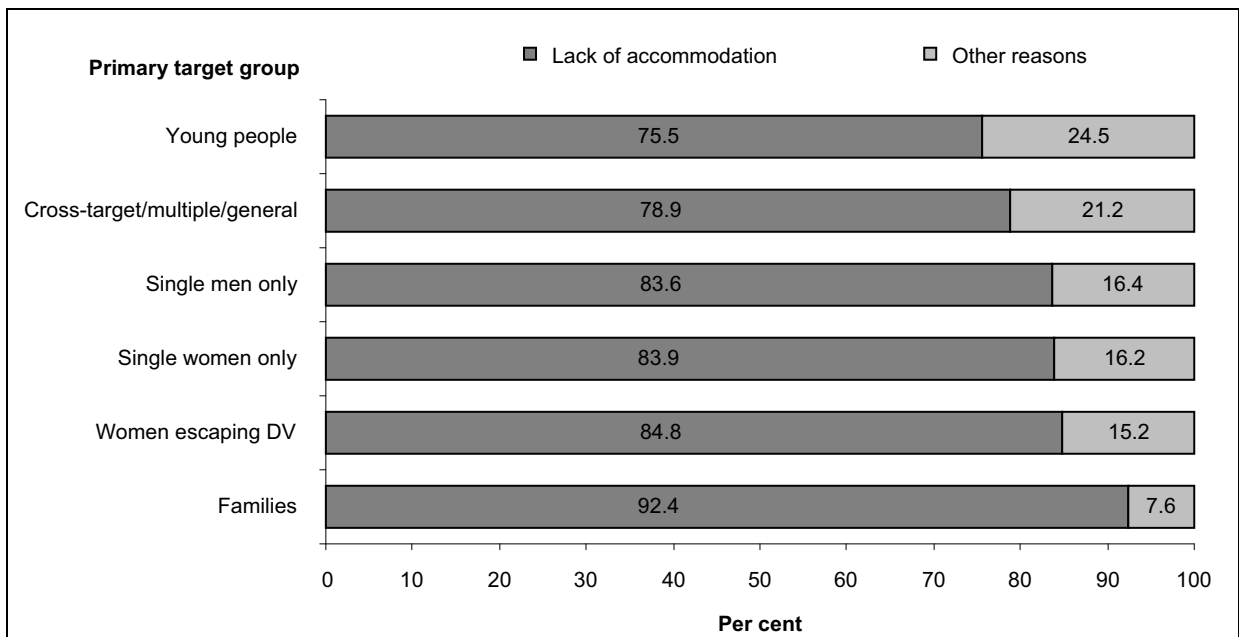
Individual(s) both with and without children most often required immediate accommodation (51% and 63%, respectively) (Table 4.5). In contrast, couples both with and without children most often required accommodation after 24 hours (61% and 54%, respectively).

Primary target group of agency

Youth agencies accounted for the highest proportion of valid unmet requests (32%), followed by agencies set up to target a range of client groups (cross-target, multiple or general agencies) (26%) (Table 4.3). Agencies set up to primarily support family groups made up 16% of valid unmet requests, women and children escaping domestic violence 14% and single men 8%. Agencies that mainly support single women had the lowest proportion (4%).

Main reason request not met

Across all types of agencies, the predominant reason why valid requests for SAAP accommodation could not be met was because of a lack of accommodation, either because insufficient accommodation was available at the agency itself or because a referral agency was unable to refer the group on because they had no vacancies on their books. This ranged from a low of 76% for youth agencies to a high of 92% for agencies set up to primarily support families (Figure 4.3).



Source: Derived from Table 4.3.

Figure 4.3: Valid unmet requests for SAAP accommodation: main reason why request was not met, by primary target group of agency, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

Immediacy of need of accommodation

In agencies that were primarily set up to support single men, women and children escaping domestic violence, and cross-targeted agencies, groups more often required immediate accommodation (in 77%, 73% and 59% of valid unmet requests, respectively) (Table 4.6). In youth agencies, agencies primarily set up to support single women, and family agencies most requests for accommodation were for accommodation required after 24 hours.

4.3 One-off assistance offered

Although some groups or individuals did not receive the SAAP accommodation they required, the majority were offered some form of one-off assistance (in 88% of all valid unmet requests for accommodation) (Table 4.7). The most common type of one-off assistance offered was information (in 81% of valid unmet requests), followed by a referral for accommodation (54%), and emotional support or counselling (36%).

4.4 Referrals for accommodation

In order to inform the discussion in Chapter 10 regarding the capacity of SAAP to deal with the demand for SAAP accommodation, it is necessary to examine whether attempts were made to secure accommodation at another source when people were turned away. Note that referrals for accommodation are examined based on valid unmet requests for immediate SAAP accommodation.

While not all people requesting immediate SAAP accommodation were able to be accommodated, SAAP agencies were able to make a referral for accommodation at an alternative source in 56% of valid unmet requests for immediate SAAP accommodation (Table 4.8). This means that individuals or groups whose request for accommodation was not able to be met directly by that SAAP agency were helped to find accommodation at another source in just over half of cases (for example, in another SAAP agency, a hostel, a caravan park, etc.). It must be noted that outcomes from referrals are not recorded so it is not known how many of the people who were referred on for accommodation actually secured that accommodation or whether the quality of the referred accommodation is comparable to that offered by SAAP.

State and territory

When accommodation could not be offered, a referral for accommodation at another source was made in close to half to over three-quarters of the valid unmet requests for accommodation across the states and territories (Table 4.8). The lowest proportion of referrals were recorded in Western Australia (49%) and the most in the Northern Territory (79%).

Requesting group

According to requesting group, there was little difference in the proportion of referrals for accommodation, with all groups obtaining a referral for accommodation in over half of their valid unmet requests for immediate accommodation (Table 4.9). Couples without children had a referral for accommodation arranged in 59% of their valid unmet requests for immediate accommodation, followed by individual(s) without children (in 56%), individual(s) with children (55%) and couples with children (in 53%).

Primary target group of agency

Referrals for accommodation were most often made in agencies primarily set up to support single men (in 71% of their valid unmet requests for immediate accommodation) (Table 4.10). The lowest level of referrals were made in agencies that primarily support single women (42%), young people (45%), and families (48%). All other types of agencies made a referral for accommodation in over half of the valid unmet requests for accommodation made there.

4.5 Tables

Table 4.1: Unmet requests for SAAP accommodation: main reason why request was not met, by state and territory, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent)

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Valid requests										
Insufficient accommodation available	49.4	62.5	68.0	64.3	46.2	78.7	52.5	62.3	59.7	4,230
Referral agency with no vacancies on books	24.9	20.3	15.6	19.0	38.7	8.0	37.9	18.9	21.8	1,540
Type of accommodation requested is not provided	6.8	8.7	7.4	5.8	2.5	5.8	2.5	9.8	6.8	490
Insufficient staff to provide support	3.1	1.5	2.6	1.0	1.3	—	0.4	1.6	2.0	140
Facilities for special needs not available	1.8	0.8	0.3	1.7	0.9	0.4	1.3	2.5	1.1	80
Other ^(a)	14.0	6.2	6.0	8.2	10.4	7.1	5.4	4.9	8.6	610
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>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>
Total (row %)	24.9	24.7	24.3	10.0	7.9	3.2	3.4	1.7	100.0	..
Total (number)	1,760	1,750	1,720	710	560	230	240	120	..	7,080
Invalid requests										
Agency inappropriate—wrong target group	42.5	34.0	53.7	40.1	41.9	29.3	61.8	45.2	42.7	1,010
Person/group inappropriate for agency	22.3	17.9	16.1	30.3	19.6	31.5	14.7	11.0	20.9	500
No fee-free accommodation available	1.1	6.6	2.4	2.2	4.7	7.6	2.9	—	3.2	80
Person/group refused offer of accommodation	34.1	41.4	27.8	27.4	33.8	31.5	20.6	43.8	33.3	790
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>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>
Total (row %)	30.5	20.9	19.4	13.2	6.2	3.9	2.9	3.1	100.0	..
Total (number)	730	500	460	310	150	90	70	70	..	2,380
Total requests for accommodation (number)	2,490	2,240	2,180	1,020	700	320	310	200	..	9,460

(a) In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.2: Unmet requests for SAAP accommodation: main reason why request was not met, by requesting group, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent)

Main reason	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Valid requests						
Insufficient accommodation available	55.5	64.8	64.8	71.7	59.7	4,230
Referral agency with no vacancies on books	22.5	22.2	7.4	17.7	21.8	1,540
Type of accommodation requested is not provided	7.4	5.7	13.1	4.6	6.8	490
Insufficient staff to provide support	2.8	0.9	—	1.1	2.0	140
Facilities for special needs not available	1.6	0.4	—	—	1.1	80
Other ^(a)	10.2	5.9	14.8	4.9	8.6	610
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	59.3	33.0	2.5	5.2	100.0	..
Total (number)	4,200	2,340	180	370	..	7,080
Invalid requests						
Agency inappropriate—wrong target group	40.6	44.9	56.3	61.8	42.7	1,010
Person/group inappropriate for agency	23.6	13.0	25.4	11.8	20.9	500
No fee-free accommodation available	3.0	2.7	7.0	7.4	3.2	80
Person/group refused offer of accommodation	32.8	39.4	11.3	19.1	33.3	790
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	71.1	23.1	3.0	2.9	100.0	..
Total (number)	1,690	550	70	70	..	2,380
Total requests for accommodation (number)	5,890	2,890	250	440	..	9,460

(a) In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.3: Unmet requests for SAAP accommodation: main reason why request was not met, by primary target group of agency, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent)

Main reason	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total	
							%	Number
Valid requests								
Insufficient accommodation available	51.1	67.7	47.7	68.1	56.4	65.9	59.7	4,230
Referral agency with no vacancies on books	24.4	15.9	36.2	24.3	28.4	13.0	21.8	1,540
Type of accommodation requested is not provided	9.7	3.8	4.3	2.8	5.0	8.4	6.8	490
Insufficient staff to provide support	1.4	5.1	2.0	1.0	1.9	2.4	2.0	140
Facilities for special needs not available	1.5	2.6	1.0	0.2	1.0	0.7	1.1	80
Other ^(a)	11.9	4.9	8.9	3.6	7.3	9.7	8.6	610
<i>Total</i>	<i>100.0</i>	<i>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>
Total (row %)	31.5	8.3	4.3	16.2	13.9	25.8	100.0	..
Total (number)	2,230	590	300	1,150	980	1,830	..	7,080
Invalid requests								
Agency inappropriate—wrong target group	49.5	28.6	44.2	62.4	37.3	37.2	42.7	1,010
Person/group inappropriate for agency	22.0	25.0	20.9	15.1	19.0	21.2	20.9	500
No fee-free accommodation available	1.7	2.8	—	7.8	1.6	5.5	3.2	80
Person/group refused offer of accommodation	26.8	43.5	34.9	14.6	42.1	36.1	33.3	790
<i>Total</i>	<i>100.0</i>	<i>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>
Total (row %)	31.9	10.4	3.6	8.6	21.7	23.8	100.0	..
Total (number)	760	250	90	210	520	570	..	2,380
Total requests for accommodation (number)	2,990	830	390	1,350	1,500	2,400	..	9,460

(a) In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.4: Valid unmet requests for SAAP accommodation: when accommodation was required, by state and territory, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Within 24 hours	59.0	45.7	58.6	65.9	54.1	83.1	70.0	66.4	57.2	289.2
After 24 hours	41.0	54.3	41.4	34.1	45.9	16.9	30.0	33.6	42.8	216.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	24.9	24.7	24.3	10.0	7.9	3.2	3.4	1.7	100.0	..
Total (number)	125.9	124.8	123.1	50.4	39.7	16.1	17.1	8.7	..	505.8

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.5: Valid unmet requests for SAAP accommodation: when accommodation was required, by requesting group, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Within 24 hours	62.9	50.6	46.0	39.0	57.2	289.2
After 24 hours	37.1	49.4	54.0	61.0	42.8	216.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	59.3	33.0	2.5	5.2	100.0	..
Total (number)	300.0	167.0	12.6	26.2	..	505.8

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.6: Valid unmet requests for SAAP accommodation: when accommodation was required, by primary target group of agency, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total	
							%	Number
Within 24 hours	49.3	77.3	46.7	49.0	73.0	58.7	57.2	289.2
After 24 hours	50.7	22.7	53.3	51.0	27.0	41.3	42.8	216.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	31.5	8.3	4.3	16.2	13.9	25.8	100.0	..
Total (number)	159.1	41.9	21.7	82.1	70.3	130.7	..	505.8

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.7: Valid unmet requests for SAAP accommodation: one-off assistance, by state and territory, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

