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S E R I E S 4

SAAP
NATIONAL DATA
COLLECTION

ANNUAL REPORT
1998–99

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Preface

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

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

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

The fact that all agencies in the Australian Capital Territory have provided data in 1998-99 is testimony to their collective commitment to and confidence in the collection. This is consistent with the 100% achieved in 1997-98. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has decreased however, from 77% in 1997–98 to 74% in 1998-99.

This large and complex project has both a high level of support and a high level of accuracy. We are confident that we can further improve the quality of the information provided to help policy makers and the community better understand and provide for the needs of those who are homeless or at risk of being so.

Under the direction of the Coordination and Development Committee, a SAAP National Research Program has been established to undertake and fund studies on homeless people and people at risk of homelessness, using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this third annual report and the release of 1998-99 data are one step towards this goal.

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

Australian Institute of Health
and Welfare

SAAP Coordination and Development
Committee

Acknowledgments

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

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

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

Glossary

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

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

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

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

Executive summary

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

- the Client Collection, between 1 July 1998 and 30 June 1999, which consists of information about all clients receiving support through the Supported Accommodation Assistance Program (SAAP);
- the Administrative Data Collection, which consists of general information about SAAP agencies;
- the Unmet Demand Collection, which measures unmet demand for SAAP services (conducted 12–25 November 1998); and
- the Casual Client Collection, a special issue survey which elicits information about one-off assistance provided to homeless people (conducted 20 May–4 June 1999).

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

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

PART A: Current period analysis

SAAP agencies

Funding for the 32 SAAP agencies operating in the Australian Capital Territory as at 30 June 1999 was provided jointly by the Commonwealth and Australian Capital Territory governments. In the 1998–99 financial year, the total recurrent allocation under SAAP in the Australian Capital Territory was \$7,069,544.

The main models of service delivery were medium- to long-term accommodation (42%) and crisis or short-term accommodation (31%). A further 9% of agencies operated multiple service delivery models and 9% of agencies provided day support (Table 2.1).

SAAP clients

Estimates based on data received from SAAP agencies indicate that approximately 2,100 clients were provided with supported accommodation through SAAP in the Australian Capital Territory in 1998–99 (Table 3.1). This figure excludes accompanying children and relates only to those clients who received assistance of generally more than one hour's duration.

SAAP agencies provided support to more male clients (52%) than female clients (48%) (Table 3.1). Clients aged 15–19 years were the single largest age grouping, accounting for 26% of all clients. The average age of clients was 29 years for female clients, and 32 years for male clients.

The *1996 Census of Population and Housing* (ABS 1998) indicates that Indigenous Australians make up 1% of the Australian Capital Territory population, and people living there who were born in non-English-speaking countries constitute 14% of the total Territory population. These proportions were somewhat different among SAAP clients in the Australian Capital Territory: Indigenous Australians made up 8% of SAAP clients, and people from non-English-speaking backgrounds made up 12% (Table 3.2). People from other English-speaking backgrounds constituted the remaining 80% of SAAP clients.

Of the 2,100 clients supported by SAAP agencies during 1998–99, 1,800 (86%) received supported accommodation (Table 3.3). The majority of accommodated clients (79%) received crisis or short-term accommodation and 26% received medium- to long-term accommodation.

SAAP support periods

Participating agencies reported 3,050 occasions of support in the Australian Capital Territory in 1998–99 (Table 4.1). Agencies with an 'other' target group (this includes single men's and cross target, multiple target and general agencies) provided 58% of all support periods. Agencies targeting young people provided 24% and agencies targeting women escaping domestic violence provided a further 14%.

The amount of assistance provided varies from day to day. For example, it is estimated that on 15 September 1998 there were 400 support periods for clients, while on 15 May 1999 SAAP agencies were involved with 500 support periods (Table 4.2). These figures exclude accompanying children. The majority of SAAP clients (88%) did not have accompanying children when they received support or were accommodated by agencies (Table 4.4).

Clients accessed services through self-referral or were told of services by family or friends in 48% of all support periods (Table 4.10). In 22% of cases, clients were referred to services by another SAAP agency or other non-government agencies.

Women gave domestic violence (30%) and family or relationship breakdown (15%) as the main reasons for seeking assistance (Table 4.11). Men most frequently reported usual accommodation unavailable (18%), relationship or family breakdown (14%), and recent arrival to area with no means of support (13%) as their main reasons for seeking help.

Clients in 36% of cases reported that the duration of their current period of homelessness was two weeks or less (Table 4.13). A further 22% were homeless for between four and 26 weeks whilst 12% of clients were reported as being at imminent risk of homelessness. A significant proportion of support periods (16%) were provided to clients who had been homeless for over one year.

In the majority of cases (78%), clients were receiving government payments before receiving support from SAAP agencies (Table 4.14). Many clients (in 14% of cases) reported having no income immediately before receiving support. This figure was

much higher (92%) where clients were aged under 15 years. It was 34% for clients aged 15–19 years.

Clients in 7% of cases indicated that they were employed in either full-time or part-time work before receiving support, while an additional 5% were employed on a casual basis (Table 4.15). Clients in 47% of cases were not in the labour force before receiving support and 42% were unemployed and looking for work. Clients in 12% of cases were studying at primary or secondary school before support and 7% were studying at post-secondary level or engaged in employment training (Table 4.16).

Prior to receiving support at SAAP agencies, the main forms of accommodation were in private rental (29% of support periods), SAAP or Crisis Accommodation Program (CAP) funded accommodation (26%) and public housing (11%) (Table 4.19). In 5% of cases, clients reported that they had no shelter at all and had been living in a car, tent, park, squat or on the streets.

The most frequently reported need of SAAP clients was for housing and accommodation services—reported in 87% of support periods (Table 4.22). SAAP/CAP accommodation was needed in 85% of cases and clients required assistance to obtain independent housing in 35% of cases. Laundry or shower facilities (77%), advice or information (75%) and recreation (58%) were also frequently required. Health and medical services were the most frequently identified specialist need of clients, reported in 25% of cases. This pattern varied considerably across target groups and also differed between age groups (Tables 4.22 and 4.23).

SAAP services and unmet demand

SAAP/CAP accommodation was provided in more support periods (84%) than any other category of support (Table 5.1). Laundry or shower facilities (76%), advice or information (75%) and recreation (58%) were also frequently provided. In 24% of support periods clients received assistance with independent housing and in 15% of support periods, clients received assistance with short-term accommodation.

Almost half of support periods in the Australian Capital Territory lasted a week or less (47%), with the largest proportion of support periods (29%) lasting between one and three days (Table 5.11).

Among support periods in which accommodation was provided by crisis or short-term accommodation agencies, 58% had accommodation periods of one week or less (Table 5.22). Over one-third (34% of cases) of cases received this accommodation for one day or less. In 25% of cases involving medium- to long-term accommodation clients stayed between four and 13 weeks and a further 24% stayed between 26 and 52 weeks.

When support services cannot be provided directly by a SAAP agency, clients may be referred to other (often more specialised) agencies. Across the Territory, at least 3,200 referrals were made on behalf of SAAP clients during the year (Table 5.23). More referrals were made for health or medical services (17% of all support periods), assistance to obtain independent housing (16%) and assistance to obtain short-term accommodation (12%) than for any other purposes (Table 5.26). Agencies' referral patterns differed according to their target group and service delivery model (Tables 5.23–25). Referrals for each type of support may have been made on more than one occasion. However, in each support period, only one referral for each support type is enumerated in the National Data Collection; therefore, the total number of referrals may be higher.

The vast majority of needs identified by existing SAAP clients (92%) were met through direct service provision, through referrals or a combination of both (Table 5.29). Most (74%) were met directly by agencies providing services to clients and 11% were met through a combination of direct service provision and referrals.

Proportionately, requests for specialist services (21%) were more frequently unmet (Table 5.30). However, in absolute terms, the number of unmet needs for general support, advocacy and information, and housing and accommodation were also considerable.

Among accompanying children, 88% of identified needs were met—53% through direct service provision only (Table 5.33). Some 13% were met through referrals and 22% were met through a combination of direct services and referrals.

The number of *valid* unmet requests recorded during the November 1998 two-week Unmet Demand Collection was 150. (See *unmet requests for support or accommodation* in Appendix 1 for a definition of valid requests.) If this were replicated throughout the year, an estimated 3,820 unmet requests for support or supported accommodation would have occurred during 1998–99. It must be emphasised that this figure does not represent actual people, as a person can make requests on more than one occasion and to more than one SAAP agency. Research into estimates of unmet demand has shown that it is not valid to present *annual* estimates of the number of *people* who wanted to become SAAP clients but who could not. However, it is estimated that 110 people made valid, but unmet, requests for support or accommodation across the Australian Capital Territory in the period 12–25 November 1998 (AIHW 2000:163). This was somewhat higher than the comparable figure in 1997–98 (70).

Some 46% of potential clients sought crisis or short-term accommodation and 54% requested medium- to long-term accommodation (Table 5.37). A much larger proportion of the potential client population were women (70%) than men (30%) (Table 5.39).

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

Overall, the reason most frequently recorded by agencies for not meeting requests was that no accommodation was available (76% of all unmet requests) (Table 5.42). Facilities for other special needs not available was recorded as the main reason for non-assistance in 2% of cases.

It is important to note that people who do not receive the requested support or accommodation often receive some level of one-off assistance. It is estimated that over 5,100 instances of one-off assistance were provided to people making unsuccessful requests for ongoing support or accommodation in 1998–99 (Table 5.52). This one-off assistance was primarily in the form of information (73%) and referrals for accommodation (52%). In a small proportion of cases (11%) recorded during the Unmet Demand Collection period, the people seeking support or accommodation received no assistance at all.

In addition to the level of one-off assistance provided to people seeking ongoing support or accommodation, it is estimated that over 16,400 instances of one-off assistance were provided in 1998–99 to over 8,400 families or individuals who did not seek to become SAAP clients (Table 5.57). Information was the most common form of one-off assistance provided to these casual clients—in 69% of cases. Emotional support (35%) and referrals (25%) were other frequently provided forms of one-off assistance. Differences in the provision of one-off assistance across regions and between target groups and service delivery models were evident (Tables 5.57–5.59).

Circumstances of SAAP clients after support

SAAP clients in the Australian Capital Territory who did not have an income previously had obtained one by the end of their support in 4% of cases, and clients in 10% of cases had no income both before and after receiving support (Table 6.1). An

improvement in income status over the support period was more likely to occur when the support period was longer (Table 6.7).

At the conclusion of 60% of support periods, clients were living in housing that could be characterised as 'independent' (Table 6.9). (See Appendix 1 for details of how independent and dependent housing have been defined.) In comparison, clients had been living in independent housing before support in 62% of all support periods (see Chapter 4—Table 4.19). After receiving support, clients in 19% of cases lived in private rental accommodation and in public housing in 17% of cases. In 41% of cases, clients were not living in independent housing, including 21% of support periods in which clients were housed in SAAP accommodation.

Following 2% of support periods, previously unemployed clients had obtained full-time or part-time work and, in an additional 5% of cases, clients were working on a casual basis (Table 6.18). The proportion of cases in which clients found work varied across regions and also according to agencies' service delivery model and primary target group (Tables 6.17–6.19). Only a small minority of support periods involved clients who were students or trainees before receiving assistance (see Chapter 4). Of clients who were students before receiving support, 68% were still studying immediately after receiving support (Table 6.27).

Clients who were not students before receiving support, undertook studies or employment training after receiving assistance in 4% of cases (Table 6.35). The comparable figure was higher for clients aged less than 15 years (10%). Clients who were not students before support undertook studies or employment training in a higher proportion of cases where support was provided for longer periods (Table 6.37).

PART B: Longitudinal analysis

Client re-entry into SAAP

The majority of clients (55%) accessed the program only once; 22% were supported on two separate occasions; 9% received three support periods; and 7% of clients returned to SAAP at least six times during the year (Table 7.5).

Comparison of reporting periods

Three financial years are compared—1996–97, 1997–98 and 1998–99. To facilitate making comparisons, data for each of these periods have been adjusted to account for agency non-participation and client non-consent. In the Australian Capital Territory agency participation returned to 100% in 1998–99 after falling from full participation in 1996–97 to 97% in 1997–98 (Table 7.7). The proportion of forms returned with consent and a valid alpha code fell from 75% in 1996–97 to 71% in 1997–98, rising slightly to 72% in 1998–99.

During the 1998–99 financial year 3,050 support periods were provided, less than the 3,350 estimated for the previous financial year and the 3,250 support periods of 1996–97 (Table 7.8). The number of clients provided with assistance over the three years showed a similar pattern, rising from 2,200 in 1996–97 to 2,250 in 1997–98, and falling to 2,100 in 1998–99. The number of accompanying children visits fell slightly from 900 in 1996–97 to 850 in 1997–98, decreasing further in 1998–99 to 700 (Table 7.12).

Generally, there were only small variations in the demographic characteristics of the client population and service usage patterns between 1996–97 and 1998–99. One of the more significant changes was an increase in the proportion of clients aged 15 to 19

years and a commensurate fall in the proportion of clients aged 20 to 24 years (Table 7.10). In 1996–97, 20% of clients were aged 15 to 19 years and a further 20% were aged 20 to 24 years. By 1998–99, 25% of clients were aged 15 to 19 while only 16% were aged 20 to 24.

Across the Australian Capital Territory, the estimated numbers of people who made unsuccessful requests for SAAP support or accommodation during the two-week Unmet Demand Collection were noticeably different for the 1997 and 1998 surveys—70 in the period 13–26 November 1997 compared with 110 in the period 12–25 November 1998.

1 Introduction

1.1 The Supported Accommodation Assistance Program

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

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

Some 1,206 non-government, community or local government organisations were funded nationally under the program in 1998-99, 32 of them in the Australian Capital Territory (Table 2.4).¹ Organisations providing SAAP services range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

1.2 Background to the SAAP National Data Collection

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

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

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

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

of the National Data Collection was conducted, involving some 15% of SAAP agencies across Australia.

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

1.3 SAAP National Data Collection

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

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

The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Information about the 32 SAAP agencies located in the Australian Capital Territory is provided to the NDCA by the Territory's Department of Education and Community Services.

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

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

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

1.4 Participation in the National Data Collection

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

Client Collection

Overall, the participation rate for the Client Collection has been very satisfactory. Not all agencies are 'in scope' of the Client Collection—some provide one-off or casual assistance only and so do not complete client forms. Others are funded to support and assist the functions of other SAAP agencies. They do not provide services directly to homeless people. There were two 'out of scope' agencies in the Australian Capital Territory during 1998–99. As for the previous reporting period, all in-scope agencies participated in the collection (Table 1.1 and Table 7.7).

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

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

In the Australian Capital Territory, consent was obtained in nearly three-quarters (74%) of support periods (Table 1.1). Consent rates varied slightly according to agencies' target group. Consent rates ranged from a high of 77% of support periods at young people's agencies, down to 72% of support periods at single men's and cross target, multiple and general agencies. Looking at the main service delivery models used in the Territory, crisis or short-term accommodation agencies, medium- to long-term agencies and multiple model agencies had consent rates of 82%, 78% and 79% respectively.

Nearly all support periods with consent also had valid alpha codes; that is, they had valid consent. While consent was obtained in 74% of support periods, valid consent was provided in 72% of cases.

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

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

There is no strictly objective method that can be applied to the data from the Client Collection to adjust estimates for incomplete response. Karmel (1999:22, 25) describes the statistical assumptions underlying the adjustment scheme developed by the Australian Institute of Health and Welfare. It has the following features.

- The collection is divided into specified groups, or strata. Within these strata it is assumed that support periods with valid consent (that is, with consent and a valid alpha code), represent support periods without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether or not valid consent was obtained. These strata are defined in terms of characteristics available for all support periods in participating agencies.
- Within each State and Territory, it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.
- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments are made for clients with mixed consent within sub-groups.² They are derived using simulation techniques and by-product data from the Client Collection.
- For support periods two weights for adjusting estimates are derived:
 - a *non-participation weight*. A range of information is available for all support periods in participating agencies. Estimates using these data are adjusted only for agency non-participation.
 - a *full non-participation non-consent weight*. For estimates using data that require consent, weights that adjust for both agency non-participation and client non-consent are used.