One-off assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Referral for accommodation	53.3	47.8	58.9	48.3	56.7	54.2	61.3	68.9	53.6	271.3
Information	77.2	83.1	82.8	75.4	89.9	72.9	72.9	80.3	80.6	407.6
Referral for non-accommodation	32.3	23.6	25.5	41.5	41.4	49.8	33.8	43.4	30.9	156.4
Meals	17.6	10.1	14.3	21.5	30.0	20.0	25.0	19.7	16.7	84.4
Financial assistance/material aid	13.1	13.7	12.0	21.5	27.2	21.8	20.4	23.8	15.6	79.1
Transport	15.6	10.3	9.9	20.5	25.9	19.6	23.3	26.2	14.8	74.7
Laundry/shower facilities	14.1	8.5	11.6	17.3	23.4	16.9	20.0	17.2	13.5	68.3
Emotional support/counselling	32.7	30.6	32.6	42.6	59.5	44.4	33.8	40.2	35.8	181.0
Other	12.0	7.3	5.5	12.7	14.4	7.6	12.1	13.9	9.4	47.6
None	14.6	12.0	9.9	15.3	6.1	17.8	19.2	9.0	12.4	62.6
Total (row %)	24.9	24.7	24.3	10.0	7.9	3.2	3.4	1.7	100.0	..
Total (number)	125.9	124.8	123.1	50.4	39.7	16.1	17.1	8.7	..	505.8
Mean types of one-off assistance offered	2.7	2.4	2.5	3.0	3.7	3.1	3.0	3.3	..	2.7

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. A person or group seeking assistance were able to be offered more than one type of one-off assistance so percentages do not total 100.
5. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.8: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by state and territory, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

State/territory	Referrals for accommodation (a)		Valid unmet requests for immediate accommodation (b)		Referrals for accommodation as a percentage of valid unmet requests for immediate accommodation (a+b*100)
	Per cent	Number	Per cent	Number	Per cent
NSW	25.3	40.6	25.7	74.3	54.7
Vic	18.4	29.6	19.7	57.0	52.0
Qld	26.9	43.2	24.9	72.1	60.0
WA	10.1	16.3	11.5	33.2	49.0
SA	7.1	11.5	7.4	21.5	53.5
Tas	4.4	7.0	4.6	13.4	52.4
ACT	5.0	8.0	4.1	12.0	66.7
NT	2.8	4.6	2.0	5.8	79.0
Total	100.0	160.9	100.0	289.2	55.6

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.9: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by requesting group, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

Requesting group	Referrals for accommodation (a)		Valid unmet requests for immediate accommodation (b)		Referrals for accommodation as a percentage of valid unmet requests for immediate accommodation (a+b*100)
	Per cent	Number	Per cent	Number	Per cent
Individual(s) no children	65.9	105.9	65.3	188.7	56.1
Individual(s) with children	28.6	46.1	29.2	84.5	54.5
Couple no children	2.1	3.4	2.0	5.8	59.3
Couple with children	3.4	5.4	3.5	10.2	53.1
Total	100.0	160.9	100.0	289.2	55.6

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 4.10: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by primary target group of agency, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

Primary target group	Referrals for accommodation (a)		Valid unmet requests for immediate accommodation (b)		Referrals for accommodation as a percentage of valid unmet requests for immediate accommodation (a+b*100)
	Per cent	Number	Per cent	Number	Per cent
Young people	22.0	35.4	27.1	78.5	45.0
Single men only	14.3	23.0	11.2	32.4	71.1
Single women only	2.7	4.3	3.5	10.1	42.3
Families	12.0	19.3	13.9	40.2	48.0
Women escaping domestic violence	19.0	30.6	17.7	51.3	59.7
Cross-target/ multiple/general	30.0	48.3	26.5	76.7	62.9
Total	100.0	160.9	100.0	289.2	55.6

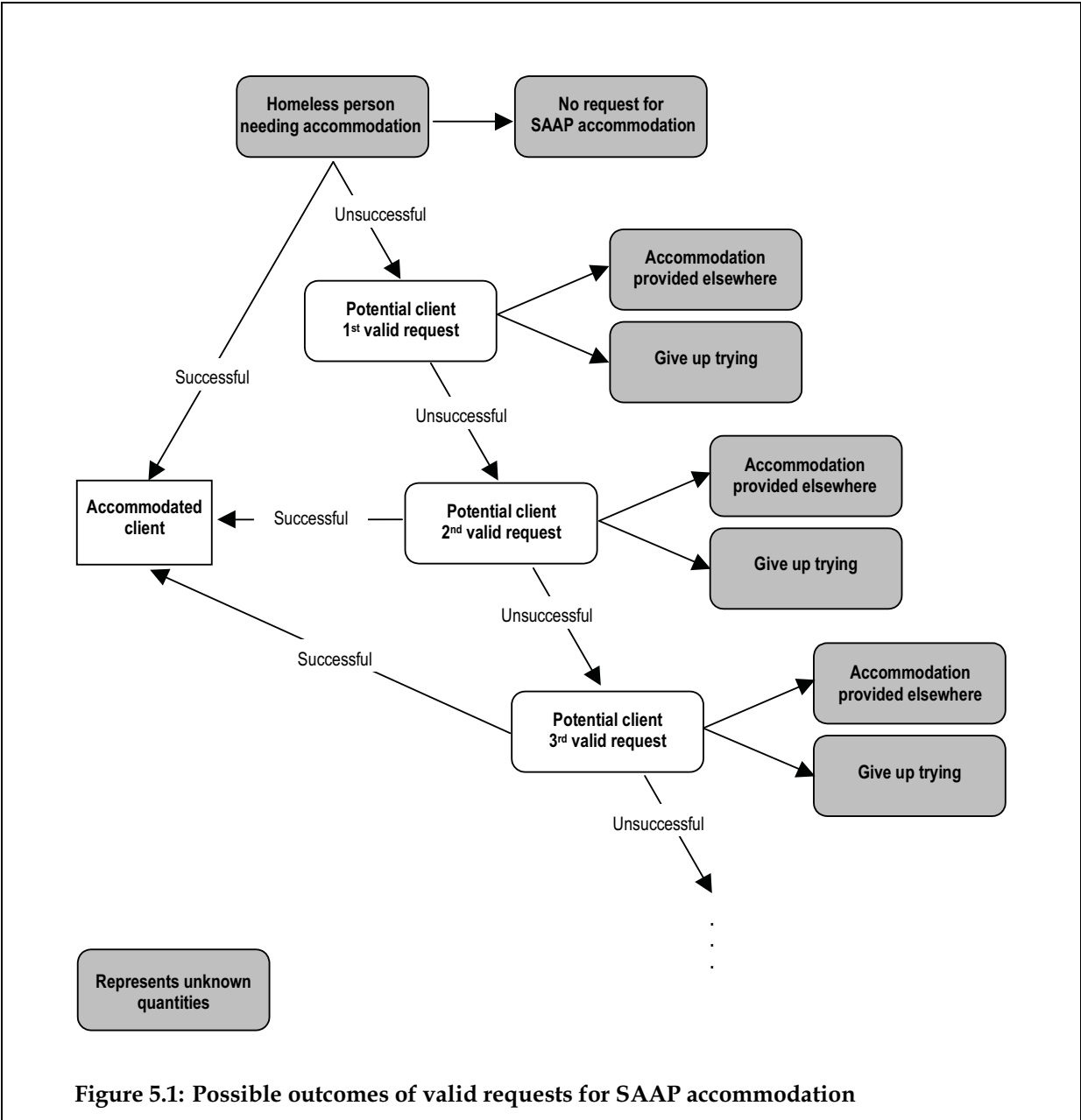
Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. A person or group may make more than one request for accommodation in a day.
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

5 People making a valid unmet request for SAAP accommodation

People can make more than one request for SAAP accommodation in a day. Figure 5.1 shows that people who make a request for SAAP accommodation can either be successful on the first attempt, make subsequent requests until they are accommodated, have their needs met elsewhere, or give up trying altogether. How often people have their needs met by other means and no longer require SAAP assistance cannot be measured at present.



This chapter presents the estimated daily average number of people who made a valid unmet request for SAAP accommodation. As people can make more than one unmet request in a day, to estimate the number of people making those requests as distinct from the number of requests themselves, each valid unmet request presented in Chapter 4 has been attributed to an estimated number of individuals (see Appendix 2).

The tables in this chapter generally present data firstly for adults and unaccompanied children, then for accompanying children, and finally for total people (adults, unaccompanied children and accompanying children combined).

5.1 Adults and unaccompanied children

On an average daily basis, 448 adults and unaccompanied children made a valid unmet request for accommodation (Table 5.1). Adults and unaccompanied children accounted for 62% of all people with a valid unmet request for accommodation (derived from Table 5.1).

Immediacy of need for accommodation

Fifty-six per cent of adults and unaccompanied children with a valid unmet request for accommodation required immediate accommodation and 44% required it after 24 hours (Table 5.1).

State and territory

New South Wales accounted for the highest number of adults and unaccompanied children with a valid unmet request for accommodation (112 or 25% on an average day during the collection period), followed by Victoria and Queensland (both 107 or 24%) (Table 5.1). The Northern Territory reported the lowest number (6 or 1%).

Immediacy of need for accommodation

In almost all states and territories, the majority of adults and unaccompanied children required accommodation within 24 hours (between 51% in South Australia and 81% in Tasmania). The exception to this was Victoria, where the majority required accommodation after 24 hours (56%).

Requesting group

Individual(s) without children accounted for the largest number of adults and unaccompanied children with a valid unmet request for accommodation (247 or 55% on an average day), followed by individual(s) with children (143 or 32%), couples with children (40 or 9%) and couples without children (18 or 4%) (Table 5.2).

Immediacy of need for accommodation

Individual(s) without children were the only group who most often required immediate accommodation, with 63% of people in this group requesting immediate accommodation and 37% requesting accommodation after 24 hours (Table 5.2). In contrast, family groups –

individual(s) with children and couples both with and without children – more often required accommodation after 24 hours (51%, 61% and 53%, respectively).

Primary target group of agency

Cross-targeted or general agencies accounted for the highest number of adults and unaccompanied children with a valid unmet request for accommodation (132 or 29% on an average day), followed by youth agencies (130 or 29%) and family agencies (70 or 16%) (Table 5.3). The smallest number approached agencies primarily targeted at single women (18 or 4%).

Immediacy of need for accommodation

Around three quarters of the adults and unaccompanied children with a valid unmet request for accommodation who approached agencies primarily set up to support women and children escaping domestic violence and those targeted primarily at single men required immediate accommodation (75% and 72%, respectively) (Table 5.3). Adults and unaccompanied children who approached cross-targeted agencies also more often required immediate accommodation (58%). In contrast, those who approached single women's agencies, family agencies, and youth agencies most often required accommodation after 24 hours (58%, 54% and 52%, respectively).

Sex

There were more female (60%) than male (40%) adults and unaccompanied children who had a valid unmet request for SAAP accommodation (Table 5.4).

Immediacy of need for accommodation

Both male and female adults and unaccompanied children most often required immediate accommodation (Table 5.4). Males, however, were more likely to do so than females, with 61% of males requesting immediate accommodation, compared with 53% of females.

Age

The majority of adults and unaccompanied children who made a valid unmet request for accommodation were aged 20–44 years (58%) (Table 5.5). Thirty-four per cent were aged under 20 years, 8% were aged 45–64 years and less than 1% were aged 65 years and older.

Immediacy of need for accommodation

The majority of adults and unaccompanied children in most of the age groups required immediate accommodation (Table 5.5). The exception to this was those aged 65 years and over, of whom 56% required accommodation after 24 hours.

5.2 Accompanying children

On an average daily basis, 277 children accompanied a parent(s) or guardian(s) who had a valid unmet request for accommodation (Table 5.1). Accompanying children accounted for 38% of all people who had a valid unmet request for accommodation (derived from Table 5.1).

Immediacy of need for accommodation

Half (50%) of accompanying children required immediate accommodation (Table 5.1). The remaining half required it after 24 hours.

State and territory

On an average day during the collection period, Queensland reported the highest number of accompanying children who had a valid unmet request for accommodation (72 or 26%), followed by New South Wales (57 or 21%), Western Australia (49 or 18%) and Victoria (47 or 17%) (Table 5.1). The Australian Capital Territory reported the lowest (3 or 1%).

Immediacy of need for accommodation

In most states and territories, the majority of accompanying children required immediate accommodation, however, accompanying children in Victoria, Queensland and the Australian Capital Territory most often required accommodation after 24 hours (Table 5.1).

Requesting group

The majority of accompanying children with a valid unmet request for accommodation (86%) presented with an individual or individuals who were not a couple (individual(s) with children) (Table 5.2). Fourteen per cent accompanied a couple.

Immediacy of need for accommodation

Children who accompanied an individual or individuals who were not a couple most often required immediate accommodation (52%) (Table 5.2). The opposite was true for children accompanying a couple, of whom 64% required accommodation after 24 hours.

Primary target group of agency

Thirty-five per cent of accompanying children were with a parent(s) or guardian(s) who tried to get accommodation from a family targeted agency and 25% presented both at agencies primarily targeted at supporting women and children escaping domestic violence and to cross-targeted agencies. Ten per cent presented at youth agencies, 4% at single women's agencies, and 1% at single men's agencies.

Immediacy of need for accommodation

Children accompanying a parent or guardian to agencies that primarily targeted women and children escaping domestic violence most often required immediate accommodation (72%)

(Table 5.3). In contrast, children accompanying a parent(s) or guardian(s) who made a valid unmet request for accommodation at all other types of agencies – agencies primarily targeted at young people, single men, single women, families and cross-targeted agencies – most often required accommodation after 24 hours.

Sex

Fifty-three per cent of children who accompanied a parent or guardian who made a valid unmet request for accommodation were female, 47% were male (Table 5.4).

Age

The majority (74%) of accompanying children with a valid unmet request for accommodation were aged under 12 years (AIHW unpublished data). Sixteen per cent were aged 12–17 years and 10% were of unknown age.

5.3 Total people

On an average day during the collection period, 725 people (448 adults and unaccompanied children and 277 accompanying children) had a valid unmet request for accommodation (Table 5.1).

Immediacy of need for accommodation

Fifty-four per cent of all people with a valid unmet request for accommodation required immediate accommodation (Table 5.1). Forty-six per cent required it after 24 hours.

State and territory

Queensland accounted for a quarter of all people with a valid unmet request for accommodation (25% or 178 on an average day), primarily due to the relatively high number of accompanying children (see section on accompanying children) (Table 5.1). Twenty-three per cent of all people with a valid unmet request for accommodation were in New South Wales and 21% in Victoria. The Northern Territory reported the smallest number (2% or 12).

Immediacy of need for accommodation

In almost all states and territories, the majority of people with a valid unmet request for accommodation required immediate accommodation (ranging from 52% in Queensland to 82% in Tasmania) (Table 5.1). The exception to this was Victoria, where people most often required accommodation after 24 hours (62%).

Requesting group

Over half (52%) of all people with a valid unmet request for accommodation presented as an individual(s) with children (Table 5.2). People presenting as an individual(s) without children accounted for 34%, couples with children for 11%, and couples without children for 3%.

Immediacy of need for accommodation

Individual(s) both with and without children most often required immediate accommodation (51% and 63%, respectively) (Table 5.2). In contrast, couples both with and without children more often required accommodation after 24 hours (63% and 53%, respectively). It should be noted, however, that family groups, particularly couples with children, were less likely to request immediate accommodation than individual(s) who presented without children.

Primary target group of agency

Over a quarter (28%) of people with a valid unmet request for accommodation tried to get accommodation from a cross-targeted agency, 23% tried at family agencies, 22% tried at youth agencies, and 18% tried agencies that primarily support women and children escaping domestic violence (Table 5.3). The remaining 10% tried at single men's or single women's agencies (derived from Table 5.3).

Immediacy of need for accommodation

People who made a valid unmet request for accommodation in single men's agencies, domestic violence agencies and cross-targeted agencies, most often required immediate accommodation (68%, 74% and 55%, respectively) (Table 5.3). In contrast, people with a valid unmet request for accommodation who tried to get accommodation from youth agencies, single women's agencies, and family agencies most often required accommodation after 24 hours (55%, 67% and 54%, respectively).

Sex

The majority of people with a valid unmet request for accommodation were female (58%) (Table 5.4). Forty-two per cent were male.

Immediacy of need for accommodation

Both males and females most often required immediate accommodation. However, males were slightly more likely to do so than females (57%, compared with 52%) (Table 5.4).

Age

Well over half (60%) of all people with a valid unmet request for accommodation were aged under 20 years (Table 5.5). Thirty-five per cent were aged 20–44 years, 5% were aged 45–64 years and less than 1% were aged 65 years and over.

Immediacy of need for accommodation

The majority of people in most of the age groups required immediate accommodation (Table 5.5). The exception to this was those aged 65 years and over, of whom 56% required accommodation after 24 hours.

Country of birth

Note that it is not possible to report the country of birth of adults and unaccompanied children separately from accompanying children as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). Note also that there was a large amount of missing or unknown data in relation to country of birth. Of the 725 people who made a valid unmet request for accommodation on an average day, 78% (566) provided data on their country of birth and it was missing or unknown for 22% (derived from tables 5.6 and 5.1). No imputation was done to adjust for missing data on country of birth (see Appendix 2).

The vast majority (91%) of people with a valid unmet request for accommodation were born in Australia (Table 5.6). Just under 7% were born overseas in a predominantly non-English-speaking country and 3% were born overseas in a predominantly English-speaking country.

Immediacy of need for accommodation

People with a valid unmet request for accommodation who were born in Australia or overseas in a predominantly English-speaking country most often required immediate accommodation (51% and 53%, respectively) (Table 5.6). People born overseas in a mainly non-English-speaking country were more likely to request accommodation after 24 hours (64% required accommodation after 24 hours).

Aboriginal and Torres Strait Islander peoples

Note that it is not possible to report the Aboriginal and Torres Strait Islander status of adults and unaccompanied children separately from accompanying children as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). Note also that there was a large amount of missing or unknown data in relation to the Aboriginal and Torres Strait Islander status question. Of the 725 people who made a valid unmet request for accommodation, 72% (523) provided data on their Aboriginal and Torres Strait Islander status and it was missing or unknown for 28% (derived from tables 5.7 and 5.1). No imputation was done to adjust for missing data on Aboriginal and Torres Strait Islander status (see Appendix 2).

The majority (70%) of people with a valid unmet request for accommodation were 'other Australians', that is, they did not identify as Aboriginal and Torres Strait Islander. It must be noted, however, that Aboriginal and Torres Strait Islander peoples were overrepresented in comparison to their population size. At 30 June 2006, an estimated 2% of the Australian population were Aboriginal and Torres Strait Islander peoples, yet 30% of people with a valid unmet request for accommodation identified as Indigenous (Table 5.7 and ABS 2007).

Immediacy of need for accommodation

Aboriginal and Torres Strait Islander people with a valid unmet request for accommodation were more likely than 'other Australians' to request immediate accommodation (58% compared with 48%) (Table 5.7). 'Other Australians' most often required accommodation after 24 hours.

5.4 Tables

Table 5.1: People with a valid unmet request for SAAP accommodation, by when accommodation was required and state and territory, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Adults and unaccompanied children										
Within 24 hours	58.1	43.6	57.6	67.2	51.1	80.5	69.8	62.5	56.1	251.4
After 24 hours	41.9	56.4	42.4	32.8	48.9	19.5	30.2	37.5	43.9	196.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	24.9	23.8	23.8	11.0	8.8	3.3	3.1	1.4	100.0	..
Total (number)	111.6	106.5	106.6	49.5	39.6	14.6	13.7	6.3	..	448.4
Accompanying children										
Within 24 hours	51.3	25.3	44.6	70.2	54.6	84.6	40.4	55.3	50.0	138.5
After 24 hours	48.7	74.7	55.4	29.8	45.4	15.4	59.6	44.7	50.0	138.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	20.7	17.0	25.9	17.6	11.9	3.7	1.2	2.0	100.0	..
Total (number)	57.2	47.2	71.8	48.6	33.1	10.2	3.4	5.4	..	276.9
Total people										
Within 24 hours	55.8	38.0	52.4	68.7	52.7	82.2	64.0	59.1	53.8	389.9
After 24 hours	44.2	62.0	47.6	31.3	47.3	17.8	36.0	40.9	46.2	335.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	23.3	21.2	24.6	13.5	10.0	3.4	2.4	1.6	100.0	..
Total (number)	168.8	153.7	178.4	98.1	72.6	24.9	17.1	11.7	..	725.3

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.2: People with a valid unmet request for SAAP accommodation, by when accommodation was required and requesting group, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Adults and unaccompanied children						
Within 24 hours	63.4	49.3	47.5	38.7	56.1	251.4
After 24 hours	36.6	50.7	52.5	61.3	43.9	196.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	55.2	31.9	4.1	8.8	100.0	..
Total (number)	247.4	143.1	18.4	39.5	..	448.4
Accompanying children						
Within 24 hours	..	52.3	..	36.2	50.0	138.5
After 24 hours	..	47.7	..	63.8	50.0	138.4
<i>Total</i>	..	<i>100.0</i>	..	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	..	85.7	..	14.3	100.0	..
Total (number)	..	237.2	..	39.7	..	276.9
Total people						
Within 24 hours	63.4	51.2	47.5	37.4	53.8	389.9
After 24 hours	36.6	48.8	52.5	62.6	46.2	335.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	34.1	52.4	2.5	10.9	100.0	..
Total (number)	247.4	380.4	18.4	79.2	..	725.3

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.3: People with a valid unmet request for SAAP accommodation, by when accommodation was required and primary target group of agency, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total	
							%	Number
Adults and unaccompanied children								
Within 24 hours	48.3	72.1	42.0	46.0	75.0	57.9	56.1	251.4
After 24 hours	51.7	27.9	58.0	54.0	25.0	42.1	43.9	196.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	29.0	8.7	4.1	15.7	13.2	29.4	100.0	..
Total (number)	129.9	38.9	18.4	70.4	59.1	131.9	..	448.4
Accompanying children								
Within 24 hours	26.8	9.8	16.0	46.0	72.2	49.1	50.0	138.5
After 24 hours	73.2	90.2	84.0	54.0	27.8	50.9	50.0	138.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	9.5	1.1	3.7	35.4	25.0	25.3	100.0	..
Total (number)	26.4	2.9	10.3	98.1	69.2	70.0	..	276.9
Total people								
Within 24 hours	44.7	67.7	32.7	46.0	73.5	54.8	53.8	389.9
After 24 hours	55.3	32.3	67.3	54.0	26.5	45.2	46.2	335.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	21.5	5.8	3.9	23.2	17.7	27.8	100.0	..
Total (number)	156.2	41.8	28.6	168.5	128.3	201.9	..	725.3

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.4: People with a valid unmet request for SAAP accommodation, by when accommodation was required and sex, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	Male	Female	Total	
			%	Number
Adults and unaccompanied children				
Within 24 hours	61.4	52.6	56.1	251.4
After 24 hours	38.6	47.4	43.9	196.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	39.7	60.3	100.0	..
Total (number)	178.0	270.4	..	448.4
Accompanying children				
Within 24 hours	49.8	50.2	50.0	138.5
After 24 hours	50.2	49.8	50.0	138.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	46.9	53.1	100.0	..
Total (number)	129.9	147.1	..	276.9
Total people				
Within 24 hours	56.5	51.8	53.8	389.9
After 24 hours	43.5	48.2	46.2	335.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	42.4	57.6	100.0	..
Total (number)	307.9	417.4	..	725.3

Notes

1. Number excluded due to errors and omissions: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.5: People with a valid unmet request for SAAP accommodation, by when accommodation was required and age, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	Under 20 years ^(a)	20–44 years	45–64 years	65+ years	Total	
					%	Number
Adults and unaccompanied children						
Within 24 hours	50.9	57.1	57.0	43.6	54.9	225.8
After 24 hours	49.1	42.9	43.0	56.4	45.1	185.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	33.5	57.9	7.9	0.7	100.0	..
Total (number)	137.7	238.0	32.6	2.8	..	411.1
Accompanying children						
Within 24 hours	50.0	50.0	138.5
After 24 hours	50.0	50.0	138.4
<i>Total</i>	<i>100.0</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (row %)	100.0	100.0	..
Total (number)	276.9	276.9
Total people						
Within 24 hours	50.3	57.1	57.0	43.6	52.9	364.3
After 24 hours	49.7	42.9	43.0	56.4	47.1	323.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	60.3	34.6	4.7	0.4	100.0	..
Total (number)	414.6	238.0	32.6	2.8	..	688.0

(a) Note that accompanying children are aged 17 years and under. For the 'Accompanying children' section of this table, the age group 'Under 20 years' is all accompanying children, including those of 'unknown' age. For the 'Total people' section of this table, the age group 'Under 20 years' includes all accompanying children, including those of 'unknown' age.

Notes

1. Number excluded due to errors and omissions: 37.3 adults and unaccompanied children, 0 accompanying children and 37.3 people of unknown age (daily average).
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.6: People with a valid unmet request for SAAP accommodation, by when accommodation was required and country of birth, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	Australia	Other English-speaking countries	Non-English speaking countries	Total	
				%	Number
Total people					
Within 24 hours	51.1	52.8	36.5	50.2	284.3
After 24 hours	48.9	47.2	63.5	49.8	281.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	90.5	3.0	6.5	100.0	..
Total (number)	512.5	16.8	36.8	..	566.1

Notes

1. Number excluded due to errors and omissions: 159.2 people of unknown or missing country of birth.
2. Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing country of birth.
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.7: People with a valid unmet request for SAAP accommodation, by when accommodation was required and Aboriginal and Torres Strait Islander status, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average)

When accommodation required	Aboriginal and/or Torres Strait Islander	Other Australians	Total	
			%	Number
Total people				
Within 24 hours	57.8	47.5	50.6	264.8
After 24 hours	42.2	52.5	49.4	258.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	30.1	69.9	100.0	..
Total (number)	157.3	365.7	..	523.0

Notes

1. Number excluded due to errors and omissions: 202.3 people of unknown or missing Aboriginal and Torres Strait Islander status.
2. Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing Aboriginal and Torres Strait Islander status.
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

6 Estimating the number of people turned away without receiving SAAP accommodation

Some of the people discussed in Chapter 5 subsequently received SAAP accommodation later on the same day as making a valid unmet request for accommodation. For this reason, when estimating how many people were turned away, it is essential to distinguish between people who made a valid unmet request for accommodation but could not be accommodated in SAAP at all and those who eventually found SAAP accommodation by the end of each day (see Appendix 2).

Chapters 7, 8 and 9 present two measures of the ability of SAAP to meet the demand for SAAP accommodation. The first measure is the turn-away for people requiring immediate new SAAP accommodation, that is, the average daily percentage of people who could not be accommodated relative to all people requiring new and immediate accommodation. This provides an indication of a person's likelihood of obtaining SAAP accommodation on an average day during the collection period.