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

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

Table 7.8 in this report provides estimates of clients and support periods derived from this new adjustment methodology for the three full years the collection has been conducted. To allow comparisons with previously published data, the estimates given in the 1996–97 and 1997–98 reports are also given.

² The method used to adjust for mixed client consent was refined for 1998–99. For 1998–99, as described in Karmel 1999, the number of support periods without consent that were for clients that consented at some stage is derived within fine sub-groups. However, the number of clients with mixed consent that these support periods related to, is derived by gender only. Estimates for 1996–97 and 1997–98 in Chapter 7 are based on the procedures presented in Karmel 1999.

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

High volume agencies

It should also be noted that at 30 June 1999 one participating SAAP agency was classified as a solely 'high-volume' agency. High-volume agencies complete a data collection form designed specifically for their use which contains only a subset of Client Collection data items. Only eight high-volume forms were returned during the reporting period. These records are excluded from tables which present data items not included on the high-volume form.

Unmet Demand Collection

The participation rate for the Unmet Demand Collection was lower than the rate for the Client Collection—in the Australian Capital Territory, 87% of agencies returned forms following the two-week collection period, 12–25 November 1998 (Table 1.2). This was an improvement on the previous year, when the rate was 81%.

Participation rates varied across target groups. Both family agencies participated in the collection, while nine of the ten agencies targeting women escaping domestic violence participated (Table 1.2). Participation rates were lowest among young people's agencies (83%). The small number of agencies in some categories contributed to a fluctuation in participation rates across service delivery models. All ten crisis or short-term accommodation agencies participated, as did 85% of the medium- to long-term accommodation agencies.

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

Casual Client Collection

The participation rate for the Casual Client Collection in the Australian Capital Territory was lower than the previous year, with 71% of agencies returning forms following the two-week collection period, 20 May to 2 June 1999 (Table 1.3). In the 1998 collection, the rate was 84%.

Variations occurred across target groups and service delivery models (Table 1.3). The two agencies targeting families both participated. Youth agencies and agencies targeting women escaping domestic violence recorded participation rates of 75% and 60% respectively. Some 69% of medium- to long-term accommodation agencies and 60% of crisis or short-term accommodation agencies took part in this collection. All other agencies except one day support agency participated.

1.5 Interpretation of analyses

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

To assist the reader, a glossary of terms has been included at the beginning of this report. In addition, readers are encouraged to consult the NDCA data interpretation manual and the NDCA collectors' manual—both contain important information that can aid in the use and interpretation of the data presented here. A data dictionary for

the National Data Collection is included as part of the *SAAP Data and Research Resource Folder* which can be obtained from the Commonwealth Department of Family and Community Services.

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

1.6 Variation from Series 3 reports

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

- The number and profile of agencies has changed due to the amalgamation or splitting of agencies, the opening of new agencies or the reclassification of service delivery model or target group. These changes are determined by State and Territory departments.
- Unless indicated otherwise, estimates derived from the Client Collection have been adjusted for agency non-participation and, where necessary, client non-consent (see explanation above). In previous annual reports unadjusted data have been presented, except for estimates of the number of SAAP clients where a simple weighting system (for non-consent only) was used.
- In general, numbers from the Client and Casual Client Collections have been rounded to the nearest 50. Numbers of potential clients from the Unmet Demand Collection have been rounded to the nearest 10, while estimates of casual client contacts by potential clients have been rounded to the nearest 50.
- Estimates of clients within regions by ethnicity and by average number of accompanying children per support period (Tables 3.2 and 3.4 in Series 3) are no longer published in Chapter 3. Rather, corresponding estimates of support periods within regions are given in Chapter 4.
- Chapter 7 now reports on three years' data. Consequently, the presentation of the tables has changed.
- The Unmet Demand Collection included two new questions (Questions 6 and 8—see Appendix 5), which have been included in the analysis of unmet demand in Chapter 5.
- The calculation of unmet demand has been refined to ensure consistent calculation across years. The method of calculating "Potential clients unable to be supported" is described in Appendix 1. The revised calculations for November 1997 and November 1998 are included in Appendix 4.
- Following consultation with government and community stakeholders, the discussion associated with individual tables has been reduced in Chapters 2 to 6 and Appendix 3.
- Appendix 4 presents revised versions of tables included in the previous year's report.
- For the first time, copies of forms used in the 1998–99 collection are included in the report (see Appendix 5).

1.7 Structure and content of the report

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

circumstances after support are necessarily limited to completed support periods only.

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

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

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

Occasionally it is necessary for data to be grouped to protect confidentiality. In this report, at least two in-scope agencies are required in each target group or service delivery model category. For example, if only one single men's agency exists in the Territory its information would be grouped with another target group. The groupings used are indicated in affected tables. This practice has been adopted to prevent the identification of the agency concerned and, potentially, of their clients.

1.8 Detailed tables

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

	Agencies	Participation rate (%)	Forms returned		
			Total	Consent (%)	Valid alpha code (%)
Primary target group					
Young people	12	100.0	735	76.6	75.1
Families	2	100.0	117	76.1	76.1
Women escaping domestic violence	10	100.0	418	75.8	73.2
Cross target/multiple/general/single men	6	100.0	1,758	71.7	70.5
Service delivery model					
Crisis/short-term accommodation	10	100.0	1,228	81.8	79.6
Medium/long-term accommodation	13	100.0	379	78.4	77.8
Day Support	2	100.0	76	84.2	81.6
Multiple	3	100.0	1,053	79.3	78.3
Agency support/ outreach support/ other	2	100.0	292	9.6	9.2
Australian Capital Territory	30	100.0	3,028	73.6	72.2

Notes

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

Source: SAAP NDCA Administrative Data and Client Collections

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

	Agencies	Participation rate (%)	Forms returned
Primary target group			
Young people	12	83.3	72
Families	2	100.0	35
Women escaping domestic violence	10	90.0	56
Cross target/multiple/general/ single men	7	85.7	33
Service delivery model			
Crisis/short-term accommodation	10	100.0	88
Medium/long-term accommodation	13	84.6	72
Day Support	3	33.3	0
Multiple	3	100.0	32
Agency support/ outreach support/ other	2	100.0	4
Australian Capital Territory	31	87.1	196

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

Source: SAAP NDCA Administrative Data and Unmet Demand Collections

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

	Agencies	Participation rate (%)	Records returned
Primary target group			
Young people	12	75.0	78
Families	2	100.0	25
Women escaping domestic violence	10	60.0	47
Cross target/multiple/general/ single men	7	71.4	173
Service delivery model			
Crisis/short-term accommodation	10	60.0	87
Medium/long-term accommodation	13	69.2	75
Day Support	3	66.7	94
Multiple	3	100.0	51
Agency support/ outreach support/ other	2	100.0	16
Australian Capital Territory	31	71.0	323

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

Source: SAAP NDCA Administrative Data and Casual Client Collections

PART A

Current Period Analysis

2 SAAP agencies

Funding for the 32 SAAP agencies operating in the Australian Capital Territory as at 30 June 1999 is provided jointly by the Commonwealth and Australian Capital Territory governments. Details about these agencies are forwarded to the NDCA by the Department of Education and Community Services, which administers the program in the Territory.

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

2.1 Agency characteristics

Descriptive information about active SAAP agencies at 30 June 1999 is presented in tables 2.1–2.3. It should be noted that agencies' service delivery models and target groups are subject to change from year to year. It is difficult, therefore, to compare the distribution of agency characteristics with that presented in previous reports. Numbers, therefore, may not be consistent with information presented in Chapter 1 (which necessarily included all agencies active during the reporting period in the assessment of participation rates).

Seven categories are used for classifying agencies according to their service delivery model: crisis or short-term accommodation; medium- to long-term accommodation; day support; outreach support; agency support; multiple service delivery models; and 'other'. The outreach support model is used to describe those agencies that provide support away from the physical setting of the agency. Further information about agency classifications is contained in Appendix 1.

The main models of service delivery were medium- to long-term accommodation (42%) and crisis or short-term accommodation (31%). A further 9% of agencies operated multiple service delivery models and 9% of agencies provided day support (Table 2.1).

An agency's primary client target group may be one of the following: young people; single men only; families; women escaping domestic violence; or cross target, multiple target or general. Again for confidentiality reasons, the agency targeting single men has been included with the cross target, multiple target and general client group agencies in a residual 'other' category, where appropriate.

2.2 Funding and capacity

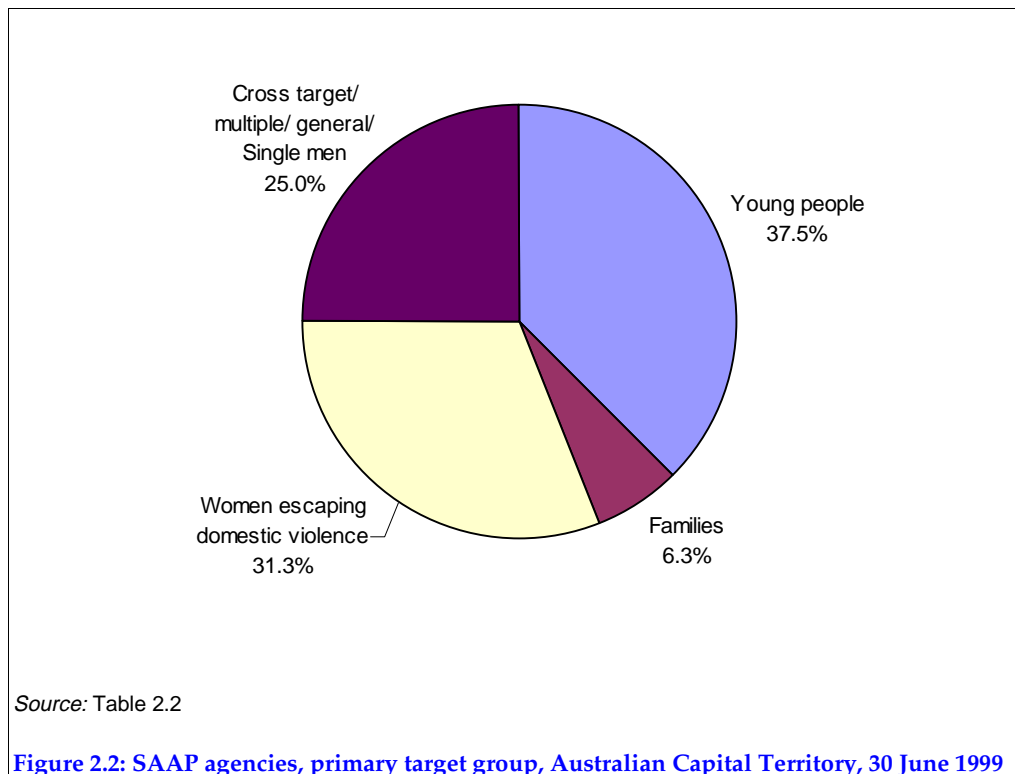
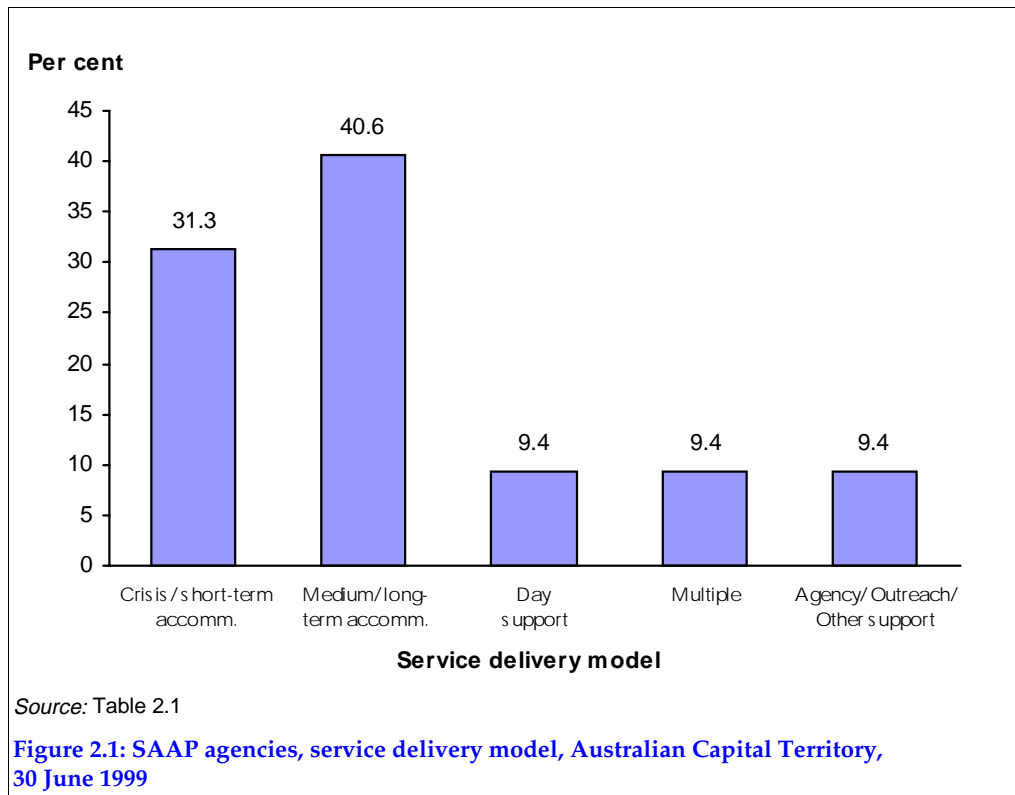
Data provided by the Department of Education and Community Services indicate that the total recurrent 1998–99 allocation under SAAP in the Australian Capital Territory was \$7,069,544. Additional funds may have been allocated on a non-

recurrent basis. Non-recurrent funding is not collected under the National Data Collection and so is not included in this report. Of this amount, \$6,704,818 represented recurrent allocations to SAAP agencies and the remaining \$364,726 was allocated for other purposes such as administration, training, research and evaluation.

Data representing the recurrent amount of money allocated to an agency were provided to the NDCA once, at the end of the financial year. This amount was adjusted for agencies that were expected to be, but were not active for the full financial year. Information pertaining to the recurrent funding of SAAP agencies includes all agencies that received funds and operated for some part of the 1998–99 financial year. Thus, numbers of agencies may not be consistent with those in Tables 2.1–2.3. The total SAAP recurrent allocation to an agency refers to SAAP funds relating to salary and operating costs. A zero amount would be recorded for this data item for agencies solely in receipt of a non-recurrent grant.

Allocations vary by the service delivery model and primary target group of agencies (Tables 2.5 and 2.6). This, along with the number of agencies, affects the regional allocations (Tables 2.7 and 2.8).

2.3 Key charts



2.4 Detailed tables

2.4.1 Agency characteristics

Table 2.1: SAAP agencies, service delivery model, Australian Capital Territory, 30 June 1999 (%)

Service delivery model	ACT
Crisis/short-term accommodation	31.3
Medium/long-term accommodation	40.6
Day Support	9.4
Multiple	9.4
Agency support/ outreach support/ other	9.4
<i>Total</i>	<i>100.0</i>
Total number	32

Source: SAAP NDCA Administrative Data Collection

Table 2.2: SAAP agencies, primary target group, Australian Capital Territory, 30 June 1999 (%)

Primary target group	ACT
Young people	37.5
Families	6.3
Women escaping domestic violence	31.3
Other	25.0
<i>Total</i>	<i>100.0</i>
Total number	32

Notes: Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Administrative Data Collection

Table 2.3: SAAP agencies, service delivery model by primary target group, Australian Capital Territory, 30 June 1999 (%)

Service delivery model	Young people	Families	Women escaping DV	Other	Total
Crisis/short-term accommodation	16.7	–	60.0	25.0	31.3
Medium/long-term accommodation	50.0	100.0	40.0	12.5	40.6
Day Support	8.3	–	–	25.0	9.4
Multiple	16.7	–	–	12.5	9.4
Agency support/ outreach support/ other	8.3	–	–	25.0	9.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	12	2	10	8	32

Notes: Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies.