However, SAAP accommodates large numbers of clients on any given day, including clients who are continuing their accommodation from a previous day. For this reason simply examining the daily request turn-away without acknowledging the number of people already in SAAP accommodation may provide an incomplete picture. Therefore, it is important to consider the level of unmet demand for SAAP accommodation in relation to the total expressed demand for SAAP accommodation. This is calculated as the average daily percentage of people who could not be accommodated relative to people who required new and immediate SAAP accommodation and who were continuing their accommodation from the previous day. It provides a measure of the overall ability of SAAP to meet the demand for accommodation on an average day during the collection period.

It is important to note that neither of these provide a measure of the additional capacity required in SAAP, only a measure of the expressed undersupply of SAAP accommodation (in terms of people) on an average day during the Demand for Accommodation Collection period. Measuring the additional capacity required to accommodate the expressed demand for SAAP accommodation, as well as a discussion of hidden need for SAAP accommodation, are contained in Chapter 10.

Please see the Appendixes for more detail of how the estimates are calculated.

6.1 Data issues

It must be noted that there are some data issues that must be considered when analysing the estimated turn-away measures, as listed below:

- It is possible to estimate the number of people turned away only for those who required immediate accommodation, that is, accommodation required within 24 hours. This means that the measures might underestimate the turn-away for groups who are more likely to request accommodation after 24 hours.

- Dates of support and accommodation are not collected for accompanying children in the Client Collection. For the purposes of calculating the turn-away measures, accompanying children are assumed to have the same periods of accommodation as the parent or guardian. Note that accompanying children are recorded on only one parent's or guardian's record when clients present as a couple.

The next chapters present the measures of turn-away by state, requesting group and primary target group of the agency but do not present turn-away by age, sex, country of birth or Aboriginal and Torres Strait Islander status. There are several reasons for this, as listed below:

- On occasion, only part of a group requesting accommodation was able to be accommodated. While the Demand for Accommodation Collection collects demographic information—such as age, sex, country of birth and Aboriginal and Torres Strait Islander status—on the group making the request for accommodation, it does not break down the number of people who were accommodated out of that group by demographics. Only the total number accommodated is collected. For example, if a group of male and female friends make a request but only some of that group is able to be accommodated, the Collection cannot distinguish how many of the males or how many of the females in the group were accommodated. Analysis suggests that the accommodation of a partial group is not common. However, the problem is significant enough to prevent calculation of valid estimates of turn-away by demographics.
- Age, country of birth and Aboriginal and Torres Strait Islander status are collected only for clients who provided informed consent in the Client Collection but are collected for all people who request accommodation in the Demand for Accommodation Collection.

7 Adults and unaccompanied children turned away without receiving SAAP accommodation

This chapter presents the number of adults and unaccompanied children turned away from SAAP accommodation on an average day, as well as two measures of the ability of SAAP to meet the expressed demand for accommodation (see Chapter 6).

The analysis in this chapter excludes counts of accompanying children. An analysis of accompanying children is contained in Chapter 8, which together with the data presented in this chapter on adults and unaccompanied children enables an analysis of all people in Chapter 10.

7.1 Turn-away as a per cent of people requiring new SAAP accommodation

Table 7.1 shows the number of adults and unaccompanied children requesting immediate SAAP accommodation on a daily basis, and the percentage turned away without being accommodated. On average, of the 432 requiring new and immediate accommodation, 55% (236) were unable to be accommodated by the end of the day. This equates to a little more than 1 in every 2 adults and unaccompanied children who required immediate SAAP accommodation being turned away on an average day during the collection period.

State and territory

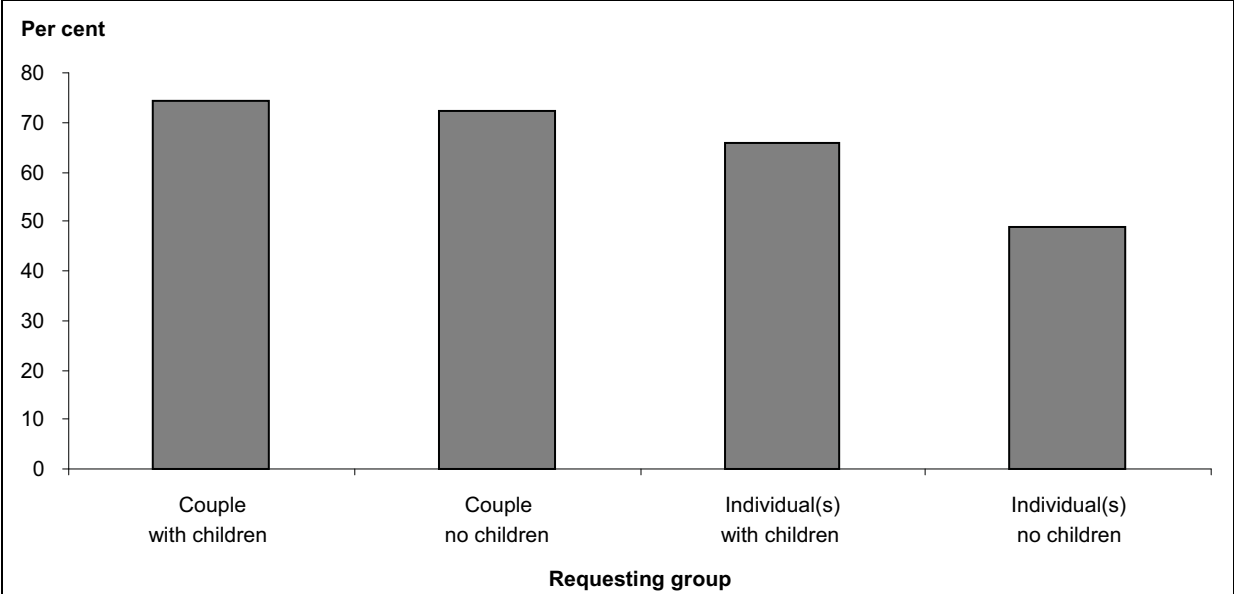
On an average day in the majority of jurisdictions, more adults and unaccompanied children were turned away than could be accommodated (Table 7.1). The exceptions to this were New South Wales, where 46% of adults and unaccompanied children were turned away, and the Northern Territory, where 39% of adults and unaccompanied children were turned away.

The highest turn-away as a percentage of adults and unaccompanied children requiring new accommodation was recorded in the Australian Capital Territory (76%), followed by Tasmania and South Australia (both 60%).

Requesting group

The turn-away rates for the different groups who required immediate accommodation suggest that, overall, SAAP is more likely to be able to provide accommodation for individual(s) who presented without children. This group had the lowest daily turn-away rate nationally (49%) (Figure 7.1). Individual(s) without children was also the only group more likely to be accommodated than not, on an average day. All other requesting groups were more likely not to find immediate accommodation in SAAP, with 74% of couples with children (or around 3 in every 4 people), 72% of couples without children (or just under 3 in

every 4 people), and 66% of individual(s) with children (or 2 in every 3) being turned away each day.



Source: Table 7.2.

Figure 7.1: Turn-away for adults and unaccompanied children who required immediate accommodation, by requesting group, Australia, 2-8 August 2006 and 16-22 May 2007 (per cent daily average number of adults and unaccompanied children requiring new accommodation)

Primary target group of agency

Agencies primarily targeted at supporting single men had by far the lowest turn-away as a proportion of adults and unaccompanied children requiring new and immediate accommodation (26%) (Table 7.3). This type of agency was also the only one more likely to be able to provide accommodation than not. In contrast, family targeted agencies had by far the highest turn-away (80%), followed by cross-targeted agencies (66%). This supports the data on turn-away by requesting group presented above which suggests that family groups have more difficulty than individuals in obtaining accommodation.

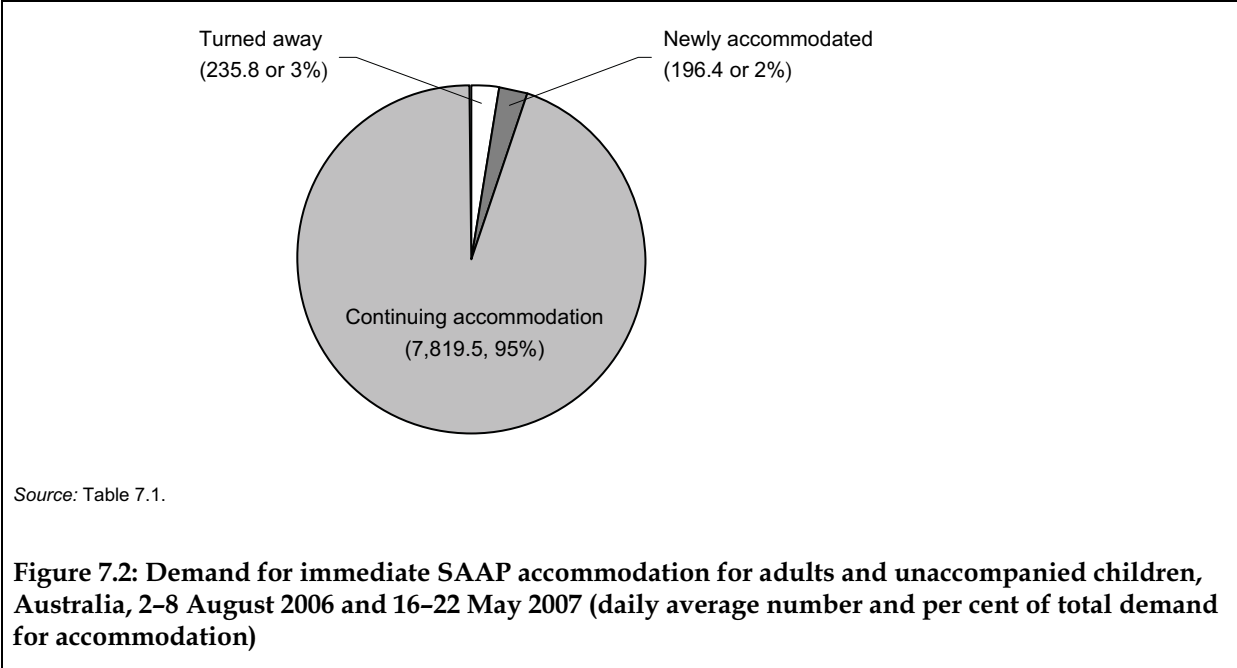
7.2 Turn-away as a per cent of total expressed demand for SAAP accommodation

On an average day during the Demand for Accommodation Collection period, 8,252 adults and unaccompanied children either required SAAP accommodation or were already accommodated (Table 7.1). Of this total:

- 236 made a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day
- 8,016 were accommodated in SAAP (196 were newly accommodated and 7,820 were continuing their accommodation from the previous day and into the next day).

This means that 236 (or 3% of) adults and unaccompanied children were unable to be accommodated out of the 8,252 who required new and immediate SAAP accommodation or who were already in SAAP accommodation.

As can be seen from the data presented above, SAAP does accommodate a large number of adults and accompanying children each day. It is important to note that adults and unaccompanied children requiring new SAAP accommodation made up only 5% (432) of the total daily demand for accommodation (8,252) on an average day, with 2% (196) obtaining accommodation and 3% (236) being turned away (Figure 7.2).



State and territory

Western Australia and Tasmania had the highest turn-away as a proportion of total demand for accommodation (both around 5%), followed by the Australian Capital Territory and Queensland (both around 4%) (Table 7.1). All other jurisdictions reported turn-away of around 2%.

Requesting group

Although couples without children accounted for the smallest number of adults and unaccompanied children requesting new accommodation and the smallest number already accommodated in SAAP on an average day, they had the highest turn-away as a percentage of the total demand for accommodation (4%) (Table 7.2). This suggests that SAAP has less ability to meet the demand for accommodation for couples without children than for the other client groups. All other requesting groups had a turn-away of between 2% and 3%.

Primary target group of agency

As a percentage of the total demand for accommodation, cross-targeted agencies reported the highest turn-away for adults and unaccompanied children (4%), followed by agencies that primarily support women and children escaping domestic violence (3%) (Table 7.3). All other agency types had a turn-away of around 2%.

7.3 Tables

Table 7.1: Adults and unaccompanied children turned away, by state and territory, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Adults and unaccompanied children requiring new accommodation (number)									
Not accommodated (turned away) (A)	59.2	43.1	57.6	32.2	19.6	11.1	9.4	3.4	235.8
Newly accommodated (B)	70.9	30.9	41.2	24.5	13.1	7.4	2.9	5.4	196.4
<i>Successful first request</i>	65.3	27.6	37.4	23.4	12.6	6.7	2.8	4.9	180.7
<i>Accommodated in subsequent request(s)</i>	5.6	3.4	3.8	1.1	0.6	0.6	0.1	0.5	15.6
Total requiring new accommodation (C) (A + B)	130.1	74.0	98.9	56.7	32.8	18.5	12.4	8.9	432.1
Clients already accommodated (number)									
<i>Accommodation ending</i>	68.6	30.8	38.6	22.3	13.4	7.3	3.1	5.9	189.9
Continuing accommodation (D)	2,568.6	1,897.8	1,373.0	570.1	833.4	225.9	202.5	148.2	7,819.5
Total accommodated (B + D)	2,639.4	1,928.7	1,414.2	594.6	846.6	233.2	205.4	153.6	8,015.8
Total demand for accommodation (E) (A + B + D)	2,698.6	1,971.8	1,471.9	626.9	866.2	244.4	214.9	157.1	8,251.6
Proportion turned away (Per cent)									
Turn-away (A ÷ C * 100) (% requiring new accommodation)	45.5	58.2	58.3	56.8	59.9	60.2	76.3	38.7	54.6
Turn-away (A ÷ E * 100) (% total demand for accommodation)	2.2	2.2	3.9	5.1	2.3	4.6	4.4	2.2	2.9

Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 31.8 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

Table 7.2: Adults and unaccompanied children turned away, by requesting group, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
Adults and unaccompanied children requiring new accommodation (number)					
Not accommodated (turned away) (A)	145.6	67.1	8.4	14.7	235.8
Newly accommodated (B)	153.1	34.9	3.2	5.1	196.4
<i>Successful first request</i>	141.9	31.5	2.9	4.5	180.7
<i>Accommodated in subsequent request(s)</i>	11.3	3.4	0.4	0.6	15.6
Total requiring new accommodation (C) (A + B)	298.8	102.0	11.6	19.8	432.1
Clients already accommodated (number)					
<i>Accommodation ending</i>	149.9	32.5	3.0	4.6	189.9
Continuing accommodation (D)	4,687.0	2,348.9	176.9	606.7	7,819.5
Total accommodated (B + D)	4,840.1	2,383.8	180.1	611.8	8,015.8
Total demand for accommodation (E) (A + B + D)	4,985.7	2,450.9	188.5	626.5	8,251.6
Proportion turned away (Per cent)					
Turn-away (A ÷ C * 100) (% requiring new accommodation)	48.7	65.8	72.2	74.4	54.6
Turn-away (A ÷ E * 100) (% total demand for accommodation)	2.9	2.7	4.4	2.3	2.9

Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 31.8 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

Table 7.3: Adults and unaccompanied children turned away, by primary target group of agency, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total
Adults and unaccompanied children requiring new accommodation (number)							
Not accommodated (turned away) (A)	59.4	23.5	7.6	30.4	42.6	72.3	235.8
Newly accommodated (B)	37.8	66.7	6.3	7.9	40.6	37.1	196.4
<i>Successful first request</i>	34.4	62.2	6.1	5.9	39.0	33.0	180.7
<i>Accommodated in subsequent request(s)</i>	3.4	4.5	0.1	1.9	1.6	4.1	15.6
Total requiring new accommodation (C) (A + B)	97.1	90.2	13.9	38.3	83.3	109.4	432.1
Clients already accommodated (number)							
<i>Accommodation ending</i>	33.8	66.6	6.1	6.9	40.3	36.3	189.9
Continuing accommodation (D)	2,163.6	1,425.9	353.1	1,070.8	1,273.9	1,532.2	7,819.5
Total accommodated (B + D)	2,201.4	1,492.6	359.3	1,078.6	1,314.6	1,569.3	8,015.8
Total demand for accommodation (E) (A + B + D)	2,260.8	1,516.1	366.9	1,109.1	1,357.2	1,641.6	8,251.6
Proportion turned away (Per cent)							
Turn-away (A ÷ C * 100) (% requiring new accommodation)	61.1	26.0	54.6	79.5	51.2	66.1	54.6
Turn-away (A ÷ E * 100) (% total demand for accommodation)	2.6	1.6	2.1	2.7	3.1	4.4	2.9

Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 31.8 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

Table 7.4: Adults and unaccompanied children turned away each day, Australia, 2-8 August 2006 and 16-22 May 2007

	Wed 2 Aug	Thu 3 Aug	Fri 4 Aug	Sat 5 Aug	Sun 6 Aug	Mon 7 Aug	Tue 8 Aug	Wed 16 May	Thu 17 May	Fri 18 May	Sat 19 May	Sun 20 May	Mon 21 May	Tue 22 May	Daily average
Total people requiring new accommodation (number)															
Not accommodated (turned away) (A)	274	266	227	69	83	267	249	352	274	324	86	113	405	312	235.8
Newly accommodated (B)	215	221	209	98	101	220	257	237	243	213	130	113	256	236	196.4
Successful first request	188	212	200	83	98	200	243	207	223	198	126	104	234	214	180.7
Accommodated in subsequent request(s)	27	9	9	15	3	20	14	30	20	15	4	9	22	22	15.6
Total requiring new accommodation (C) (A + B)	489	487	436	167	184	487	506	589	517	537	216	226	661	548	432.1
Clients and accompanying children already accommodated (number)															
Accommodation ending	210	241	190	110	106	198	201	233	227	198	128	167	233	217	189.9
Continuing accommodation (D)	7,861	7,834	7,857	7,957	7,953	7,861	7,881	7,707	7,722	7,755	7,841	7,814	7,698	7,732	7,819.5
Total accommodated (B + D)	8,076	8,055	8,066	8,055	8,054	8,081	8,138	7,944	7,965	7,968	7,970	7,927	7,954	7,968	8,015.8
Total demand for accommodation (E) (A + B + D)	8,350	8,321	8,293	8,124	8,137	8,348	8,387	8,296	8,239	8,292	8,056	8,040	8,359	8,280	8,251.6
Proportion turned away (Per cent)															
Turn-away (A + C * 100) (% requiring new accommodation)	56.0	54.6	52.1	41.3	45.1	54.8	49.2	59.8	53.0	60.3	39.8	50.0	61.3	56.9	54.6
Turn-away (A + E * 100) (% total demand for accommodation)	3.3	3.2	2.7	0.8	1.0	3.2	3.0	4.2	3.3	3.9	1.1	1.4	4.8	3.8	2.9

Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 31.8 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

8 Accompanying children turned away without receiving SAAP accommodation

This chapter presents the number of accompanying children turned away from SAAP accommodation on an average day, as well as two measures of the ability of SAAP to meet the expressed demand for accommodation for these children (see Chapter 6).

8.1 Turn-away as a per cent of people requiring new SAAP accommodation

Table 8.1 shows the number of accompanying children requesting immediate SAAP accommodation on an average day, and the percentage turned away without being accommodated. Of the 212 requiring new and immediate accommodation, 62% (132) were unable to be accommodated by the end of the day. This equates to around 2 in every 3 accompanying children who required immediate accommodation being turned away. Given the higher turn-away reported for family groups reported in Chapter 7, it is not surprising that the turn-away for accompanying children is higher than that for adults and unaccompanied children.

State and territory

South Australia reported the highest proportion of accompanying children turned away (76%), followed by Tasmania (73%), Western Australia (69%), Queensland (64%) and New South Wales (61%) (Table 8.1). In the Northern Territory, Victoria, and the Australian Capital Territory, accompanying children were more often immediately accommodated than turned away, with turn-aways of 38%, 42% and 44%, respectively.

Requesting group

According to requesting group, there was little difference in the proportion of accompanying children turned away. Children accompanying a couple were turned away in 64% of cases and children accompanying an individual(s) in 62% (Table 8.2).

Primary target group of agency

Family agencies had the highest turn-away (79%), followed by youth agencies (70%), cross-targeted agencies (69%) and single women's agencies (61%) (Table 8.3). Agencies primarily targeted at women and children escaping domestic violence and those targeted at single men were the only types of agencies more likely to be able to accommodate accompanying children than not, with turn-away of 49% and 0%, respectively.

It should be noted that some agencies do accept a limited number of people outside of their primary target group. This explains why a small number of people with accompanying children were accommodated or tried to get accommodation from agencies that primarily

support single women or single men. However, while, for example, a woman with children might be acceptable to a single women’s agency, accommodating people with children is not their primary focus.

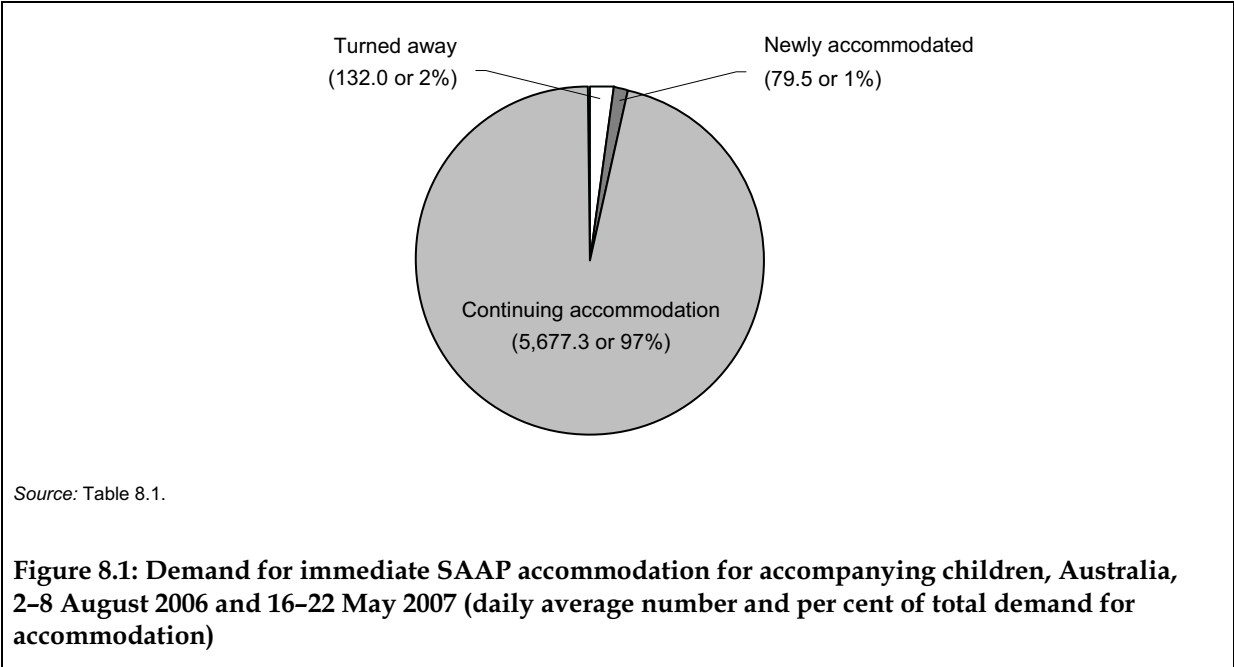
8.2 Turn-away as a per cent of total expressed demand for SAAP accommodation

On an average day during the Demand for Accommodation Collection period, 5,889 accompanying children required new and immediate SAAP accommodation or were already accommodated (Table 8.1). Of this total:

- 132 accompanied a parent(s) or guardian(s) who made a valid request for immediate accommodation and who did not obtain SAAP accommodation by the end of the day
- 5,757 were accommodated in SAAP (80 were newly accommodated and 5,677 were continuing their accommodation from the previous day and into the next day).

This means that 132 (or 2% of) accompanying children were unable to be accommodated out of the 5,889 who required or were already in SAAP accommodation (Figure 8.1).

SAAP does accommodate a large number of accompanying children on any day and it is important to note that, as with adults and unaccompanied children (discussed in Chapter 7) accompanying children who required new SAAP accommodation made up only a small proportion of the total daily demand for accommodation by accompanying children on an average day.



State and territory

The ability of SAAP agencies to accommodate accompanying children was lower in Western Australia than in the other states and territories (Table 8.1). This state reported the highest

turn-away as a proportion of the total demand for SAAP accommodation by accompanying children (7%), followed by Tasmania (5%), and South Australia (3%). The lowest turn-away was reported in Victoria and the Australian Capital Territory (both less than 1%).

Requesting group

When the turn-away is expressed as the percentage of accompanying children who could not be accommodated relative to the total demand for accommodation by accompanying children, it shows that there is little difference in the ability of SAAP to accommodate children who accompany an individual(s) compared with those who accompany a couple (both around 2%) (Table 8.2).

Primary target group of agency

According to the primary target group of the agency, there was little difference in turn-away as a proportion of the total demand for accommodation by accompanying children (Table 8.3). Cross-targeted agencies had a slightly lower ability to accommodate accompanying children than other types of agencies. This type of agency reported a 3% turn-away as a proportion of the total demand for accommodation, compared with between 0% and 2% at the other types of agencies.