Source: SAAP NDCA Administrative Data Collection

2.4.2 Funding and capacity

Table 2.4: SAAP agencies and recurrent allocations, service delivery model by funding and average cost per agency, Australian Capital Territory, 1998–99

Service delivery model	Number of agencies	Funding (\$)	Average cost per agency (\$)
Crisis/short-term accommodation	10	3,027,631	302,763
Medium/long-term accommodation	13	1,710,825	131,602
Day Support	3	164,643	54,881
Multiple	3	1,303,233	434,411
Agency support/ outreach support/ other	3	498,486	166,162
Total number	32	6,704,818	209,526

Source: SAAP NDCA Administrative Data Collection

Table 2.5: SAAP agencies and recurrent allocations, primary target group by funding and average cost per agency, Australian Capital Territory, 1998–99

Primary target group	Number of agencies	Funding (\$)	Average cost per agency (\$)
Young people	12	2,093,348	174,446
Families	2	478,238	239,119
Women escaping domestic violence	10	2,202,995	220,300
Cross target/multiple/general/ single men	8	1,930,237	241,280
Total	32	6,704,818	209,526

Source: SAAP NDCA Administrative Data Collection

Table 2.6: SAAP recurrent allocations, service delivery model, Australian Capital Territory, 1998–99 (%)

Service delivery model	ACT
Crisis/short-term accommodation	45.2
Medium/long-term accommodation	25.5
Day Support	2.5
Multiple	19.4
Agency support/ outreach support/ other	7.4
<i>Total</i>	<i>100.0</i>
Total recurrent allocation (\$'000)	6,704.8

Source: SAAP NDCA Administrative Data Collection

Table 2.7: SAAP recurrent allocations, primary target group, Australian Capital Territory, 1998–99 (%)

Primary target group	ACT
Young people	31.2
Families	7.1
Women escaping domestic violence	32.9
Other	28.8
<i>Total</i>	<i>100.0</i>
Total recurrent allocation (\$'000)	6,704.8

Source: SAAP NDCA Administrative Data Collection

3 SAAP clients

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

During the 1998–99 financial year, it is estimated that SAAP agencies in the Australian Capital Territory provided 3,050 occasions of support (Table 5.1). However, this number exceeds the number of actual clients supported under the program because an individual person may receive support or supported accommodation on more than one occasion from one or more SAAP agencies.

The use of an alpha code in the National Data Collection enables a distinction to be made between individuals (the focus of this chapter) and the occasions of support they receive (Chapter 4). Unfortunately, only 72% of forms returned contained valid alpha codes. As such, even though 100% of agencies ‘in scope’ of the SAAP National Data Collection in the Australian Capital Territory did participate in the collection, the exact number of clients assisted under the program is not known. It is, however, possible to estimate the number of SAAP clients using adjustment techniques. The method for adjusting the SAAP data to account for missing alpha codes and the non-participating agencies is described in Chapter 1.

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

3.1 Overview

The estimate of the number of clients provided with support or supported accommodation under SAAP, using the data adjustment methodology described in Chapter 1, is 2,100 (Table 3.1). It should be noted that this figure excludes children accompanying SAAP clients and relates only to those clients who received assistance of generally more than one hour’s duration (see Glossary for the definition of *client* in the National Data Collection).

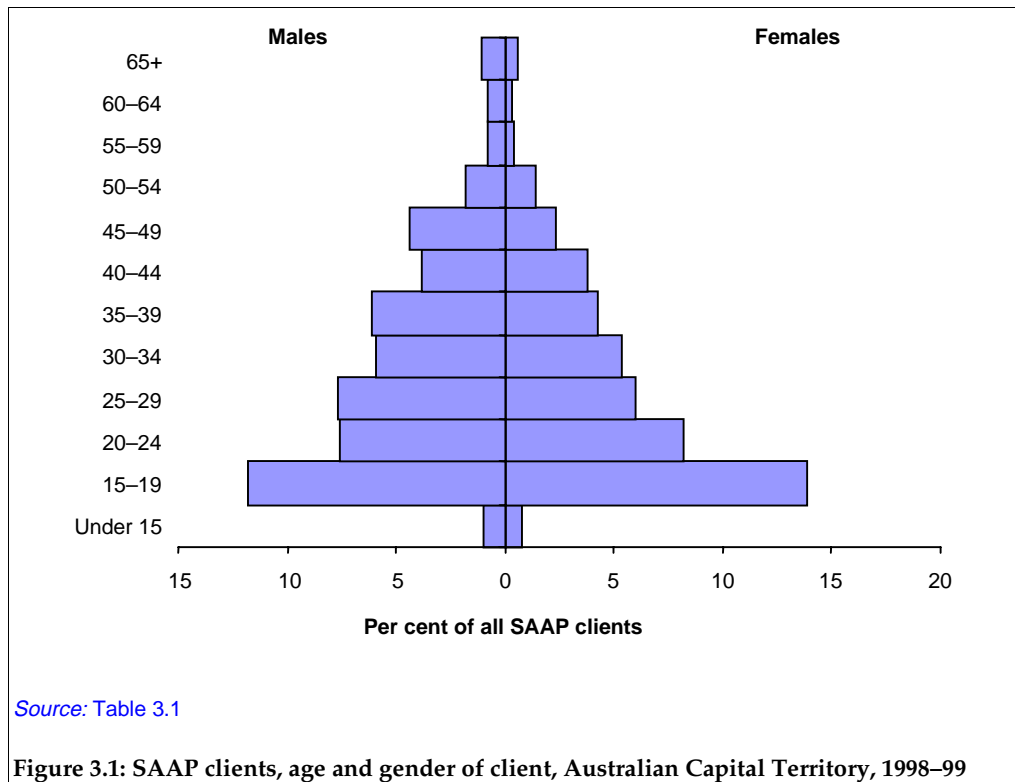
SAAP agencies provided support to more male clients (52%) than female clients (48%) (Table 3.1). Clients aged 15–19 years were the single largest age grouping, accounting for 26% of all clients. The average age of female clients was 29 years, and 32 years for male clients.

The 1996 *Census of Population and Housing* (ABS 1998) indicates that Indigenous Australians make up 1% of the Australian Capital Territory population, and people living there who were born in non-English-speaking countries constitute 14% of the total Territory population. These proportions were somewhat different among SAAP clients in the Australian Capital Territory: Indigenous Australians made up 8% of SAAP clients, and people from non-English-speaking backgrounds made up 12%

(Table 3.2). People from other English-speaking backgrounds constituted the remaining 80% of SAAP clients. This pattern varied among regions (Table 3.4).

Of the 2,100 clients supported by SAAP agencies during 1998–99, 1,800 (89%) received supported accommodation (Table 3.3). The majority of accommodated clients (79%) received crisis or short-term accommodation and 26% received medium-to long-term accommodation.

3.2 Key chart



3.3 Detailed tables

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

Age	Percentage of total population		Percentage of gender group		Total
	Female	Male	Female	Male	
Under 15 years	0.8	1.0	1.7	1.9	1.8
15–19 years	13.9	11.8	29.4	22.4	25.7
20–24 years	8.2	7.6	17.3	14.3	15.7
25–29 years	6.0	7.7	12.7	14.5	13.7
30–34 years	5.3	5.9	11.3	11.2	11.2
35–39 years	4.2	6.1	8.9	11.6	10.3
40–44 years	3.8	3.8	8.1	7.2	7.6
45–49 years	2.3	4.4	4.8	8.3	6.7
50–54 years	1.4	1.8	3.0	3.4	3.2
55–59 years	0.4	0.8	0.9	1.5	1.2
60–64 years	0.3	0.8	0.6	1.6	1.1
65 years and over	0.6	1.1	1.2	2.1	1.7
<i>Total</i>	<i>47.1</i>	<i>52.9</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,000	1,100	1,000	1,100	2,100

Notes

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 9
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.
6. This table includes all those clients that ever visited Australian Capital Territory. In the 1998-99 National Annual Report estimates of the number of clients by State and Territory are based on the State or Territory first visited by clients (estimated at 1,800 clients).

Source: SAAP NDCA Client Collection

Table 3.2: SAAP clients, ethnicity of client by gender, Australian Capital Territory, 1998–99 (%)

Ethnicity	Female	Male	Total
Indigenous Australian	10.3	6.2	8.1
Non-English-speaking background	14.2	9.4	11.6
Other	75.4	84.5	80.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	950	1,100	2,050

Notes

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 58
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.
6. This table includes all those clients that ever visited Australian Capital Territory. In the 1998-99 National Annual Report estimates of the number of clients by State and Territory are based on the State or Territory first visited by clients (estimated at 1,800 clients).

Source: SAAP NDCA Client Collection

Table 3.3: Accommodated clients, accommodation provided by gender of client, Australian Capital Territory, 1998–99 (%)

Accommodation type	Female	Male	Total
Crisis/short-term accommodation	77.2	79.8	78.7
Medium/long-term accommodation	28.0	24.3	25.9
SAAP arranged/paid for accommodation	0.3	1.0	0.7
Total number	750	1,000	1,800

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 79
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Clients were able to be provided with more than one type of accommodation so percentages do not total 100.
7. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

4 SAAP support periods

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

It should be noted that short-term (generally taking less than one hour) or one-off assistance provided to individuals does not constitute a support period. Thus, an individual who is provided with a food voucher and who does not establish an *ongoing support relationship* with the agency is considered a *casual client* and will not be included here (see Glossary). The provision of such assistance is detailed in Chapter 5. The current chapter provides an overview of the total number of support periods provided within the twelve months from July 1998 to June 1999—this number is, of course, larger than the number of discrete clients (see Chapter 3). The characteristics of clients for all occasions of support are presented here, along with their needs and circumstances before their support periods.

4.1 Overview

Participating agencies reported 3,050 occasions of support in the Australian Capital Territory in 1998–99 (Table 4.1). Agencies with an ‘other’ target group (this includes single men’s and cross target, multiple target and general agencies) provided 58% of all support periods. Agencies targeting young people provided 24% and agencies targeting women escaping domestic violence provided a further 14%.

The amount of assistance provided varies from day to day. For example, it is estimated that on 15 September 1998 there were 400 support periods for clients, while on 15 May 1999 SAAP agencies were involved with 500 support periods (Table 4.2).

These figures exclude accompanying children. The current methodology of the National Data Collection does not allow the total number of accompanying children to be calculated. This would require an alpha code for each child to be recorded. As a result, tables in Chapter 4 are limited to analysing the proportion of SAAP clients who seek assistance for themselves and their children. The majority of SAAP clients (88%) did not have accompanying children when they received support or were accommodated by agencies (Table 4.4).

The DRAC and the NDCA are investigating alternative options to estimate the number of children supported under SAAP. Accompanying children were the subject of a special collection conducted in May–June 1998. The results of this survey are to be released in mid-2000.

Clients accessed services through self-referral or were told of services by family or friends in 48% of all support periods (Table 4.10). In 22% of cases, clients were referred to services by another SAAP agency or other non-government agencies.

Women gave domestic violence (30%) and family or relationship breakdown (15%) as the main reasons for seeking assistance (Table 4.11). Men most frequently reported usual accommodation unavailable (18%), relationship or family breakdown (14%), and recent arrival to area with no means of support (13%) as their main reasons for seeking help.

Clients in 36% of cases reported that the duration of their current period of homelessness was two weeks or less (Table 4.13). A further 22% were homeless for between four and 26 weeks whilst 12% of clients were reported as being at imminent risk of homelessness. A significant proportion of support periods (16%) were provided to clients who had been homeless for over one year.

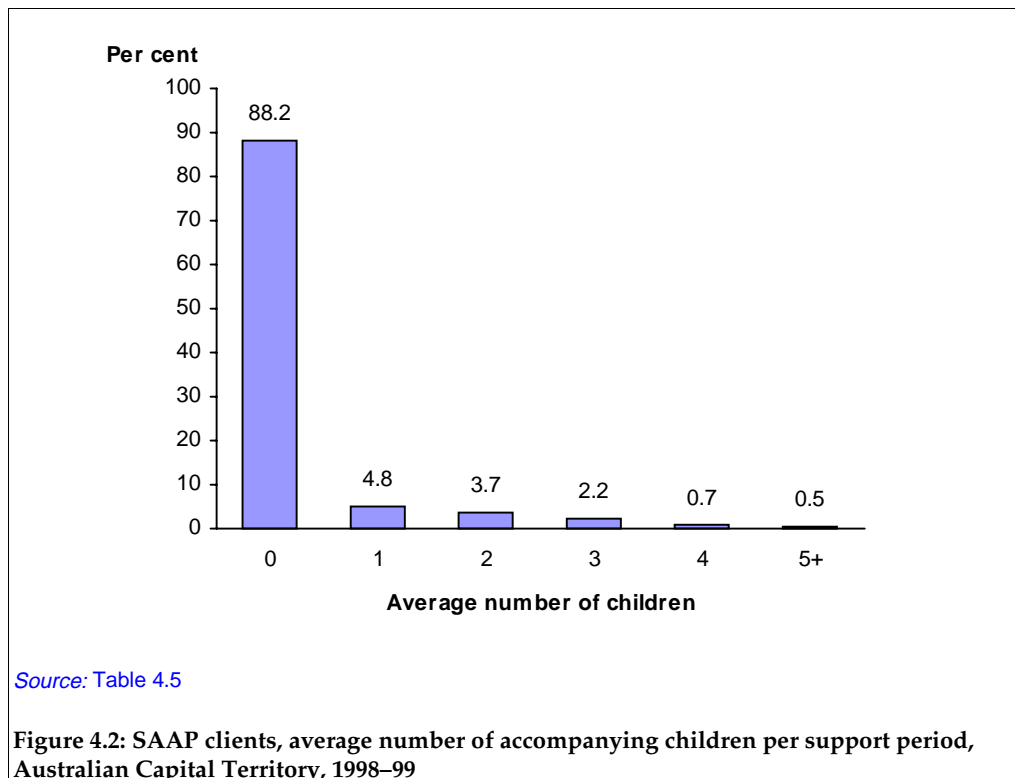
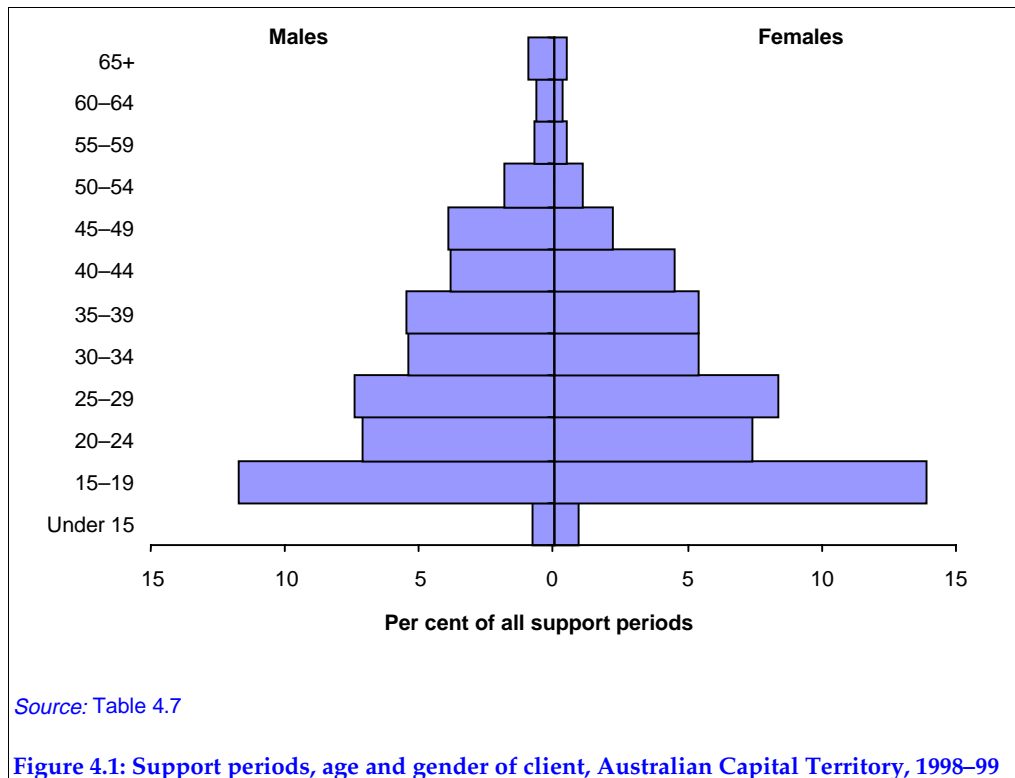
In the majority of cases (78%), clients were receiving government payments before receiving support from SAAP agencies (Table 4.14). Many clients (in 14% of cases) reported having no income immediately before receiving support. This figure was much higher (92%) where clients were aged under 15 years. It was 34% for clients aged 15–19 years.