8.3 Tables

Table 8.1: Accompanying children turned away, by state and territory, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Accompanying children requiring new accommodation (number)									
Not accommodated (turned away) (A)	28.0	11.1	28.7	33.8	18.0	8.6	1.4	2.4	132.0
Newly accommodated (B)	18.3	15.5	16.0	15.3	5.7	3.1	1.7	3.9	79.5
<i>Successful first request</i>	16.9	14.7	12.7	14.9	5.6	3.1	1.7	3.2	73.0
<i>Accommodated in subsequent request(s)</i>	1.4	0.8	3.3	0.4	0.1	—	—	0.6	6.5
Total requiring new accommodation (C) (A + B)	46.3	26.6	44.7	49.1	23.7	11.8	3.1	6.2	211.5
Accompanying children already accommodated (number)									
<i>Accommodation ending</i>	16.1	13.9	15.5	13.1	6.6	2.6	1.4	3.5	72.7
Continuing accommodation (D)	1,477.4	1,473.5	1,147.3	434.2	668.1	169.0	204.4	103.5	5,677.3
Total accommodated (B + D)	1,495.6	1,489.0	1,163.3	449.5	673.8	172.1	206.1	107.4	5,756.8
Total demand for accommodation (E) (A + B + D)	1,523.6	1,500.1	1,192.0	483.3	691.8	180.8	207.4	109.7	5,888.8
Proportion turned away (Per cent)									
Turn-away (A ÷ C * 100) (% requiring new accommodation)	60.5	41.8	64.2	68.9	75.9	73.3	44.2	37.9	62.4
Turn-away (A ÷ E * 100) (% total demand for accommodation)	1.8	0.7	2.4	7.0	2.6	4.8	0.7	2.1	2.2

Notes

- Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 15.5 Client Collection (daily average).
- Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
- People may make more than one request for accommodation in a day. Demand Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
- Dates of support and accommodation are not collected for accompanying children in the Client Collection, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated. For this reason, figures are based on the support periods with accommodation of the child's parent or guardian. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
- 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying people with a valid unmet request for immediate accommodation (see Appendix 2).
- Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
- Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

Table 8.2: Accompanying children turned away, by requesting group, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

	Individual(s) with children	Couple with children	Total
Accompanying children requiring new accommodation (number)			
Not accommodated (turned away) (A)	118.1	13.9	132.0
Newly accommodated (B)	71.6	7.9	79.5
<i>Successful first request</i>	65.6	7.4	73.0
<i>Accommodated in subsequent request(s)</i>	6.0	0.5	6.5
Total requiring new accommodation (C) (A + B)	189.8	21.7	211.5
Accompanying children already accommodated (number)			
<i>Accommodation ending</i>	66.8	5.9	72.7
Continuing accommodation (D)	4,747.8	929.5	5,677.3
Total accommodated (B + D)	4,819.4	937.4	5,756.8
Total demand for accommodation (E) (A + B + D)	4,937.6	951.2	5,888.8
Proportion turned away (Per cent)			
Turn-away (A ÷ C * 100) (% requiring new accommodation)	62.3	63.8	62.4
Turn-away (A ÷ E * 100) (% total demand for accommodation)	2.4	1.5	2.2

Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 15.5 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Dates of support and accommodation are not collected for accompanying children in the Client Collection, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated. For this reason, figures are based on the support periods with accommodation of the child's parent or guardian. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

Table 8.3: Accompanying children turned away, by primary target group of agency, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total
Accompanying children requiring new accommodation (number)							
Not accommodated (turned away) (A)	6.9	—	1.6	42.8	47.3	33.4	132.0
Newly accommodated (B)	2.9	0.4	1.1	11.4	48.7	15.0	79.5
<i>Successful first request</i>	2.7	0.1	1.1	9.1	46.0	14.1	73.0
<i>Accommodated in subsequent request(s)</i>	0.2	0.3	—	2.4	2.7	0.9	6.5
Total requiring new accommodation (C) (A + B)	9.8	0.4	2.7	54.2	96.0	48.4	211.5
Accompanying children already accommodated (number)							
<i>Accommodation ending</i>	2.4	0.1	1.9	11.4	44.9	12.0	72.7
Continuing accommodation (D)	543.1	24.3	249.4	1,881.6	1,872.9	1,106.0	5,677.3
Total accommodated (B + D)	546.0	24.6	250.5	1,893.0	1,921.6	1,121.0	5,756.8
Total demand for accommodation (E) (A + B + D)	552.9	24.6	252.1	1,935.8	1,968.9	1,154.4	5,888.8
Proportion turned away (Per cent)							
Turn-away (A ÷ C * 100) (% requiring new accommodation)	70.1	—	60.5	78.9	49.3	69.0	62.4
Turn-away (A ÷ E * 100) (% total demand for accommodation)	1.2	—	0.7	2.2	2.4	2.9	2.2

Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 15.5 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. Dates of support and accommodation are not collected for accompanying children in the Client Collection, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated. For this reason, figures are based on the support periods with accommodation of the child's parent or guardian. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

Table 8.4: Accompanying children turned away each day, Australia, 2-8 August 2006 and 16-22 May 2007

	Wed 2 Aug	Thu 3 Aug	Fri 4 Aug	Sat 5 Aug	Sun 6 Aug	Mon 7 Aug	Tue 8 Aug	Wed 16 May	Thu 17 May	Fri 18 May	Sat 19 May	Sun 20 May	Mon 21 May	Tue 22 May	Daily average
Total people requiring new accommodation (number)															
Not accommodated (turned away) (A)	148	170	103	28	12	175	146	211	178	197	54	64	206	156	132.0
Newly accommodated (B)	103	83	90	31	36	107	139	114	58	92	36	26	131	67	79.5
Successful first request	92	80	80	31	33	102	136	97	53	81	36	24	121	56	73.0
Accommodated in subsequent request(s)	11	3	10	—	3	5	3	17	5	11	—	2	10	11	6.5
Total requiring new accommodation (C)	251	253	193	59	48	282	285	325	236	289	90	90	337	223	211.5
Clients and accompanying children already accommodated (number)															
Accommodation ending	96	88	112	23	28	122	80	73	54	114	32	29	97	70	72.7
Continuing accommodation (D)	5,880	5,890	5,866	5,927	5,936	5,848	5,884	5,431	5,484	5,432	5,488	5,497	5,432	5,487	5,677.3
Total accommodated (B + D)	5,983	5,973	5,956	5,958	5,972	5,955	6,023	5,545	5,542	5,524	5,524	5,523	5,563	5,554	5,756.8
Total demand for accommodation (E)	6,131	6,143	6,059	5,986	5,984	6,130	6,169	5,756	5,720	5,721	5,578	5,587	5,769	5,710	5,888.8
Proportion turned away (Per cent)															
Turn-away (A ÷ C * 100)	59.0	67.2	53.4	47.5	25.0	62.1	51.2	64.9	75.4	68.2	60.0	71.1	61.1	70.0	62.4
Turn-away (% requiring new accommodation)	2.4	2.8	1.7	0.5	0.2	2.9	2.4	3.7	3.1	3.4	1.0	1.1	3.6	2.7	2.2

Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 15.5 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
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5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying people with a valid unmet request for immediate accommodation (see Appendix 2).
6. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

9 Total people turned away without receiving SAAP accommodation

This chapter presents the total number of people (adults, unaccompanied children and accompanying children) turned away from SAAP accommodation on an average day, as well as two measures of the ability of SAAP to meet the expressed demand for accommodation (see Chapter 6).

9.1 Turn-away as a per cent of people requiring new SAAP accommodation

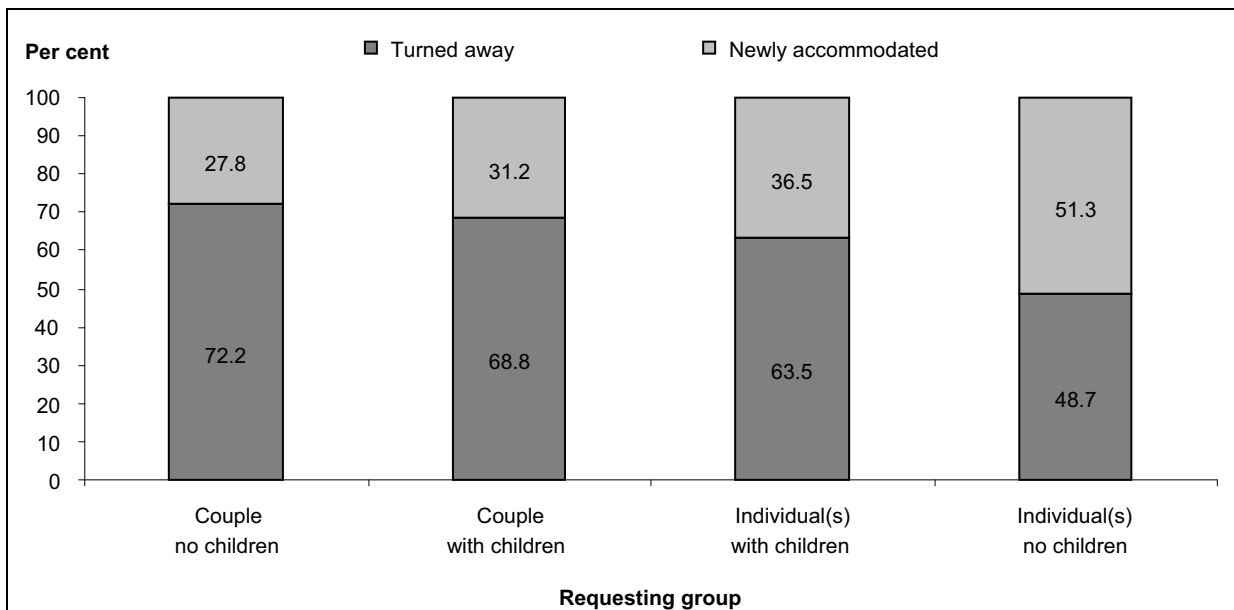
Table 9.1 shows the total number of people requesting immediate SAAP accommodation on an average daily basis, and the percentage turned away without being accommodated. On average, of the 644 people requesting immediate accommodation, 57% (368) were unable to be accommodated by the end of the day. This equates to a little more than 1 in every 2 people who required immediate accommodation being turned away. Data presented in Chapter 4 show that the most likely reason for this was that there was a lack of accommodation available.

State and territory

The Northern Territory was the only jurisdiction where people were more likely to obtain SAAP accommodation than not, with a turn-away of 38% (Table 9.1). People in New South Wales were equally likely to be turned away as accommodated (around 50% each way). People in the Australian Capital Territory were the least likely to obtain SAAP accommodation, with a turn-away of 70%. A relatively high turn-away was also reported in South Australia (67%) and Tasmania (65%).

Requesting group

Individual(s) without children were the only group slightly more likely than not to obtain SAAP accommodation, with 49% of people in this group being turned away and 51% finding accommodation (Figure 9.1). Family groups, particularly couples both with and without children, were the groups least likely to obtain SAAP accommodation. Agencies turned away 72% of couples without children, 69% of couples with children, and 64% of individual(s) with children who required immediate new accommodation.



Source: Derived from Table 9.2.

Figure 9.1: Turn-away for people who required immediate accommodation, by requesting group, Australia, 2–8 August 2006 and 16–22 May 2007 (per cent daily average number of people requiring new accommodation)

Primary target group of agency

Family targeted agencies were the most likely type of agency to turn people away, with 79% of people who required new and immediate accommodation being turned away on an average day (Table 9.3). Cross-targeted agencies turned away 67% of people, youth agencies turned away 62%, single women’s agencies turned away 56% and domestic violence agencies turned away 50%. Agencies that primarily support single men were the only agency type more likely to be able to accommodate people than not, with 26% of people requiring new accommodation being turned away and 74% able to be accommodated.

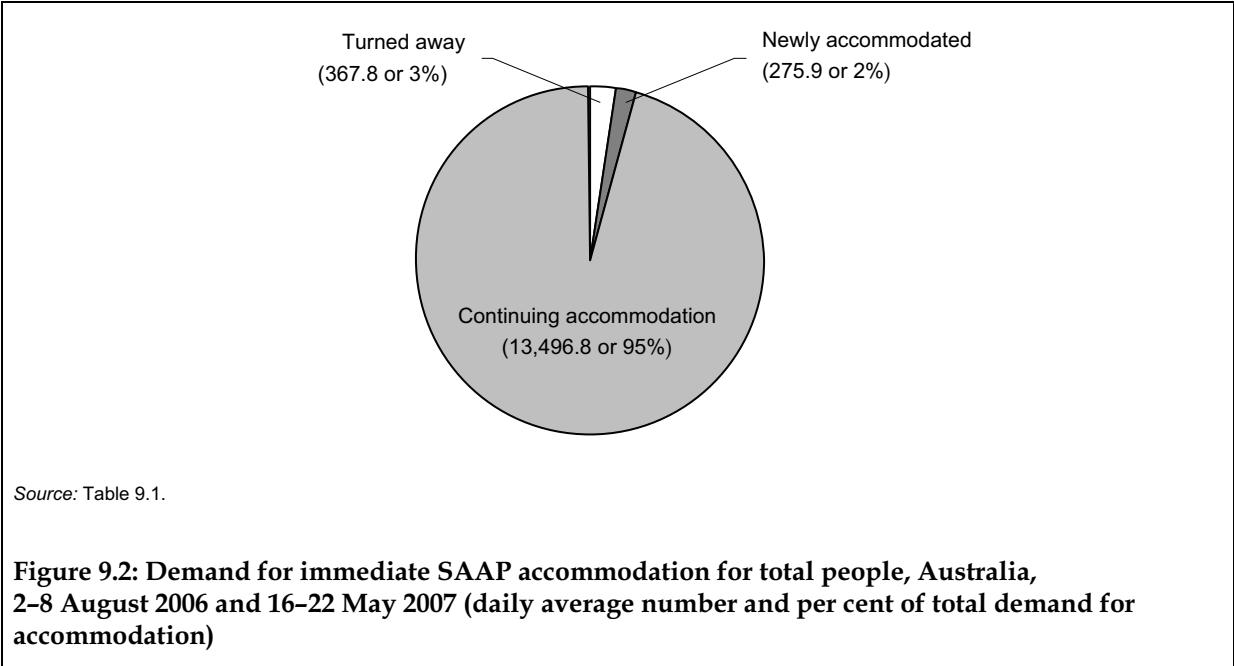
9.2 Turn-away as a per cent of total expressed demand for SAAP accommodation

On an average day during the Demand for Accommodation Collection period, 14,140 people either required new SAAP accommodation or were already accommodated (Table 9.1). Of this total:

- 368 people made a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day
- 13,773 were accommodated in SAAP (276 were newly accommodated and 13,497 were continuing their accommodation from the previous day and into the next day).