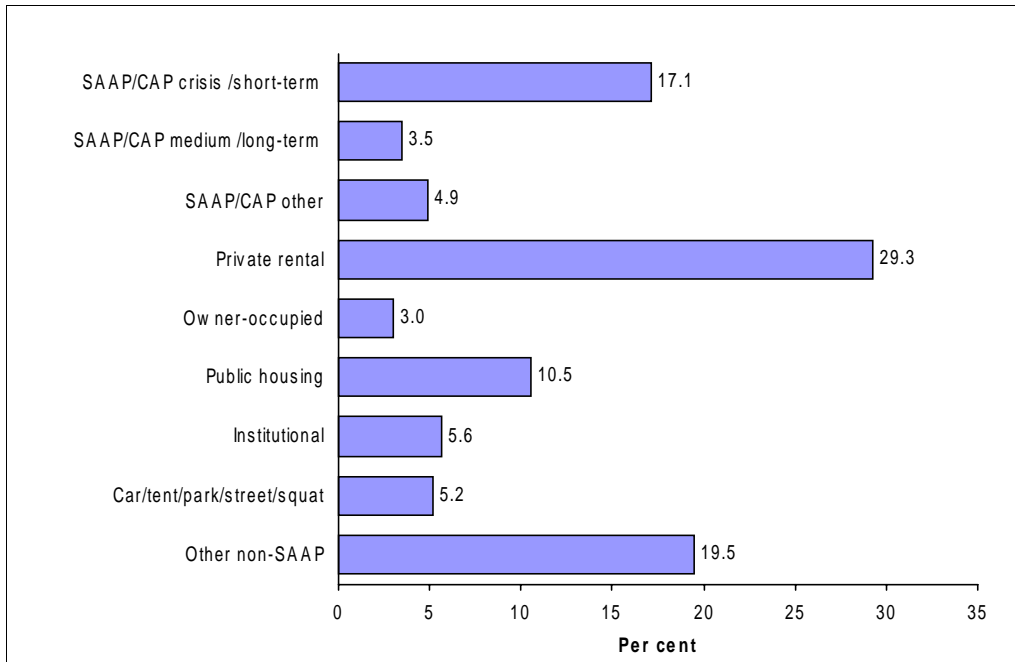
Clients in 7% of cases indicated that they were employed in either full-time or part-time work before receiving support, while an additional 5% were employed on a casual basis (Table 4.15). Clients in 47% of cases were not in the labour force before receiving support and 42% were unemployed and looking for work. Clients in 12% of cases were studying at primary or secondary school before support and 7% were studying at post-secondary level or engaged in employment training (Table 4.16).

Prior to receiving support at SAAP agencies, the main forms of accommodation were private rental (29% of support periods), SAAP or Crisis Accommodation Program (CAP) funded accommodation (26%) and public housing (11%) (Table 4.19). In 5% of cases, clients reported that they had no shelter at all and had been living in a car, tent, park, squat or on the streets.

The most frequently reported need of SAAP clients was for housing and accommodation services—reported in 87% of support periods (Table 4.22). SAAP/CAP accommodation was needed in 85% of cases and clients required assistance to obtain independent housing in 35% of cases. Laundry or shower facilities (77%), advice or information (75%) and recreation (58%) were also frequently required. Health and medical services were the most frequently identified specialist need of clients, reported in 25% of cases. This pattern varied considerably across target groups and also differed between age groups (Tables 4.22 and 4.23).

4.2 Key charts





Source: Table 4.19

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

4.3 Detailed tables

Table 4.1: Support periods, primary target group, Australian Capital Territory, 1998–99 (%)

Primary target group	ACT
Young people	24.3
Families	3.9
Women escaping domestic violence	13.8
Other	58.1
<i>Total</i>	<i>100.0</i>
Total number	3,050

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.2: Support periods, on the 15th of the month, by month, Australian Capital Territory, 1998–99 (%)

Date	Support periods
July 15, 1998	450
August 15, 1998	450
September 15, 1998	400
October 15, 1998	450
November 15, 1998	500
December 15, 1998	450
January 15, 1999	450
February 15, 1999	450
March 15, 1999	450
April 15, 1999	450
May 15, 1999	500
June 15, 1999	450

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 15

Source: SAAP NDCA Client Collection

4.3.1 Client characteristics

Table 4.3: Support periods, presenting unit, Australian Capital Territory, 1998–99 (%)

Presenting unit	ACT
Person alone	84.6
Couple without children	0.9
Person with children	11.8
Couple with children	1.1
Other	1.5
<i>Total</i>	<i>100.0</i>
Total number	2,950

Notes

1. Number excluded due to errors (unweighted): 7
2. Number excluded due to omissions (unweighted): 60
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.4: Support periods, number of accompanying children per support period, Australian Capital Territory, 1998–99 (%)

Number of children	ACT
No children	88.2
1 child	4.8
2 children	3.7
3 children	2.2
4 children	0.7
5 or more children	0.5
<i>Total</i>	<i>100.0</i>
Total number	3,000

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 27
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.5: Accompanying children in support periods, age of accompanying child, Australian Capital Territory, 1998–99 (%)

Age group	ACT
0–4 years	51.6
5–12 years	39.1
13–15 years	7.5
16–17 years	1.8
<i>Total</i>	<i>100.0</i>
Number of child visits	700

Notes

1. Number excluded due to errors (unweighted): 22
2. Number excluded due to omissions (unweighted): 12
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. An accompanying child may be counted in more than one support period and so the total number does not equal the actual number of accompanying children assisted.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.6: Support periods, ethnicity of client, Australian Capital Territory, 1998–99 (%)

Ethnicity	ACT
Indigenous Australian	8.0
Non-English-speaking background	11.2
Other	80.8
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 57
3. Number of records excluded because consent was not obtained: 799
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 2,150 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.7: Support periods, age of client by gender, Australian Capital Territory, 1998–99 (%)

Age	Percentage of total population		Percentage of gender group		Total
	Female	Male	Female	Male	
Under 15 years	0.9	0.8	1.8	1.6	1.7
15–19 years	13.9	11.7	27.6	23.6	25.6
20–24 years	7.4	7.1	14.7	14.4	14.5
25–29 years	8.4	7.4	16.7	15.0	15.8
30–34 years	5.4	5.4	10.8	10.9	10.8
35–39 years	5.4	5.5	10.6	11.2	10.9
40–44 years	4.5	3.8	8.9	7.7	8.3
45–49 years	2.2	3.9	4.3	7.8	6.0
50–54 years	1.1	1.8	2.2	3.5	2.8
55–59 years	0.5	0.7	0.9	1.4	1.2
60–64 years	0.3	0.6	0.5	1.1	0.8
65 years and over	0.5	0.9	1.1	1.8	1.4
<i>Total</i>	<i>50.5</i>	<i>49.5</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,550	1,550	1,550	1,550	3,100

Notes

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

Source: SAAP NDCA Client Collection

Table 4.8: Support periods, ethnicity of client by gender, Australian Capital Territory, 1998–99 (%)

Ethnicity	Female	Male	Total
Indigenous Australian	9.2	5.6	7.4
Non-English-speaking background	11.7	8.4	10.1
Other	79.1	85.9	82.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,500	1,500	3,000

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 104
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.9: Support periods, ethnicity of client by primary target group, Australian Capital Territory, 1998–99 (%)

Ethnicity	Young people	Families	Women escaping DV	Other	Total
Indigenous Australian	6.4	11.9	16.7	5.4	7.4
Non-English-speaking background	3.9	10.3	28.2	8.5	10.1
Other	89.7	77.8	55.1	86.1	82.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	750	100	400	1,800	3,050

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 96
3. Percentages are based on valid values only.
4. Components may not add to total due to rounding.
5. Figures have been weighted to adjust for client non-consent.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

4.3.2 Client circumstances

Table 4.10: Support periods, source of referral/information by primary target group, Australian Capital Territory, 1998–99 (%)

Source of referral/information	Young people	Families	Women escaping DV	Other	Total
Self	29.3	16.4	14.8	46.0	36.4
Family	5.3	6.0	3.2	3.2	3.8
Friends	6.7	5.2	4.7	9.3	7.8
School/Other educational institution	5.3	0.9	1.2	0.2	1.6
Community services department	13.3	3.4	4.2	4.0	6.3
Police/legal unit	3.9	—	4.4	3.5	3.6
Prison/correction institution	1.8	—	0.2	1.0	1.1
Hospital/health/medical services	1.5	4.3	4.9	5.9	4.6
Psychiatric unit	0.7	—	0.2	1.9	1.3
Telephone/crisis referral agency	2.1	1.7	21.7	4.4	6.1
Other SAAP agency	16.2	17.2	28.1	8.0	13.2
Other government department	4.2	25.0	3.2	4.1	4.8
Other non-government organisation	9.6	19.8	8.9	8.4	9.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	700	100	400	1,700	2,950

Notes

1. Number excluded due to errors (weighted): 8
2. Number excluded due to omissions (weighted): 84
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.11: Support periods, main reason for seeking assistance by gender of client, Australian Capital Territory, 1998–99 (%)

Main reason for seeking assistance	Female	Male	Total
Usual accommodation unavailable	5.3	18.4	12.3
Time out from family/Other situation	5.9	5.1	5.5
Relationship/family breakdown	15.3	13.8	14.5
Interpersonal conflicts	2.4	2.1	2.3
Physical/emotional abuse	5.4	0.7	2.8
Domestic violence	29.7	0.7	14.2
Sexual abuse	4.2	0.1	2.0
Financial difficulty	3.6	9.7	6.9
Eviction/previous accommodation ended	9.7	11.2	10.5
Drug/alcohol/substance abuse	3.3	6.7	5.1
Emergency accommodation ended	2.2	2.1	2.1
Recently left institution	0.8	2.6	1.8
Psychiatric illness	0.7	3.6	2.2
Recent arrival to area with no means of support	4.1	13.3	9.0
Itinerant	2.0	4.8	3.5
Other	5.3	5.2	5.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,250	1,400	2,650

Notes

1. Number excluded due to errors (weighted): 16
2. Number excluded due to omissions (weighted): 460
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.12: Support periods, main reason for seeking assistance by primary target group, Australian Capital Territory, 1998–99 (%)

Main reason for seeking assistance	Young people	Families	Women escaping DV	Other	Total
Usual accommodation unavailable	5.1	4.9	2.8	19.2	12.4
Time out from family/Other situation	11.8	—	3.1	3.4	5.5
Relationship/family breakdown	26.8	10.0	5.4	11.2	14.4
Interpersonal conflicts	3.6	1.4	1.5	1.9	2.3
Physical/emotional abuse	3.2	2.4	7.5	1.4	2.8
Domestic violence	3.7	12.2	66.1	5.1	14.2
Sexual abuse	1.2	—	1.0	2.8	2.0
Financial difficulty	3.2	13.3	1.1	9.9	6.9
Eviction/previous accommodation ended	14.6	23.6	4.1	9.3	10.5
Drug/alcohol/substance abuse	1.0	—	0.7	8.7	5.1
Emergency accommodation ended	2.5	10.7	1.3	1.5	2.1
Recently left institution	1.6	—	0.4	2.4	1.8
Psychiatric illness	0.4	—	0.4	3.8	2.2
Recent arrival to area with no means of support	3.2	6.2	2.5	13.9	9.0
Itinerant	2.6	7.0	0.3	4.5	3.5
Other	15.3	8.3	1.7	1.0	5.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	700	100	400	1,450	2,650

Notes

1. Number excluded due to errors (weighted): 15
 2. Number excluded due to omissions (weighted): 454
 3. Excludes high-volume records as not all items were included on high-volume form.
 4. Percentages are based on valid values only.
 5. Components may not add to totals due to rounding.
 6. Figures have been weighted to adjust for client non-consent.
 7. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies
- Source: SAAP NDCA Client and Administrative Data Collections

Table 4.13: Support periods, duration of current homelessness by age of client, Australian Capital Territory, 1998–99 (%)

Duration of current homelessness	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
0–2 weeks	35.1	27.7	39.4	39.6	35.7	25.0	35.8
>2–4 weeks	4.1	10.1	6.5	9.2	8.5	6.1	8.8
>4–26 weeks	8.1	22.0	23.1	22.7	16.9	15.8	21.6
>26–52 weeks	8.1	8.7	4.8	4.8	9.2	11.8	6.4
>52–104 weeks	4.0	6.9	6.3	5.7	7.3	6.4	6.3
>104 weeks	3.2	6.1	9.1	10.7	11.2	12.5	9.2
At imminent risk	37.3	18.5	10.9	7.3	11.2	22.3	11.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	650	400	1,050	250	<25	2,400

Notes

1. Number excluded due to errors (weighted): 0
 2. Number excluded due to omissions (weighted): 742
 3. Excludes high-volume records as not all items were included on high-volume form.
 4. Percentages are based on valid values only.
 5. Components may not add to totals due to rounding.
 6. Figures have been weighted to adjust for client non-consent.
- Source: SAAP NDCA Client Collection

Table 4.14: Support periods, primary source of income before support by age of client, Australian Capital Territory, 1998–99 (%)

Primary income source before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
No income	92.4	33.8	5.2	4.0	5.7	3.0	13.7
Government payments	4.7	58.7	89.0	84.9	87.6	91.2	77.6
Other income	2.9	7.5	5.8	11.1	6.8	5.8	8.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	750	450	1,300	300	50	2,900

Notes

1. Number excluded due to errors (weighted): 68
2. Number excluded due to omissions (weighted): 153
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.15: Support periods, labour force status before support by age of client, Australian Capital Territory, 1998–99 (%)

Labour force status before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Employed full time	—	2.5	3.4	4.0	3.5	3.1	3.4
Employed part time	—	2.2	4.4	4.2	2.2	3.1	3.4
Employed on casual basis	2.9	7.1	2.5	5.0	2.8	—	4.9
Unemployed	4.7	40.1	58.4	43.4	28.3	9.3	41.9
Not in labour force	92.4	48.1	31.3	43.4	63.2	84.5	46.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	800	450	1,350	350	50	3,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 125
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.16: Support periods, student status before support by age of client, Australian Capital Territory, 1998–99 (%)

Student status before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Not a student	31.8	57.5	90.1	90.6	97.1	100.0	81.2
Primary/secondary school student	68.2	35.3	3.1	0.2	—	—	11.5
Post-secondary student/ employment training	—	7.2	6.8	9.3	2.9	—	7.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	750	400	1,250	300	50	2,850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 288
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.17: Support periods, living situation before support by gender of client, Australian Capital Territory, 1998–99 (%)

Living situation before support	Female	Male	Total
With one or both parents	14.2	15.8	15.0
With relative/friend long term	2.6	3.0	2.8
With relative/friend short term	20.3	21.9	21.1
With partner, with/without children	20.2	8.5	14.1
Alone or with children	19.4	22.0	20.7
Other	23.3	28.8	26.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,400	1,500	2,900

Notes

1. Number excluded due to errors (weighted): 34
2. Number excluded due to omissions (weighted): 185
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.18: Support periods, living situation before support by age of client, Australian Capital Territory, 1998–99 (%)

Living situation before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
With one or both parents	49.2	26.6	22.9	7.0	5.4	—	15.0
With relative/friend long term	—	3.9	2.8	2.2	3.6	—	2.8
With relative/friend short term	4.6	24.0	26.5	19.9	16.2	12.8	21.1
With partner, with/without children	2.9	4.4	11.4	20.9	16.1	15.4	14.2
Alone or with children	2.9	5.7	13.4	29.3	32.7	39.5	20.7
Other	40.4	35.5	22.9	20.7	26.0	32.3	26.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	750	450	1,300	350	50	2,900

Notes

1. Number excluded due to errors (weighted): 32
2. Number excluded due to omissions (weighted): 179
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.19: Support periods, type of housing/accommodation before support, Australian Capital Territory, 1998–99 (%)

Type of housing/accommodation before support	ACT
SAAP/CAP funded accommodation	
Crisis/short-term accommodation	17.1
Medium/long-term accommodation	3.5
Other	4.9
Non-SAAP housing/ accommodation	
Non-SAAP emergency accommodation	1.3
Private rental	29.3
Owner-occupied	3.0
Public housing	10.5
Institutional	5.6
Living in a car/tent/park/street/squat	5.2
Other non-SAAP accommodation	19.5
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 19
2. Number excluded due to omissions (unweighted): 73
3. Number of records excluded because consent was not obtained: 799
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 2,150 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.20: Support periods, type of housing/accommodation before support by gender of client, Australian Capital Territory, 1998–99 (%)

Type of housing/accommodation before support	Female	Male	Total
SAAP/CAP funded accommodation			
Crisis/short-term accommodation	16.8	14.9	15.8
Medium/long-term accommodation	2.8	4.2	3.5
Other	4.0	5.3	4.7
Non-SAAP housing/accommodation			
Non-SAAP emergency accommodation	1.0	1.4	1.2
Private rental	29.3	29.3	29.3
Owner-occupied	9.5	1.5	5.3
Public housing	12.9	9.4	11.1
Institutional	2.7	7.2	5.1
Living in a car/tent/park/street/squat	2.6	6.8	4.8
Other non-SAAP accommodation	18.4	20.0	19.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,350	1,500	2,850

Notes

1. Number excluded due to errors (weighted): 27
2. Number excluded due to omissions (weighted): 228
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.21: Support periods, type of housing/accommodation before support by age of client, Australian Capital Territory, 1998–99 (%)

Type of housing/accommodation before support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
SAAP/CAP funded accommodation							
Crisis/short-term accommodation	31.1	23.5	10.8	12.9	12.4	14.8	15.7
Medium/long-term accommodation	3.0	5.5	1.6	2.7	4.9	—	3.5
Other	—	3.3	4.4	5.3	5.9	8.9	4.7
Non-SAAP housing/accommodation							
Non-SAAP emergency accommodation	—	0.9	1.6	1.1	1.9	3.0	1.2
Private rental	5.2	19.1	35.1	34.2	30.7	34.7	29.3
Owner-occupied	—	0.2	—	9.1	10.8	2.4	5.3
Public housing	—	4.9	17.1	12.2	15.1	18.3	11.2
Institutional	2.5	4.4	8.5	4.6	4.2	5.3	5.1
Living in a car/tent/park/street/squat	2.9	4.0	5.0	5.2	5.2	9.4	4.9
Other non-SAAP accommodation	55.3	34.2	16.0	12.7	8.8	3.1	19.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	750	450	1,250	350	50	2,900

Notes

1. Number excluded due to errors (weighted): 25
2. Number excluded due to omissions (weighted): 223
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

4.3.3 Client needs

Table 4.22: Support periods, support services needed by primary target group, Australian Capital Territory, 1998–99 (%)

Support services needed	Young people	Families	Women escaping DV	Other	Total
Housing/accommodation					
SAAP/CAP accommodation	79.5	73.5	93.3	86.6	85.3
Assistance to obtain short-term accommodation	20.7	38.5	20.5	22.9	22.6
Assistance to obtain independent housing	34.2	88.0	60.0	25.7	35.0
<i>Subtotal</i>	<i>85.9</i>	<i>94.9</i>	<i>93.8</i>	<i>84.4</i>	<i>86.5</i>
Financial/employment					
Assistance to obtain government benefit/pension/allowance	26.7	13.7	21.0	6.0	13.5
Employment/training assistance	27.2	14.5	14.3	7.3	13.5
Financial assistance/material aid	54.8	34.2	51.6	27.7	38.0
Financial counselling	23.9	42.7	17.3	14.2	18.2
<i>Subtotal</i>	<i>67.8</i>	<i>57.3</i>	<i>61.0</i>	<i>37.1</i>	<i>48.7</i>
Counselling					
Incest/sexual abuse counselling	6.2	9.4	10.9	15.2	12.1
Domestic violence counselling	10.2	23.1	57.8	7.3	15.6
Family/relationship counselling and support	41.8	29.1	46.9	13.1	25.4
Emotional support/Other counselling	55.8	47.0	73.8	27.0	41.3
<i>Subtotal</i>	<i>63.8</i>	<i>57.3</i>	<i>82.8</i>	<i>42.1</i>	<i>53.6</i>
General support/advocacy					
Living skills/personal development	65.7	21.4	13.3	10.1	24.7
Assistance with legal issues/court support	17.3	23.1	38.5	7.9	15.0
Advice/information	76.1	82.1	77.5	73.0	74.8
Retrieval/storage/removal of personal belongings	35.6	23.9	34.3	12.3	21.5
Advocacy/liaison on behalf of client	64.9	80.3	63.5	18.7	38.7
<i>Subtotal</i>	<i>87.8</i>	<i>95.7</i>	<i>88.3</i>	<i>75.4</i>	<i>81.0</i>
Specialist services					
Psychological services	6.3	6.0	6.9	4.6	5.4
Psychiatric services	4.5	3.4	6.4	11.6	8.8
Pregnancy support	4.7	15.4	7.2	1.5	3.6
Family planning support	5.9	6.0	4.7	1.1	2.9
Drug/alcohol support/rehabilitation	20.6	11.1	14.3	17.9	17.8
Physical disability services	3.8	1.7	2.2	1.3	2.1
Intellectual disability services	1.6	—	0.7	0.9	1.1
Culturally appropriate support	5.5	5.1	21.7	2.5	6.0
Interpreter services	0.5	1.7	4.0	0.5	1.1
Health/medical services	30.9	14.5	42.7	19.5	25.3
<i>Subtotal</i>	<i>46.9</i>	<i>36.8</i>	<i>59.6</i>	<i>34.5</i>	<i>41.1</i>
Other support					
Meals	78.3	7.7	30.6	58.3	57.4
Laundry/shower facilities	76.2	8.5	66.7	83.8	76.6
Recreation	59.3	6.0	33.3	66.7	57.9
Transport	74.8	21.4	67.4	27.2	44.2
Brokerage services	9.6	19.7	6.9	0.4	4.3
Other	11.0	2.6	2.7	2.4	4.6
<i>Subtotal</i>	<i>91.4</i>	<i>36.8</i>	<i>77.0</i>	<i>83.2</i>	<i>82.6</i>
Total number	750	100	400	1,700	2,950

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 81
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

Table 4.23: Support periods, support services needed by age of client, Australian Capital Territory, 1998–99 (%)

Support services needed	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
<i>Housing/accommodation</i>							
SAAP/CAP accommodation	81.3	87.2	84.2	85.2	91.7	93.8	86.4
Assistance to obtain short-term accommodation	20.1	21.4	24.9	24.5	18.7	14.0	22.9
Assistance to obtain independent housing	—	39.6	47.0	34.9	34.9	31.1	37.2
<i>Subtotal</i>	<i>81.3</i>	<i>91.9</i>	<i>88.7</i>	<i>81.7</i>	<i>92.7</i>	<i>93.8</i>	<i>86.7</i>
<i>Financial/employment</i>							
Assistance to obtain government benefit/pension/allowance	9.6	27.0	12.3	8.1	9.2	11.2	13.9
Employment/training assistance	11.1	25.4	20.4	7.9	11.1	—	14.6
Financial assistance/material aid	26.3	55.4	38.6	32.9	31.0	34.8	39.3
Financial counselling	5.5	22.9	25.3	17.7	12.0	11.0	19.2
<i>Subtotal</i>	<i>37.4</i>	<i>68.8</i>	<i>54.8</i>	<i>40.2</i>	<i>43.5</i>	<i>42.3</i>	<i>50.0</i>
<i>Counselling</i>							
Incest/sexual abuse counselling	5.3	6.7	10.8	17.0	6.0	—	11.7
Domestic violence counselling	9.8	9.6	18.0	18.6	16.7	9.2	15.7
Family/relationship counselling and support	51.7	39.3	26.9	20.2	19.2	16.9	26.6
Emotional support/Other counselling	57.9	53.9	43.7	37.1	35.8	56.6	43.0
<i>Subtotal</i>	<i>67.3</i>	<i>62.7</i>	<i>49.1</i>	<i>51.0</i>	<i>42.5</i>	<i>59.9</i>	<i>53.2</i>
<i>General support/advocacy</i>							
Living skills/personal development	66.3	56.9	21.5	9.7	11.3	23.5	25.2
Assistance with legal issues/court support	4.5	18.6	12.1	14.1	13.4	14.3	14.8
Advice/information	68.7	78.0	82.4	72.5	79.9	94.7	76.5
Retrieval/storage/removal of personal belongings	14.0	35.7	19.5	16.7	18.9	25.4	22.4
Advocacy/liaison on behalf of client	67.1	60.1	36.8	27.8	24.1	39.7	38.0
<i>Subtotal</i>	<i>89.9</i>	<i>90.4</i>	<i>87.2</i>	<i>73.2</i>	<i>86.3</i>	<i>100.0</i>	<i>81.7</i>
<i>Specialist services</i>							
Psychological services	4.5	6.5	7.3	5.6	4.5	—	5.9
Psychiatric services	0.0	5.4	9.3	9.6	11.0	17.7	8.5
Pregnancy support	2.2	5.0	8.9	2.5	—	—	3.8
Family planning support	—	6.0	5.1	2.0	—	—	3.2
Drug/alcohol support/rehabilitation	22.3	20.7	20.6	17.1	12.3	11.9	18.0
Physical disability services	—	3.4	2.7	1.5	2.7	8.7	2.4
Intellectual disability services	—	1.2	1.5	0.9	0.3	2.9	1.0
Culturally appropriate support	7.2	4.6	6.9	6.6	4.6	9.0	6.0
Interpreter services	—	0.9	0.3	1.0	0.8	5.8	0.9
Health/medical services	21.5	31.9	29.5	23.0	23.8	49.7	26.7
<i>Subtotal</i>	<i>40.7</i>	<i>47.8</i>	<i>47.6</i>	<i>35.7</i>	<i>39.0</i>	<i>67.1</i>	<i>41.4</i>
<i>Other support</i>							
Meals	90.9	75.7	50.3	52.0	60.7	61.5	59.8
Laundry/shower facilities	76.7	81.7	73.9	75.2	87.7	82.1	78.2
Recreation	58.0	63.8	56.3	57.2	70.3	82.3	60.6
Transport	62.0	72.0	41.4	34.3	33.1	48.0	45.8
Brokerage services	7.3	6.8	4.2	3.0	0.3	—	3.9
Other	16.6	8.6	5.4	3.3	1.1	—	5.0
<i>Subtotal</i>	<i>98.0</i>	<i>93.1</i>	<i>83.7</i>	<i>75.5</i>	<i>89.2</i>	<i>94.4</i>	<i>83.3</i>
Total number	50	800	450	1,350	350	50	3,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 116
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 4.24: Support periods, support services needed by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Support services needed	Indigenous Australian	Non-English-speaking background	Other	Total
Housing/accommodation				
SAAP/CAP accommodation	92.4	95.4	84.7	86.4
Assistance to obtain short-term accommodation	29.5	23.7	22.0	22.7
Assistance to obtain independent housing	44.5	48.2	35.0	37.1
<i>Subtotal</i>	<i>95.3</i>	<i>96.7</i>	<i>85.4</i>	<i>87.2</i>
Financial/employment				
Assistance to obtain government benefit/pension/allowance	18.4	22.4	12.4	13.9
Employment/training assistance	14.2	16.6	14.5	14.7
Financial assistance/material aid	52.6	48.5	36.6	39.0
Financial counselling	23.7	17.9	19.2	19.4
<i>Subtotal</i>	<i>62.3</i>	<i>63.2</i>	<i>47.5</i>	<i>50.2</i>
Counselling				
Incest/sexual abuse counselling	5.9	6.4	13.1	11.9
Domestic violence counselling	26.1	31.9	12.1	15.2
Family/relationship counselling and support	29.9	35.0	25.0	26.4
Emotional support/Other counselling	51.5	55.9	40.4	42.8
<i>Subtotal</i>	<i>59.1</i>	<i>63.4</i>	<i>51.9</i>	<i>53.6</i>
General support/advocacy				
Living skills/personal development	22.8	17.2	26.3	25.1
Assistance with legal issues/court support	17.4	27.2	12.9	14.7
Advice/information	82.9	81.7	74.9	76.2
Retrieval/storage/removal of personal belongings	30.3	29.8	20.6	22.3
Advocacy/liaison on behalf of client	49.2	48.0	35.4	37.8
<i>Subtotal</i>	<i>92.4</i>	<i>91.9</i>	<i>80.1</i>	<i>82.2</i>
Specialist services				
Psychological services	6.0	6.7	5.7	5.9
Psychiatric services	9.2	9.7	8.1	8.4
Pregnancy support	4.2	3.1	3.7	3.7
Family planning support	4.1	3.2	3.1	3.2
Drug/alcohol support/rehabilitation	23.4	8.2	18.7	18.0
Physical disability services	0.5	5.0	2.2	2.4
Intellectual disability services	—	—	1.1	0.9
Culturally appropriate support	28.2	28.6	0.8	5.8
Interpreter services	—	8.0	0.1	0.9
Health/medical services	37.2	33.1	24.8	26.6
<i>Subtotal</i>	<i>54.2</i>	<i>56.2</i>	<i>38.5</i>	<i>41.4</i>
Other support				
Meals	56.8	49.9	61.4	59.9
Laundry/shower facilities	81.7	83.4	77.1	78.1
Recreation	59.9	61.9	60.3	60.4
Transport	56.8	50.3	43.6	45.3
Brokerage services	6.3	4.1	3.6	3.8
Other	4.6	5.9	4.8	4.9
<i>Subtotal</i>	<i>88.5</i>	<i>91.2</i>	<i>82.7</i>	<i>84.0</i>
Total number	200	300	2,400	2,950

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 181
3. Percentages are based on valid values only.
4. Clients may have needed multiple services so percentages do not total 100.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

5 SAAP services and unmet demand

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

This chapter provides information on the prevalence and nature of support provided to SAAP clients and their accompanying children; the duration of support and accommodation for clients; and the extent of case management in SAAP. If an agency is unable to support a client, it may refer the client elsewhere for assistance; such referrals are outlined in Tables 5.23–5.25. Information is contained in Tables 5.37–5.51 about people who requested support or accommodation but who were not provided with the required services. Finally, the extent of one-off assistance provided to casual clients, including those who unsuccessfully requested more intensive support or accommodation, is examined.

5.1 Support provided - Overview

The Client Collection form specifies 31 distinct types of support and allows agencies to record other types of support not listed on the client form. Tables relating to support services list each of the 31 distinct types separately; however, subtotals are provided for six higher order groupings of support services to aid data interpretation. SAAP/CAP accommodation was provided in more support periods (84%) than any other category of support (Table 5.1). Laundry or shower facilities (76%), advice or information (75%) and recreation (58%) were also frequently provided. In 24% of support periods clients received assistance with independent housing and in 15% of cases clients received assistance with short-term accommodation.

Support services provided to children accompanying clients have been categorised into four groups: counselling; child care and liaison with schools or kindergartens; support regarding access arrangements; and 'other' support services. Counselling was provided in 6% of all support periods (including those to clients not accompanied by children), and child care or related services in 4% of cases (Table 5.5). Twelve per cent of clients had children with them when they received support or accommodation.