This means that 368 people (or 3%) were unable to be accommodated out of the 14,140 people who required or were already in SAAP accommodation.

It is important to note that people requiring new SAAP accommodation made up only 5% (644) of the total daily demand for accommodation (14,140) on an average day, with 2% (276) obtaining accommodation and 3% (368) being turned away (Figure 9.2).



State and territory

The overall ability of SAAP to accommodate people was lowest in Western Australia, where 6% of people as a proportion of total demand for accommodation were not able to be accommodated. Tasmania also reported a relatively high turn-away, at 5%. All other states and territories reported between 2% and 3%.

Requesting group

When the turn-away is expressed as the percentage of people who could not be accommodated relative to the total demand for accommodation, couples without children had the highest turn-away (4%), followed by individual(s) with and without children (both 3%) and couples with children (2%) (Table 9.2).

Primary target group of agency

As a percentage of the total demand for accommodation, cross-targeted agencies reported the highest turn-away (4%), followed by agencies that primarily support women and children escaping domestic violence (3%) (Table 9.3). Agencies that primarily support single men or single women reported the lowest turn-away, at 2% each.

9.3 Tables

Table 9.1: Total people turned away, by state and territory, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Total people requiring new accommodation (number)									
Not accommodated (turned away) (A)	87.2	54.2	86.4	66.0	37.6	19.8	10.8	5.8	367.8
Newly accommodated (B)	89.1	46.4	57.2	39.8	18.9	10.5	4.6	9.3	275.9
<i>Successful first request</i>	82.2	42.3	50.1	38.4	18.2	9.9	4.5	8.1	253.7
<i>Accommodated in subsequent request(s)</i>	6.9	4.1	7.1	1.4	0.6	0.6	0.1	1.1	22.1
Total requiring new accommodation (C) (A + B)	176.4	100.6	143.6	105.8	56.5	30.3	15.4	15.1	643.6
Clients and accompanying children already accommodated (number)									
<i>Accommodation ending</i>	84.6	44.6	54.1	35.4	20.0	9.9	4.5	9.4	262.6
Continuing accommodation (D)	4,045.9	3,371.3	2,520.3	1,004.4	1,501.5	394.9	406.9	251.7	13,496.8
Total accommodated (B + D)	4,135.0	3,417.7	2,577.5	1,044.1	1,520.4	405.4	411.5	261.0	13,772.6
Total demand for accommodation (E) (A + B + D)	4,222.2	3,471.9	2,663.9	1,110.1	1,558.0	425.1	422.3	266.8	14,140.4
Proportion turned away (Per cent)									
Turn-away (A ÷ C * 100) (% requiring new accommodation)	49.5	53.9	60.1	62.4	66.6	65.3	69.9	38.4	57.1
Turn-away (A ÷ E * 100) (% total demand for accommodation)	2.1	1.6	3.2	5.9	2.4	4.7	2.6	2.2	2.6

Notes

1. Number excluded due to errors and omissions: 0 Demand for Accommodation Collection; 47.3 Client Collection (daily average).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
3. People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2).
4. The accommodation status of a client or accompanying child on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day. Note that dates of support and accommodation are not collected for accompanying children, however, it can be reasonably assumed that an accompanying child is accommodated when their parent or guardian has been accommodated.
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7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

Table 9.2: Total people turned away, by requesting group, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average) (daily average)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
Total people requiring new accommodation (number)					
Not accommodated (turned away) (A)	145.6	185.2	8.4	28.6	367.8
Newly accommodated (B)	153.1	106.6	3.2	12.9	275.9
<i>Successful first request</i>	141.9	97.1	2.9	11.9	253.7
<i>Accommodated in subsequent request(s)</i>	11.3	9.4	0.4	1.1	22.1
Total requiring new accommodation (C) (A + B)	298.8	291.8	11.6	41.5	643.6
Clients and accompanying children already accommodated (number)					
<i>Accommodation ending</i>	149.9	99.3	3.0	10.5	262.6
Continuing accommodation (D)	4,687.0	7,096.6	176.9	1,536.2	13,496.8
Total accommodated (B + D)	4,840.1	7,203.2	180.1	1,549.1	13,772.6
Total demand for accommodation (E) (A + B + D)	4,985.7	7,388.4	188.5	1,577.7	14,140.4
Proportion turned away (Per cent)					
Turn-away (A ÷ C * 100) (% requiring new accommodation)	48.7	63.5	72.2	68.8	57.1
Turn-away (A ÷ E * 100) (% total demand for accommodation)	2.9	2.5	4.4	1.8	2.6

Notes

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Sources: SAAP Demand for Accommodation and Client Collections.

Table 9.3: Total people turned away, by primary target group of agency, Australia, 2–8 August 2006 and 16–22 May 2007 (daily average)

	Young people	Single men only	Single women only	Families	Women escaping domestic violence	Cross-target/multiple/general	Total
Total people requiring new accommodation (number)							
Not accommodated (turned away) (A)	66.2	23.5	9.2	73.2	89.9	105.7	367.8
Newly accommodated (B)	40.7	67.1	7.4	19.3	89.4	52.1	275.9
<i>Successful first request</i>	37.1	62.3	7.2	15.0	85.0	47.1	253.7
<i>Accommodated in subsequent request(s)</i>	3.6	4.8	0.1	4.3	4.4	5.0	22.1
Total requiring new accommodation (C) (A + B)	106.9	90.6	16.6	92.5	179.3	157.8	643.6
Clients and accompanying children already accommodated (number)							
<i>Accommodation ending</i>	36.2	66.8	7.9	18.2	85.2	48.3	262.6
Continuing accommodation (D)	2,706.7	1,450.1	602.5	2,952.4	3,146.9	2,638.2	13,496.8
Total accommodated (B + D)	2,747.4	1,517.2	609.8	2,971.6	3,236.2	2,690.3	13,772.6
Total demand for accommodation (E) (A + B + D)	2,813.6	1,540.7	619.0	3,044.9	3,326.1	2,796.0	14,140.4
Proportion turned away (Per cent)							
Turn-away (A ÷ C * 100) (% requiring new accommodation)	61.9	25.9	55.6	79.2	50.2	67.0	57.1
Turn-away (A ÷ E * 100) (% total demand for accommodation)	2.4	1.5	1.5	2.4	2.7	3.8	2.6

Notes

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Sources: SAAP Demand for Accommodation and Client Collections.

Table 9.4: Total people turned away each day, Australia, 2-8 August 2006 and 16-22 May 2007

	Wed 2 Aug	Thu 3 Aug	Fri 4 Aug	Sat 5 Aug	Sun 6 Aug	Mon 7 Aug	Tue 8 Aug	Wed 16 May	Thu 17 May	Fri 18 May	Sat 19 May	Sun 20 May	Mon 21 May	Tue 22 May	Daily average
Total people requiring new accommodation (number)															
Not accommodated (turned away) (A)	422	436	330	97	95	442	395	563	452	521	140	177	611	468	367.8
Newly accommodated (B)	318	304	299	129	137	327	396	351	301	305	166	139	387	303	275.9
Successful first request	280	292	280	114	131	302	379	304	276	279	162	128	355	270	253.7
Accommodated in subsequent request(s)	38	12	19	15	6	25	17	47	25	26	4	11	32	33	22.1
Total requiring new accommodation (C) (A + B)	740	740	629	226	232	769	791	914	753	826	306	316	998	771	643.6
Clients and accompanying children already accommodated (number)															
Accommodation ending	306	329	302	133	134	320	281	306	281	312	160	196	330	287	262.6
Continuing accommodation (D)	13,741	13,724	13,723	13,884	13,889	13,709	13,765	13,138	13,206	13,187	13,329	13,311	13,130	13,219	13,496.8
Total accommodated (B + D)	14,059	14,028	14,022	14,013	14,026	14,036	14,161	13,489	13,507	13,492	13,494	13,450	13,517	13,522	13,772.6
Total demand for accommodation (E) (A + B + D)	14,481	14,464	14,352	14,110	14,121	14,478	14,556	14,052	13,959	14,013	13,634	13,627	14,128	13,990	14,140.4
Proportion turned away (Per cent)															
Turn-away (A + C * 100) (% requiring new accommodation)	57.0	58.9	52.5	42.9	40.9	57.5	49.9	61.6	60.0	63.1	45.8	56.0	61.2	60.7	57.1
Turn-away (A + E * 100) (% total demand for accommodation)	2.9	3.0	2.3	0.7	0.7	3.1	2.7	4.0	3.2	3.7	1.0	1.3	4.3	3.3	2.6

Notes

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7. Figures are unweighted.

Sources: SAAP Demand for Accommodation and Client Collections.

10 Meeting the demand for SAAP accommodation

Data presented so far indicate that, on a national basis, SAAP agencies are operating to capacity, with the demand for SAAP accommodation unable to be completely met. However, from the turn-away numbers presented, it could appear that if around 368 additional places could be found, everyone requesting a bed in SAAP could be accommodated. This, however, is likely not the case.

This chapter discusses the demand for SAAP accommodation in relation to data on turn-away and discusses some ideas about how to meet this demand, including issues around the availability of SAAP accommodation, patterns of accommodation use, estimating capacity, the relationship between supply and demand, and hidden demand for accommodation.

It is important to note here that there are several ways that SAAP could meet or reduce the current level of demand for SAAP accommodation. These include providing additional beds, facilities, staff or funds. Alternatively, the fifth SAAP agreement (SAAP V) has emphasised the goals of early intervention and post-crisis support. These goals have the potential to free up crisis accommodation for those who most need it – the former, early intervention, would pre-empt the need for a crisis bed in the first place; the latter, post-crisis support, can reduce the probability of a client returning for more accommodation. Other policies, such as reducing the amount of time that clients stay in SAAP, might also facilitate a fall in turn-away rates, however, external barriers, such as long social housing waiting lists, would need to be considered in conjunction with this and this investigation is outside the scope of this report.

10.1 Is there sufficient accommodation available?

An undersupply of accommodation appears to be a significant factor in why people are turned away. As discussed in Chapter 4, the Demand for Accommodation Collection includes data on why accommodation was not offered when an individual or group requested it. In the majority of valid unmet requests (82%), accommodation was not offered because insufficient accommodation was available at the agency itself or because a referral agency was unable to refer the individual or group on because they had no accommodation vacancies on their books.

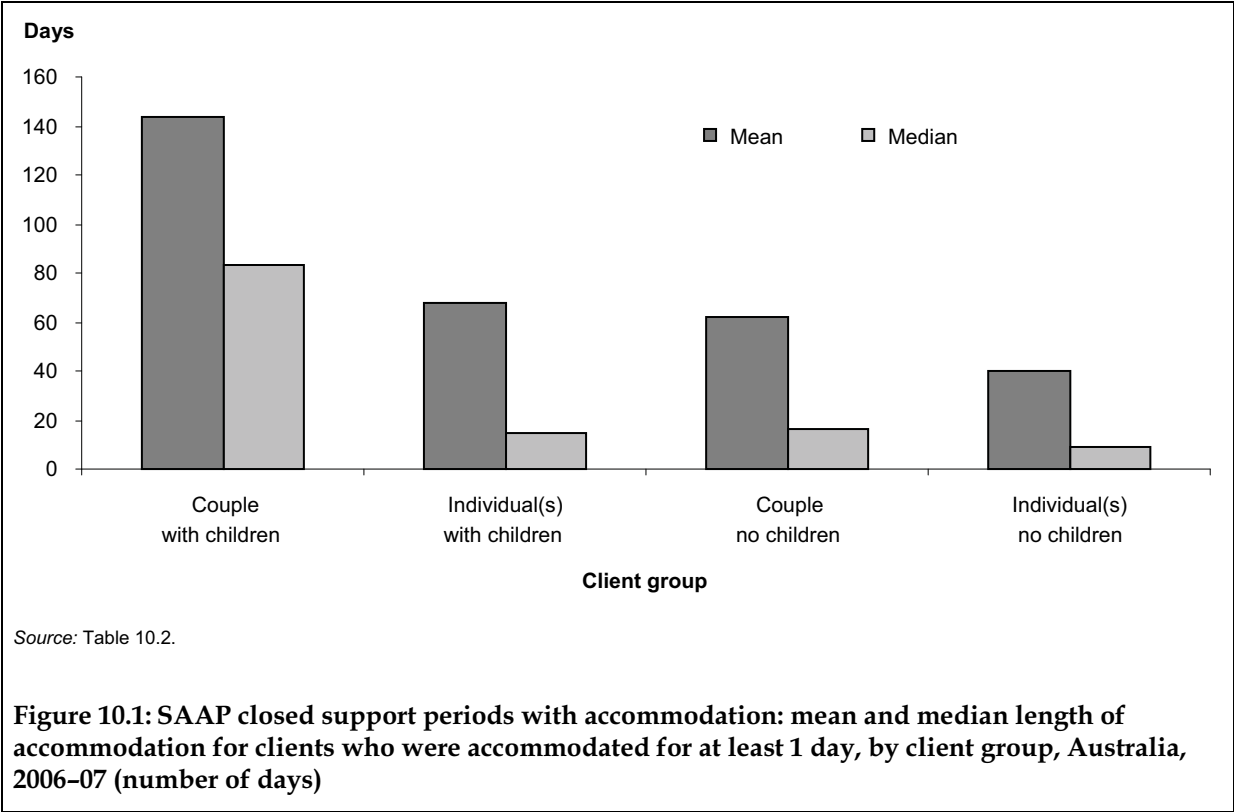
This was the case overall and for all the different breakdowns presented – state and territory, client group, and primary target group of the agency. In particular, for people with children, this was higher than for individual(s) who presented without children. It was also higher for agencies that were primarily set up to support family groups than for the other target groups. This indicates that SAAP agencies are operating to capacity and that people, and family groups in particular, are not able to obtain accommodation because there is often no accommodation available for them.