The provision of support services to accompanying children in SAAP appears artificially low in these figures for two reasons. Firstly, the percentages reported here are based on all support periods, including those in which children were not present.

Secondly, the Client Collection form records only whether a particular service was provided in each support period and so does not enumerate the provision of support to each child. It is anticipated that these problems will be overcome for future reports. There are also a significant number of children receiving support or accommodation from SAAP agencies who are not accompanied by an adult—analysis on these children is included in the general analysis of support periods and clients and is not included here. Services to children in SAAP were a specific focus of a special collection conducted in May–June 1998 and are the subject of a separate report, due for release mid-2000.

Given the increased national emphasis on case management in SAAP, it is interesting to note that clients agreed to the adoption of a support plan in 63% of support periods (Table 5.9). They did not agree to a plan in 11% of cases and it was not considered appropriate in 26% of cases.

Almost half of support periods in the Australian Capital Territory lasted a week or less (47%), with the largest proportion of support periods (29%) lasting between one and three days (Table 5.11).

Among support periods in which accommodation was provided by crisis or short-term accommodation agencies, 58% had accommodation periods of one week or less (Table 5.22). Over one-third (34% of cases) of cases received this accommodation for one day or less. In 25% of cases involving medium- to long-term accommodation clients stayed between four and 13 weeks and a further 24% stayed between 26 and 52 weeks.

When support services cannot be provided directly by a SAAP agency, clients may be referred to other (often more specialised) agencies. Across the Territory, at least 3,200 referrals were made on behalf of SAAP clients during the year (Table 5.23). More referrals were made for health or medical services (17% of all support periods), assistance to obtain independent housing (16%) and assistance to obtain short-term accommodation (12%) than for any other purposes. Agencies' referral patterns differed according to their target group and service delivery model (Tables 5.23–25). Referrals for each type of support may have been made on more than one occasion. However, in each support period, only one referral for each support type is enumerated in the National Data Collection; therefore, the total number of referrals may be higher.

Among accompanying children, 88% of identified needs were met—53% through direct service provision only (Table 5.33). Some 13% were met through referrals and 22% were met through a combination of direct services and referrals.

Referrals made on behalf of accompanying children were relatively infrequent when considered as a proportion of all support periods. However, as many as 150 referrals for support for children were made across the State during the year (Table 5.26). Referrals for each type of support may have been made on more than one occasion and for more than one child. Again, because multiple referrals cannot be recorded in the collection, the number of referrals for support for children may be higher.

5.2 Met and unmet demand

Unmet demand arises when the particular needs of existing clients and their accompanying children cannot be met either by the direct provision of services by SAAP agencies or through referrals to other agencies. (It should be noted that data about the final outcome of referrals are not collected. It is assumed that clients' needs are met through the referral process, but this may not always be the case.)

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

5.2.1 Unmet demand—SAAP clients

The vast majority of needs identified by existing SAAP clients (92%) were met through direct service provision, through referrals or a combination of both (Table 5.29). Most (74%) were met directly by agencies providing services to clients and 11% were met through a combination of direct service provision and referrals. Proportionately, requests for specialist services (21%) were more frequently unmet (Table 5.30). However, in absolute terms, the number of unmet needs for general support, advocacy and information, and housing and accommodation were also considerable.

5.2.2 Unmet demand—potential clients

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

Over the collection period, agencies across the Australian Capital Territory reported 200 requests that were not met (Table 1.2). However, as estimates of unmet demand should measure the capacity of SAAP to meet expressed need, calculations of unmet demand should exclude instances in which an individual refuses an offer of support or was inappropriately referred to an agency (for example, where the individual concerned does not fall within the agency's target group). The number of *valid* unmet requests recorded during the November 1998 two-week Unmet Demand Collection was 150. (See *unmet requests for support or accommodation* in Appendix 1 for a definition of valid requests.) If this were replicated throughout the year, an estimated 3,820 unmet requests for support or supported accommodation would have occurred during 1998–99. This figure does not represent actual people as a person can make requests on more than one occasion and to more than one SAAP agency.

There are several methodological difficulties in estimating the number of people who request support or accommodation from SAAP agencies but who, for various reasons, are not provided with that assistance. These difficulties primarily exist for the reasons that a linkage key (the alpha code) is not universally collected in the Unmet Demand Collection and because data are only collected for a two-week period. Significantly, although the alpha code was initially defined as a required item in the Unmet Demand Collection, SAAP agencies reported considerable difficulty in its collection during the collection's pilot test. In 1998, the alpha code was included as an optional data item; however, nationally only 31% of forms returned by agencies contained a valid alpha code. A detailed discussion is beyond the scope of this report; technical information about these difficulties is available from the NDCA on request. However, several key issues are noteworthy.

Firstly, an unknown proportion of people who make an unsuccessful request for support or accommodation may subsequently receive ongoing support or accommodation from a SAAP agency, quite possibly soon after the initial request. Alternatively they may have their needs met by other means and no longer require SAAP assistance (see Figure 5.1). This gives rise to two problems—estimates obtained from the collection may overstate the actual level of unmet demand, and the potential for an individual to be included in both the Client and Unmet Demand collections (and an inability to identify the magnitude of this overlap) prevents the calculation of a reliable and accurate unmet demand rate.

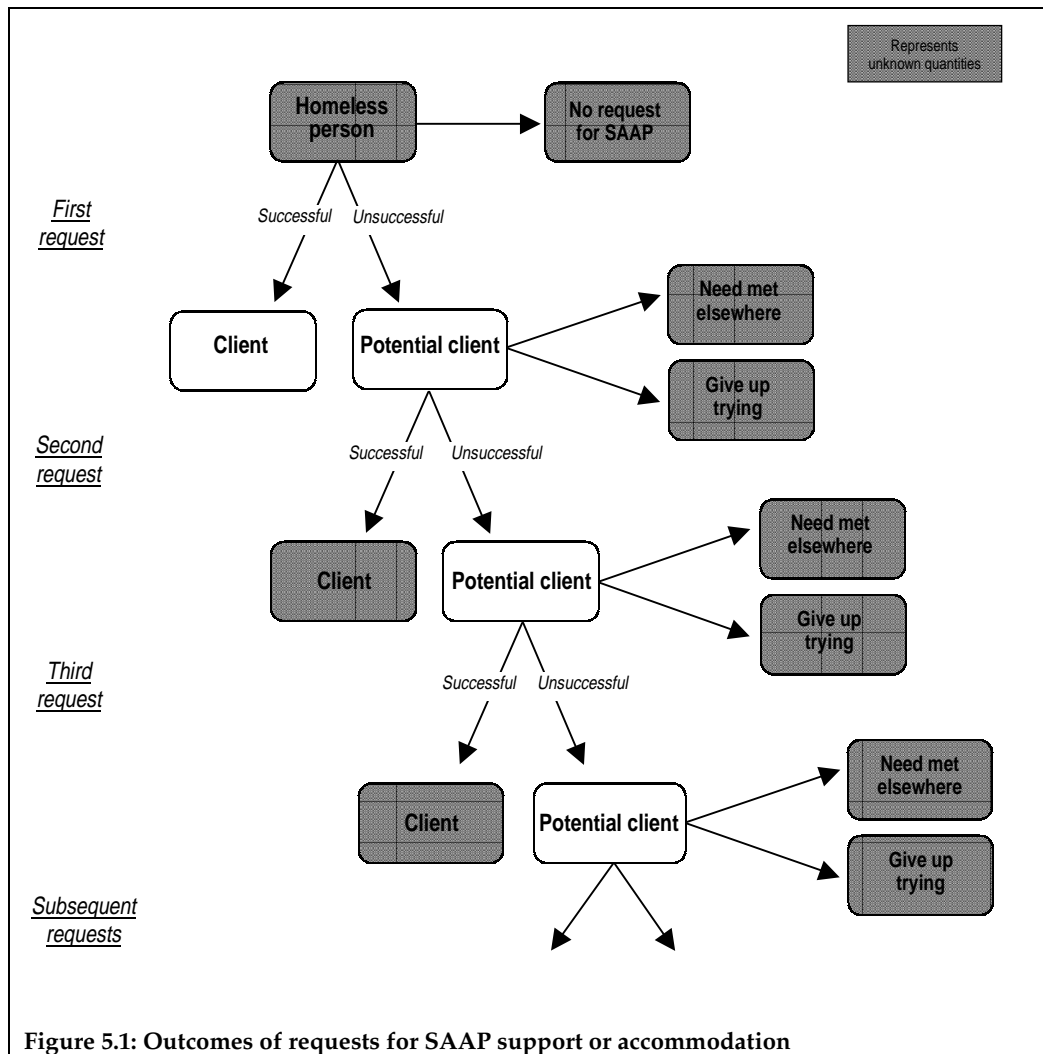


Figure 5.1: Outcomes of requests for SAAP support or accommodation

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

Finally, pro-rating the number of potential clients from the two-week collection period to a full year is invalid. A potential client who makes an unsuccessful request for support may also request support or accommodation outside of this two-week period—either for the same need or a different need. A simple extrapolation to obtain the number of clients in a year would result in an inflated estimate to the extent that multiple requests are made—for example, an individual making a request each fortnight would be counted as 26 individuals if the two-week estimate were multiplied by 26 to give an annual estimate. The extent of this inflation depends on

the length of the collection period—the shorter the collection period, the stronger the upward bias in the estimates of potential clients. Therefore, it is not possible to estimate the number of potential clients in a given year based on data from the two-week Unmet Demand Collection.

As a result, it is currently only possible to estimate the number of people in the Australian Capital Territory who could not be supported or accommodated by SAAP agencies in the two-week collection period—during 12–25 November 1998, an estimated 110 potential clients (those who make an ‘appropriate’ request for support or accommodation but are not provided with the requested assistance) were unable to be supported by SAAP agencies at the time they made their request for assistance.³

The methodological issues discussed above will need to be addressed for the development of a suitable methodology to estimate reliably the number of potential clients unable to be assisted under the program. Solutions to some of these methodological issues may require changes to the collection instrument. In the mean time, only limited information can be obtained from the collection about potential clients and this is reported below.

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

Some 46% of potential clients sought crisis or short-term accommodation and 54% requested medium- to long-term accommodation (Table 5.37). A much larger proportion of the potential client population were women (70%) than men (30%) (Table 5.39).

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

Overall, the reason most frequently recorded by agencies for not meeting requests was that no accommodation was available (76% of all unmet requests) (Table 5.42). Facilities for other special needs not available was recorded as the main reason for non-assistance in 2% of cases.

5.3 One-off assistance

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

5.3.1 Unmet Demand Collection

During the two-week Unmet Demand Collection held 12–25 November 1998, SAAP workers recorded details of one-off assistance given to people who requested support

³ Refer to Appendix 1 for the methodology used to derive this figure. This method of estimating potential clients is a departure from Series 3 reports and readers should note that figures reported here are not comparable with those reported in previous reports. The comparable number of potential clients recorded during the 1997 Unmet Demand Collection was 70.

or accommodation but who were not provided with these services. It is important to note that people who do not receive the requested support or accommodation often receive some level of one-off assistance.

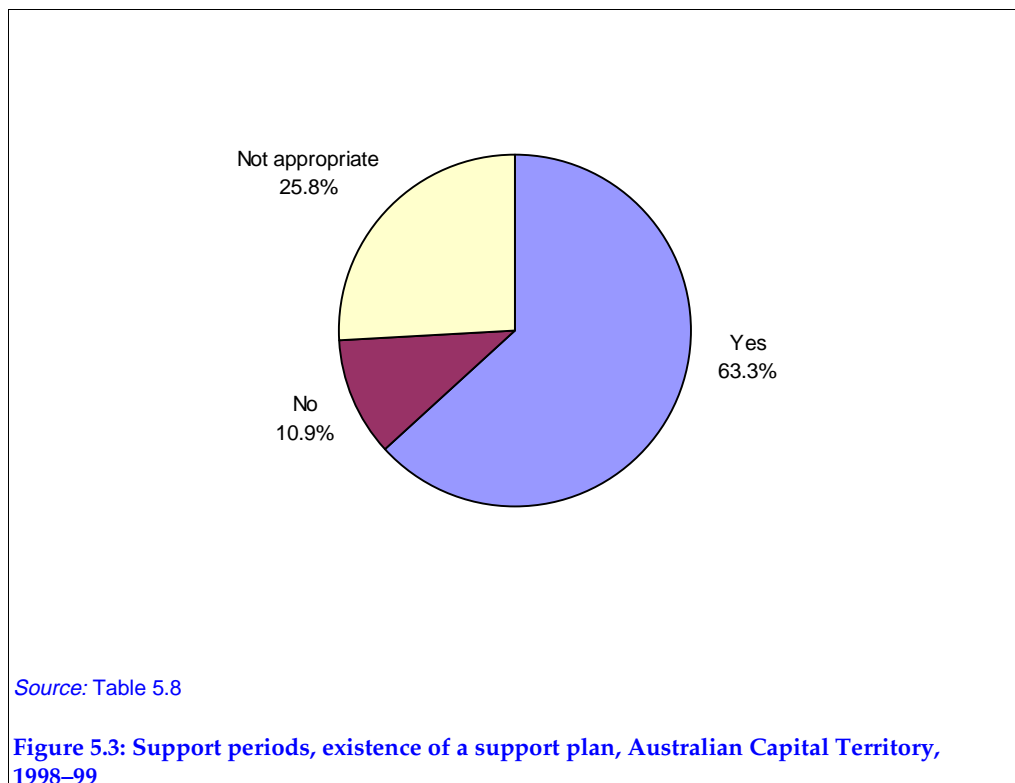
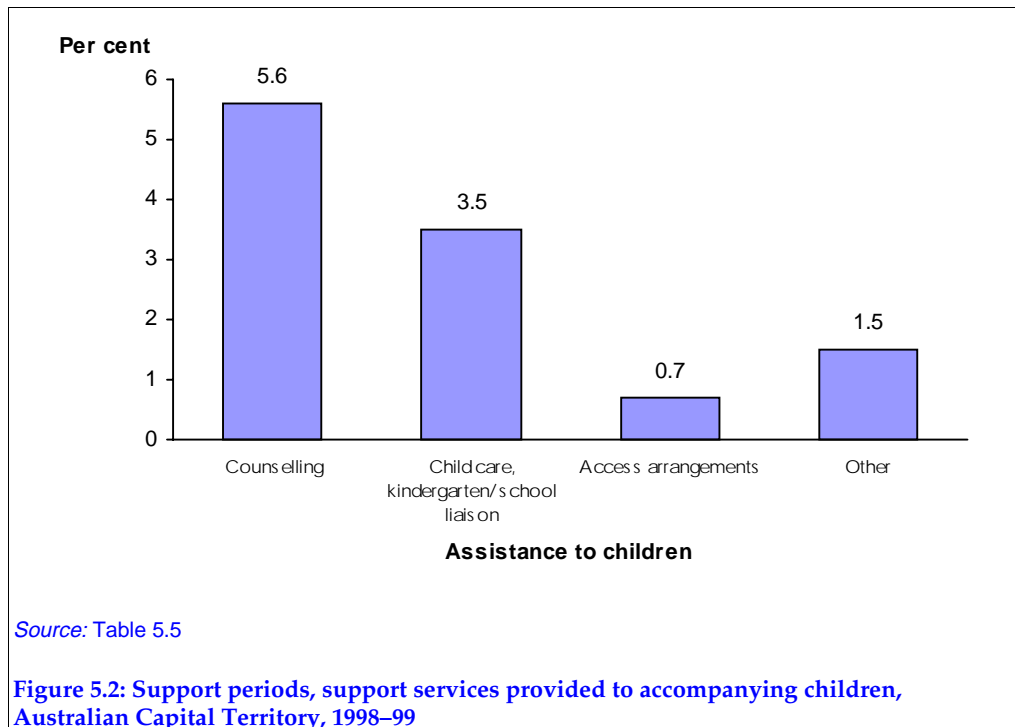
It is estimated that over 5,100 instances of one-off assistance were provided to people making unsuccessful requests for ongoing support or accommodation in 1998–99 (Table 5.52). This one-off assistance was primarily in the form of information (73%) and referrals for accommodation (52%). In a small proportion of cases (11%) recorded during the Unmet Demand Collection period, the people seeking support or accommodation received no assistance at all. The number of valid unmet requests recorded during the Unmet Demand Collection was 3,820.

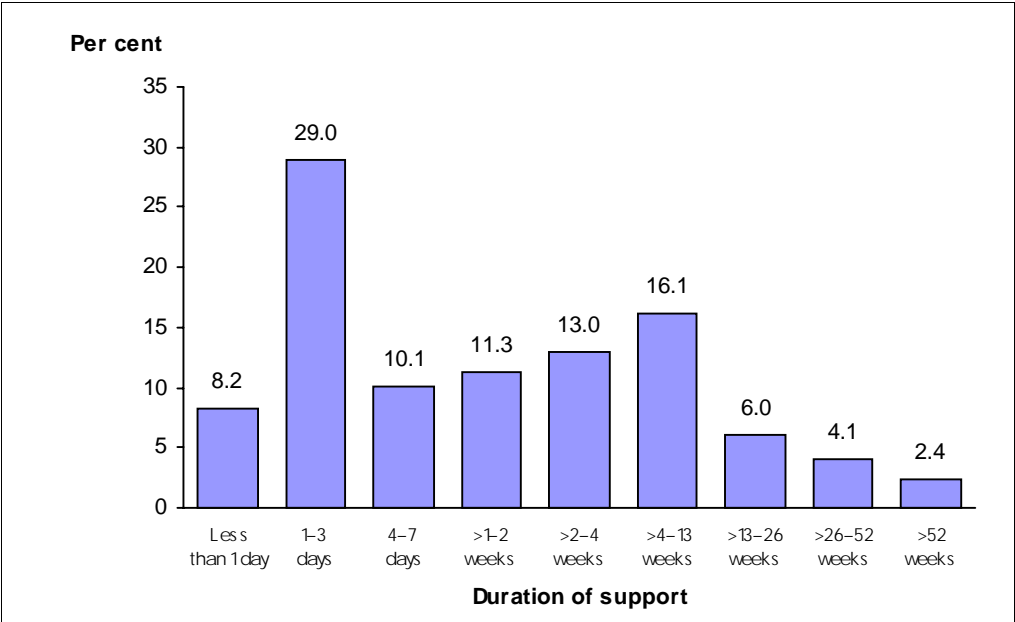
5.3.2 Casual Client Collection

The Casual Client Collection was held between 20 May and 2 June 1999 to obtain information about the provision of one-off assistance to people. It should be noted that the methodology for the Casual Client Collection differed from that of the Unmet Demand Collection—the former obtained information about services provided to each family group whereas the latter collected information about services provided to each adult. As a result, estimates derived from the Casual Client Collection may understate the actual level of service provision.

During that fortnight, agencies reported providing one-off assistance to 320 casual client contacts, which, if weighted to estimate a yearly figure, would equate to 8,400 contacts. It is estimated from this that over 16,400 instances of one-off assistance were provided during 1998–99 to casual clients (Table 5.57). Information was the most common form of one-off assistance provided to these casual clients—in 69% of cases. Emotional support (35%) and referrals (25%) were other frequently provided forms of one-off assistance. Differences in the provision of one-off assistance across regions and between target groups and service delivery models were evident (Tables 5.58–5.60).

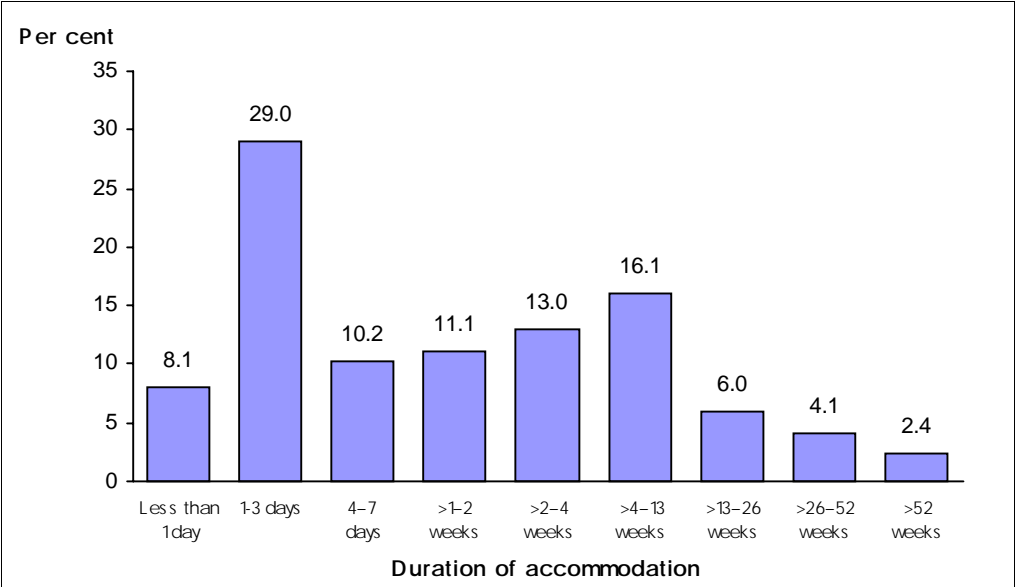
5.4 Key charts





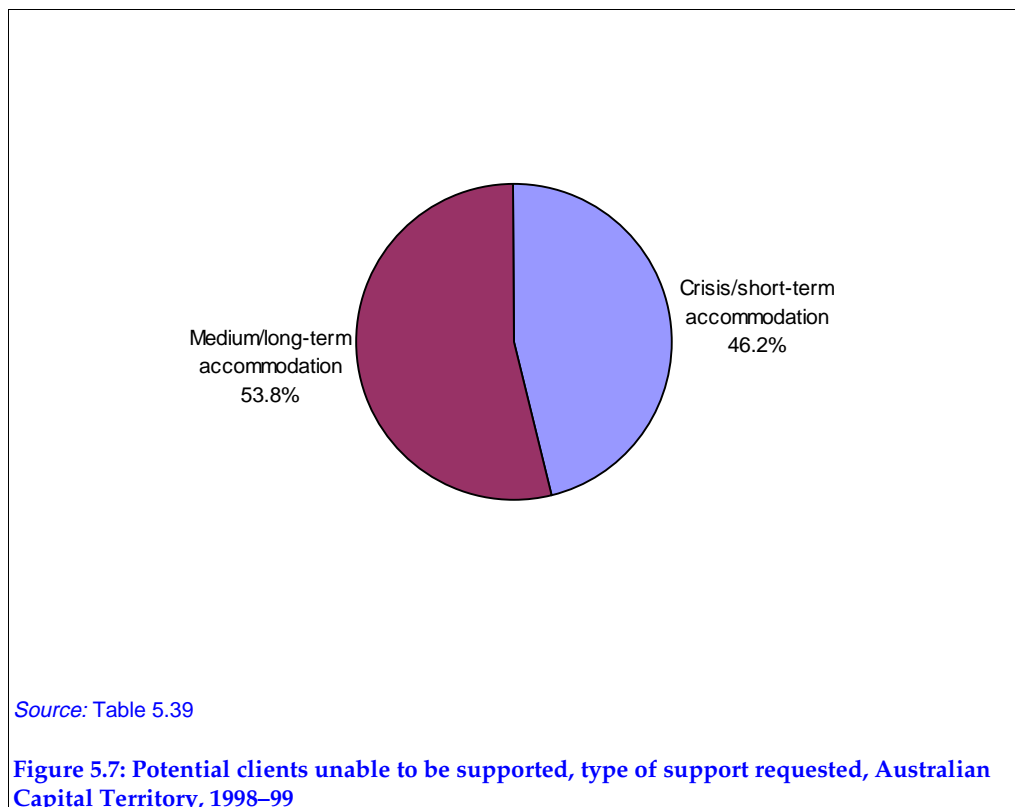
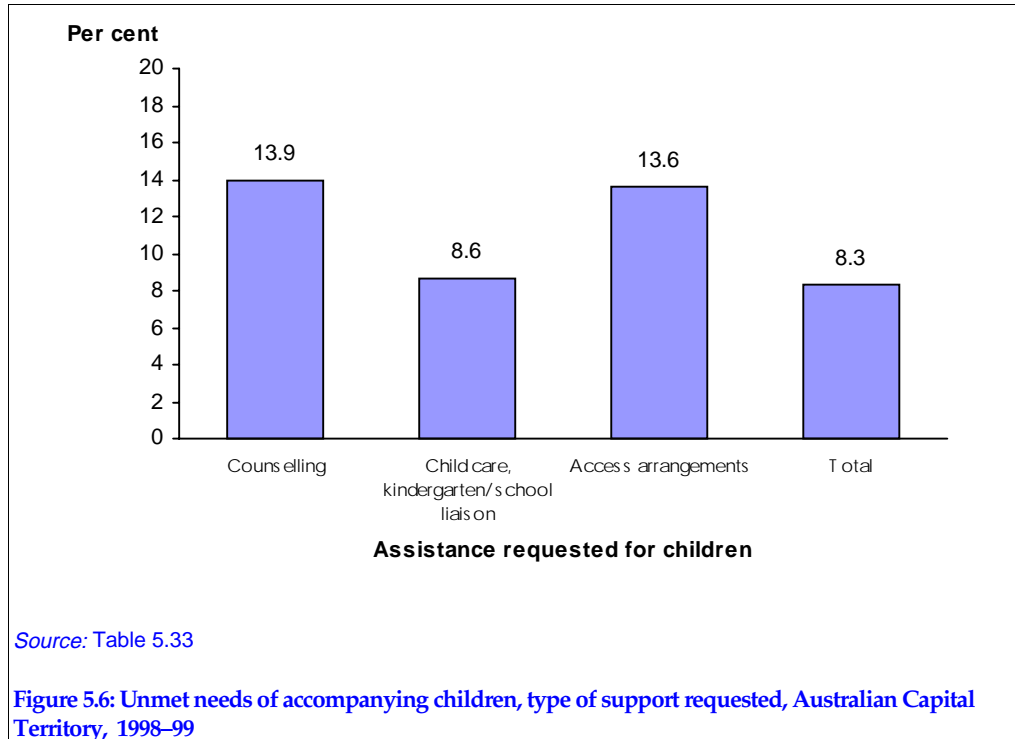
Source: Table 5.11

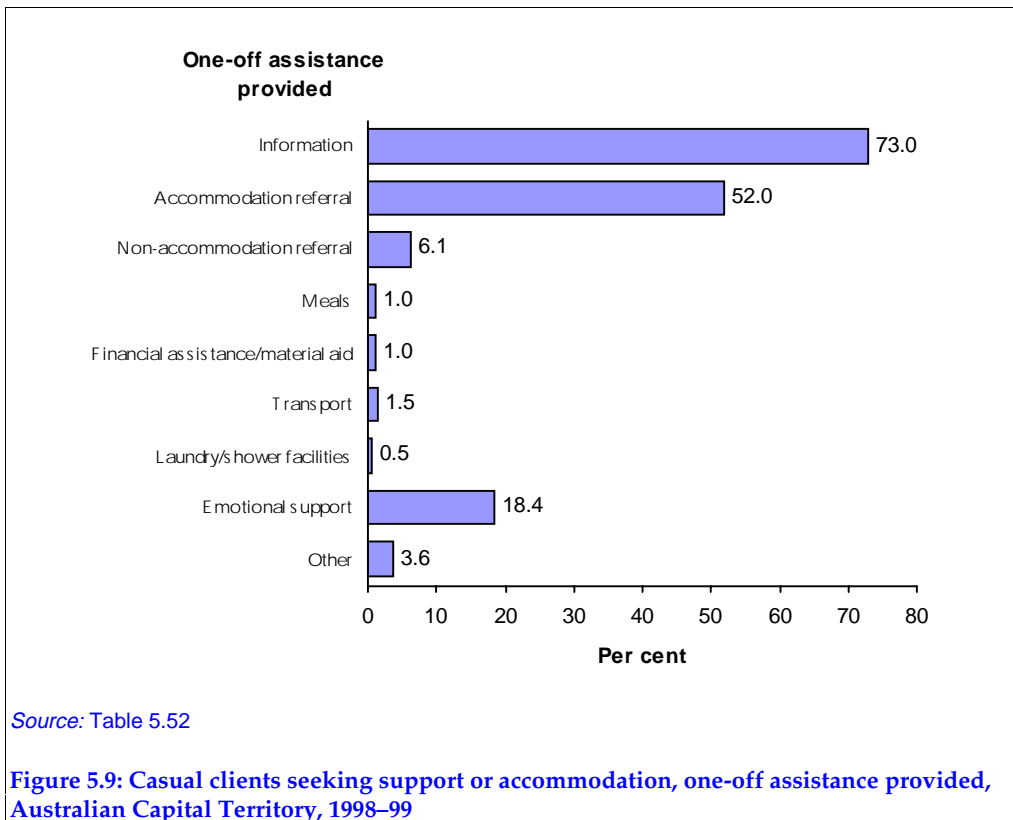
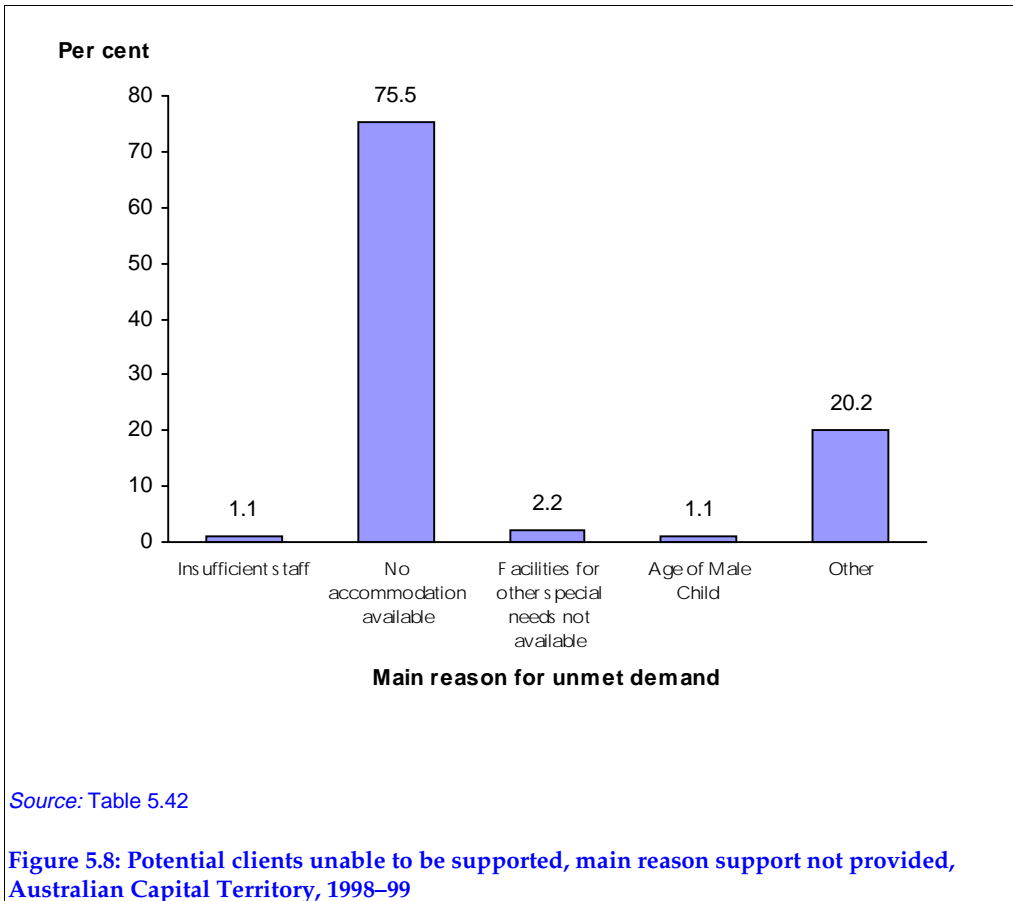
Figure 5.4: Closed support periods, duration of support, Australian Capital Territory, 1998-99