Patterns of accommodation use

Any analysis into ways to meet or reduce the expressed demand for SAAP accommodation must consider the patterns of accommodation use of SAAP clients and recognise that they comprise diverse sections of the community, with differing needs, requirements and barriers in relation to SAAP accommodation.

The data presented so far on the demand for immediate SAAP accommodation indicate that family groups are less likely to secure immediate accommodation at SAAP agencies. One reason that it may be more difficult for family groups to find accommodation in SAAP is that, once they are accommodated, these groups tend to stay longer. Therefore, the turnover of beds is less for family groups than for other clients.

For example, couples with children generally stayed by far the longest, followed by individual(s) with children, and couples without children (Figure 10.1). Individual(s) who presented without children stayed for the shortest time. Clients of family agencies were generally accommodated for far longer periods than in other types of agencies. This, combined with the higher turn-away and the higher proportion where lack of accommodation was the main reason they were not offered accommodation, suggests that most of the accommodation that is available for family groups is already taken up each day.



10.2 Estimating capacity

It is difficult to estimate how much additional capacity is required to match the level of demand for SAAP accommodation. The current collection can only provide estimates of the expressed undersupply of accommodation (in terms of people) on an average day. These

numbers, however, do not take into consideration that those turned away from accommodation often require accommodation for more than one night and that all those who need SAAP accommodation might not currently be approaching SAAP agencies. These factors are likely to increase the capacity required. This, however, would be moderated by the fact that people may re-present on subsequent days (the extent to which is not known). The impact of these factors is discussed in the remainder of this Chapter.

How many places are needed?

As mentioned previously, it is important to recognise that there are several ways that the demand for SAAP accommodation could be dealt with and providing additional places is just one aspect of this. This section aims simply to demonstrate that, when considered in terms of places, providing the same number of places as the number of people turned away would likely not meet the current expressed demand for SAAP accommodation. It is also intended to illustrate how a seemingly quite small number of people turned away from SAAP accommodation each day, about 3% of total demand for accommodation, can translate into a much larger number of places needed to accommodate them all.

For example, one problem with the assumption that 368 additional places would alleviate the demand for SAAP accommodation is that, based on data on the length of support of SAAP clients, many people who are turned away are likely to require accommodation for more than one night (on average 50 days) (Table 10.1). On this basis, if all 368 people turned away on an average day were provided with a SAAP accommodation period, none of the beds provided would become available for other people requiring accommodation for however long those 368 people stay in SAAP.

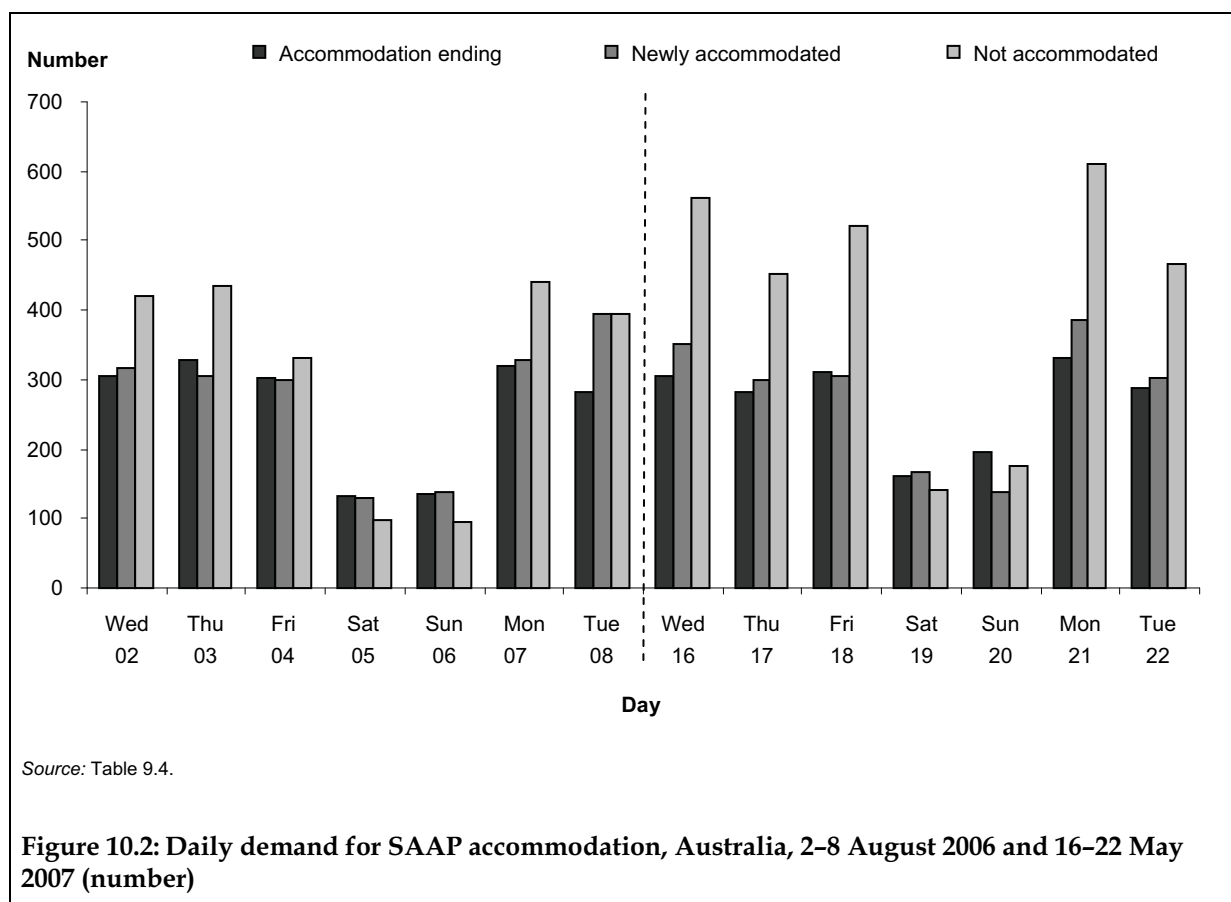
In addition, the number turned away does not take into consideration analyses of the SAAP unmet demand data that indicate, just as studies of the demand for hospital beds and the job market have shown, that an increase in the supply of accommodation might increase the demand pressures on SAAP accommodation. The availability of more beds in the sector would be anticipated to result in an increase in demand for accommodation. This relationship between supply and demand is discussed in the next section.

Related to this is the fact that there is what can be termed 'hidden need' for SAAP accommodation caused by people not seeking assistance when they need it. Hidden need for SAAP accommodation is discussed later in this Chapter.

The above factors point to an increase in capacity being required to address the expressed demand for SAAP accommodation. While this is likely the case, it is important to consider that people may re-present at a SAAP agency on subsequent days after being turned away. If this is the case, then the amount of extra accommodation required would likely be less than if everybody turning up each day was a new potential client. No robust data are currently available on this and it must be noted that the National Data Collection (NDC) currently does not differentiate how many of the requests on a given day are new requests as opposed to repeat requests from previous days. Information is gathered, however, on the number of re-presentations within a day (1.3, see Section 10.4 on hidden need for accommodation). These numbers suggest that people do not make many repeated attempts if they fail initially. Taking all these factors into consideration alongside the data on daily turn-away, it suggests that many more than 368 places would be required to meet the current expressed demand for SAAP accommodation (see Griffin 2008).

10.3 Supply and demand

Figure 10.2 presents the daily expressed demand for SAAP accommodation. It shows that, on any given day, there was not a lot of variation between people starting accommodation and people ending accommodation. This indicates that accommodation is taken up when it becomes vacant and that SAAP is operating to capacity.



It is also interesting to note that the number of people turned away follows roughly the same pattern as the throughput, suggesting that the more beds that are available, the more people who seek accommodation. That is, the demand for SAAP accommodation appears to be following the supply of SAAP accommodation. This is particularly apparent in the difference between the weekdays, when most agencies are open, and weekends, where some agencies are closed or have reduced staffing. Figure 10.2 clearly indicates that, not only do the numbers of people starting and leaving accommodation fall on the weekends, weekends are also the only period in which the number of people turned away is generally less than the number starting or leaving accommodation.

10.4 Hidden need for accommodation

The data discussed so far have related to the expressed demand for SAAP accommodation, that is, the people who are actively seeking accommodation. There is, however, evidence to suggest that not everyone who requires SAAP accommodation is seeking that accommodation. For

example, the large number of homeless people enumerated in the 2001 Census of Population and Housing homeless enumeration strategy (only a small proportion of whom were accommodated in SAAP—see Chapter 1) suggests a significant level of hidden need. The low percentage of new requests for SAAP accommodation on a daily basis suggests that people in need of accommodation may not be approaching SAAP agencies.

In addition, that the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that people seeking SAAP accommodation do not make repeated attempts if they fail initially. Tables 4.4 and 5.1 suggest that the vast majority of people turned away on an average day will not approach another SAAP agency that same day.² However, unsuccessful groups may split up and retry in other combinations and the extent to which this happens is not known. Nor is any definitive data available on how often people present again on subsequent days.

Furthermore, referrals for other accommodation are not always obtained once a person has been unsuccessful. Each day, on average, only just over half (56%) of the valid unmet requests for SAAP accommodation were formally referred on to accommodation at another source (Table 4.7). This may be telling many people that SAAP accommodation is difficult to obtain and that trying at another agency is unlikely to prove successful on that day. They might, however, try again on subsequent days.

For these reasons, it is important to note that increasing the capacity of SAAP to accommodate more people may not necessarily mean that the rate of people turned away would decrease. It may be that once more accommodation becomes available those people who have previously not sought or who have given up seeking accommodation may try to obtain accommodation.

10.5 Conclusion

The high turn-away for people requiring new accommodation, the low daily turnover of people in SAAP accommodation (there are relatively few people leaving their accommodation and taking up accommodation compared with those continuing their accommodation), and the modest referral rate for those requiring immediate accommodation suggest that finding accommodation in a SAAP agency is difficult for some. It also indicates that SAAP agencies are generally operating to capacity, with the demand for SAAP accommodation unable to be completely met.

In contrast, the relatively small number of people not accommodated relative to the total expressed demand for SAAP accommodation (3%) seems to suggest that a small increase in the number of places available on an average day could have a significant impact on the level of unmet demand for accommodation. However, this conclusion assumes that all those who need SAAP accommodation are currently approaching SAAP agencies and does not consider how long people stay in SAAP once they do get accommodation. In addition, an increase in capacity may have flow-on effects on the number of people seeking accommodation because, as supply increases, so too might the demand for that accommodation.

² For example, using tables 4.4 and 5.1 – 289.2 valid unmet requests for immediate accommodation divided by the 389.9 people who made those requests equals 1.3.

10.6 Tables

Table 10.1: SAAP closed support periods with accommodation: mean and median length of accommodation, by state and territory, Australia, 2006–07 (number of days)

State and territory	Mean	Median
NSW	49	10
Vic	85	24
Qld	43	11
WA	27	5
SA	46	10
Tas	34	7
ACT	71	21
NT	26	4
Total	50	10

Notes

1. Number excluded due to errors and omissions (weighted): 2,287.
2. Excludes accommodation that started and ended on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 10.2: SAAP closed support periods with accommodation: mean and median length of accommodation, by client group, Australia, 2006–07 (number of days)

Client group	Mean	Median
Individual(s) no children	40	9
Individual(s) with children	68	15
Couple no children	62	16
Couple with children	144	83
Total	50	10

Notes

1. Number excluded due to errors and omissions (weighted): 2,287.
2. Excludes accommodation that started and ended on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 10.3: SAAP closed support periods with accommodation: mean and median length of accommodation, by primary target group of agency, Australia, 2006-07 (number of days)

Primary target group	Mean	Median
Young people	64	14
Single men only	35	8
Single women only	73	16
Families	159	92
Women escaping domestic violence	32	6
Cross-target/multiple/general	46	12
Total	50	10

Notes

1. Number excluded due to errors and omissions (weighted): 2,287.
2. Excludes accommodation that started and ended on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.