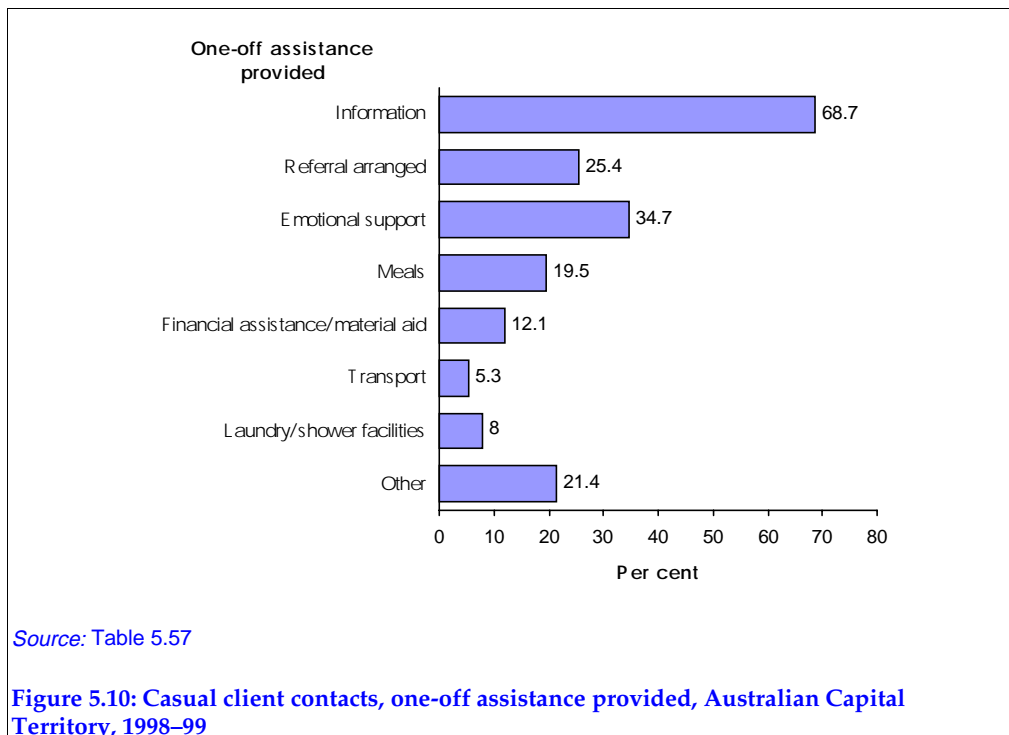


Source: Table 5.16

Figure 5.5: Closed support periods, duration of accommodation, Australian Capital Territory, 1998-99







5.5 Detailed tables

5.5.1 Support provided to clients

Table 5.1: Support periods, support services provided to client, Australian Capital Territory, 1998-99 (%)

Support services provided	ACT
Housing/accommodation	
SAAP/CAP accommodation	83.8
Assistance to obtain short-term accommodation	15.2
Assistance to obtain independent housing	24.3
<i>Subtotal</i>	<i>85.2</i>
Financial/employment	
Assistance to obtain government benefit/pension/allowance	10.4
Employment/training assistance	9.0
Financial assistance/material aid	35.5
Financial counselling	15.6
<i>Subtotal</i>	<i>43.7</i>
Counselling	
Incest/sexual abuse counselling	9.9
Domestic violence counselling	12.2
Family/relationship counselling and support	20.5
Emotional support/Other counselling	41.4
<i>Subtotal</i>	<i>51.2</i>
General support/advocacy	
Living skills/personal development	23.2
Assistance with legal issues/court support	11.0
Advice/information	75.0
Retrieval/storage/removal of personal belongings	20.4
Advocacy/liaison on behalf of client	38.4
<i>Subtotal</i>	<i>80.4</i>
Specialist services	
Psychological services	1.9
Psychiatric services	2.7
Pregnancy support	2.8
Family planning support	2.0
Drug/alcohol support/rehabilitation	12.7
Physical disability services	1.4
Intellectual disability services	0.4
Culturally appropriate support	6.1
Interpreter services	0.6
Health/medical services	13.9
<i>Subtotal</i>	<i>29.0</i>
Other support	
Meals	54.9
Laundry/shower facilities	76.3
Recreation	57.5
Transport	42.7
Brokerage services	4.2
Other	3.8
<i>Subtotal</i>	<i>82.3</i>
Total number	3,050

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple services so percentages do not total 100.
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

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

Support services provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Housing/accommodation						
SAAP/CAP accommodation	95.9	71.6	—	99.3	0.4	83.9
Assistance to obtain short-term accommodation	15.6	18.4	6.7	17.4	1.2	15.2
Assistance to obtain independent housing	34.8	54.2	1.3	8.1	3.3	24.3
<i>Subtotal</i>	<i>96.7</i>	<i>87.9</i>	<i>7.9</i>	<i>99.1</i>	<i>3.1</i>	<i>85.2</i>
Financial/employment						
Assistance to obtain government benefit/pension/allowance	11.0	24.7	1.3	7.5	1.2	10.4
Employment/training assistance	7.6	15.7	78.7	4.6	3.7	9.0
Financial assistance/material aid	47.1	47.7	50.7	22.4	10.8	35.5
Financial counselling	18.0	30.6	74.7	5.3	7.1	15.6
<i>Subtotal</i>	<i>56.6</i>	<i>59.1</i>	<i>94.7</i>	<i>28.6</i>	<i>10.3</i>	<i>43.7</i>
Counselling						
Incest/sexual abuse counselling	4.7	3.0	4.0	1.6	84.2	9.9
Domestic violence counselling	23.0	11.1	2.7	2.5	5.4	12.2
Family/relationship counselling and support	28.8	23.9	48.0	10.1	10.8	20.6
Emotional support/Other counselling	55.8	60.2	72.0	22.4	14.1	41.5
<i>Subtotal</i>	<i>62.3</i>	<i>61.5</i>	<i>82.9</i>	<i>24.7</i>	<i>78.4</i>	<i>51.2</i>
General support/advocacy						
Living skills/personal development	20.5	45.3	86.7	17.4	9.5	23.3
Assistance with legal issues/court support	15.0	20.6	25.3	3.2	5.4	11.0
Advice/information	70.0	80.8	93.3	91.9	11.6	75.0
Retrieval/storage/removal of personal belongings	19.3	45.8	16.0	17.8	0.4	20.4
Advocacy/liaison on behalf of client	40.9	71.3	84.0	27.6	8.3	38.4
<i>Subtotal</i>	<i>79.7</i>	<i>90.8</i>	<i>96.1</i>	<i>94.6</i>	<i>14.4</i>	<i>80.4</i>
Specialist services						
Psychological services	2.9	0.8	—	1.5	0.4	1.9
Psychiatric services	2.9	0.5	—	4.2	—	2.7
Pregnancy support	3.5	5.7	—	1.2	2.1	2.8
Family planning support	1.6	6.2	1.3	1.0	2.5	2.0
Drug/alcohol support/rehabilitation	20.8	10.8	33.3	4.7	3.3	12.7
Physical disability services	0.6	7.9	—	0.6	—	1.4
Intellectual disability services	0.5	0.5	2.7	—	0.8	0.4
Culturally appropriate support	10.8	8.4	8.0	1.0	0.4	6.1
Interpreter services	0.9	1.1	—	0.3	—	0.6
Health/medical services	18.7	15.8	34.7	8.4	4.1	13.9
<i>Subtotal</i>	<i>41.8</i>	<i>34.8</i>	<i>57.9</i>	<i>16.0</i>	<i>6.5</i>	<i>29.0</i>
Other support						
Meals	59.2	36.3	61.3	68.8	—	55.0
Laundry/shower facilities	86.2	46.4	4.0	98.2	—	76.4
Recreation	49.0	32.8	18.7	92.0	0.4	57.5
Transport	60.7	58.3	88.0	21.3	7.1	42.7
Brokerage services	4.9	8.4	—	2.6	2.1	4.2
Other	2.1	7.1	54.7	1.4	2.5	3.8
<i>Subtotal</i>	<i>89.7</i>	<i>68.9</i>	<i>92.1</i>	<i>98.7</i>	<i>6.8</i>	<i>82.3</i>
Total number	1,250	400	100	1,050	300	3,050

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

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

Support services provided	Young people	Families	Women escaping DV	Other	Total
Housing/accommodation					
SAAP/CAP accommodation	80.6	42.7	89.2	86.8	83.9
Assistance to obtain short-term accommodation	13.3	31.6	18.3	14.2	15.2
Assistance to obtain independent housing	20.7	82.9	50.9	15.5	24.3
<i>Subtotal</i>	<i>83.3</i>	<i>89.7</i>	<i>91.6</i>	<i>84.1</i>	<i>85.2</i>
Financial/employment					
Assistance to obtain government benefit/pension/allowance	21.4	11.1	19.3	3.6	10.4
Employment/training assistance	22.4	4.3	8.9	3.7	9.0
Financial assistance/material aid	54.7	12.8	52.6	24.8	35.5
Financial counselling	22.9	25.6	18.3	11.2	15.6
<i>Subtotal</i>	<i>65.4</i>	<i>33.3</i>	<i>56.7</i>	<i>32.1</i>	<i>43.7</i>
Counselling					
Incest/sexual abuse counselling	3.6	0.9	7.2	13.8	9.9
Domestic violence counselling	6.2	12.0	55.3	4.6	12.2
Family/relationship counselling and support	34.3	22.2	41.7	9.5	20.6
Emotional support/Other counselling	53.5	47.9	83.7	25.8	41.5
<i>Subtotal</i>	<i>60.2</i>	<i>47.9</i>	<i>84.2</i>	<i>39.8</i>	<i>51.2</i>
General support/advocacy					
Living skills/personal development	64.0	24.8	12.8	8.3	23.3
Assistance with legal issues/court support	13.5	14.5	32.8	4.5	11.0
Advice/information	77.2	84.6	78.8	72.4	75.0
Retrieval/storage/removal of personal belongings	35.2	20.5	34.8	10.7	20.4
Advocacy/liaison on behalf of client	66.0	80.3	66.4	17.0	38.4
<i>Subtotal</i>	<i>89.0</i>	<i>94.0</i>	<i>87.3</i>	<i>74.2</i>	<i>80.4</i>
Specialist services					
Psychological services	0.7	—	2.5	2.4	1.9
Psychiatric services	0.3	—	1.5	4.3	2.7
Pregnancy support	3.4	10.3	7.2	0.9	2.8
Family planning support	4.4	6.8	3.0	0.5	2.0
Drug/alcohol support/rehabilitation	14.4	9.4	10.6	12.7	12.7
Physical disability services	3.7	0.9	1.2	0.5	1.4
Intellectual disability services	0.4	—	0.2	0.5	0.4
Culturally appropriate support	3.7	4.3	27.2	2.2	6.1
Interpreter services	0.1	1.7	3.0	0.2	0.6
Health/medical services	17.0	6.8	21.7	11.2	13.9
<i>Subtotal</i>	<i>33.2</i>	<i>23.9</i>	<i>47.1</i>	<i>23.3</i>	<i>29.0</i>
Other support					
Meals	77.5	16.2	30.4	53.9	55.0
Laundry/shower facilities	75.5	16.2	71.9	82.0	76.4
Recreation	58.6	8.5	37.5	65.2	57.5
Transport	73.8	23.9	69.6	24.3	42.7
Brokerage services	9.8	16.2	6.9	0.3	4.2
Other	10.2	3.4	1.5	1.7	3.8
<i>Subtotal</i>	<i>91.3</i>	<i>37.6</i>	<i>80.1</i>	<i>82.0</i>	<i>82.3</i>
Total number	750	100	400	1,750	3,050

Notes

1. Number excluded due to errors (weighted): 0
 2. Number excluded due to omissions (weighted): 0
 3. Percentages are based on valid values only.
 4. Clients were able to receive multiple services so percentages do not total 100.
 5. Components may not add to totals due to rounding.
 6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies
- Source: SAAP NDCA Client and Administrative Data Collections

Table 5.4: Support periods, support services provided to client by age of client, Australian Capital Territory, 1998–99 (%)

Support services provided	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Housing/accommodation							
SAAP/CAP accommodation	83.4	87.0	79.8	80.0	90.2	94.4	83.2
Assistance to obtain short-term accommodation	12.6	14.8	13.7	18.0	11.4	8.2	15.5
Assistance to obtain independent housing	2.2	22.4	29.7	26.1	26.3	28.2	25.3
<i>Subtotal</i>	<i>83.4</i>	<i>89.5</i>	<i>83.4</i>	<i>79.0</i>	<i>91.3</i>	<i>97.1</i>	<i>84.0</i>
Financial/employment							
Assistance to obtain government benefit/pension/allowance	2.2	20.3	8.5	6.7	7.4	11.2	10.6
Employment/training assistance	11.1	18.7	12.0	4.1	6.3	--	9.4
Financial assistance/material aid	25.5	52.7	36.3	29.3	27.1	35.2	36.3
Financial counselling	5.5	21.3	21.3	14.0	10.9	8.1	16.4
<i>Subtotal</i>	<i>36.6</i>	<i>63.1</i>	<i>46.5</i>	<i>34.9</i>	<i>36.7</i>	<i>42.7</i>	<i>44.1</i>
Counselling							
Incest/sexual abuse counselling	2.2	3.7	6.7	10.2	8.0	--	7.5
Domestic violence counselling	6.7	5.8	13.9	15.1	18.8	9.2	12.7
Family/relationship counselling and support	36.6	31.5	22.4	16.5	19.7	13.7	22.0
Emotional support/Other counselling	45.1	50.9	44.2	36.2	39.6	56.6	42.1
<i>Subtotal</i>	<i>52.3</i>	<i>58.0</i>	<i>47.7</i>	<i>43.5</i>	<i>44.8</i>	<i>59.9</i>	<i>48.4</i>
General support/advocacy							
Living skills/personal development	58.8	53.7	18.4	9.1	9.5	20.2	23.2
Assistance with legal issues/court support	4.5	14.4	8.9	9.9	9.3	14.3	10.8
Advice/information	74.5	76.9	79.6	72.0	81.2	94.7	75.8
Retrieval/storage/removal of personal belongings	13.2	34.1	17.4	15.6	16.3	28.4	20.9
Advocacy/liaison on behalf of client	67.0	58.6	37.5	27.2	21.7	31.0	37.1
<i>Subtotal</i>	<i>90.5</i>	<i>88.6</i>	<i>83.6</i>	<i>71.4</i>	<i>86.2</i>	<i>100.0</i>	<i>79.9</i>
Specialist services							
Psychological services	--	0.8	4.2	2.8	2.6	--	2.4
Psychiatric services	--	1.0	2.6	3.3	5.2	5.8	2.8
Pregnancy support	2.2	3.4	7.2	1.6	0.8	--	2.8
Family planning support	--	3.3	4.2	1.2	0.7	--	2.1
Drug/alcohol support/rehabilitation	16.4	15.0	15.8	12.1	8.2	9.0	13.0
Physical disability services	--	3.0	2.4	0.6	1.5	2.9	1.6
Intellectual disability services	--	0.3	1.2	0.4	--	--	0.4
Culturally appropriate support	5.0	3.6	7.0	7.3	5.4	6.2	6.0
Interpreter services	--	0.5	0.3	0.6	0.8	2.9	0.6
Health/medical services	15.6	15.9	17.0	12.9	12.1	31.7	14.5
<i>Subtotal</i>	<i>32.6</i>	<i>33.1</i>	<i>36.8</i>	<i>25.4</i>	<i>23.9</i>	<i>43.3</i>	<i>29.2</i>
Other support							
Meals	90.3	74.1	45.2	47.5	58.8	55.7	56.3
Laundry/shower facilities	76.1	80.4	70.1	73.8	87.2	85.4	76.7
Recreation	60.3	62.4	52.3	54.8	69.9	82.3	58.6
Transport	62.0	68.6	40.8	32.3	30.1	39.3	43.4
Brokerage services	9.6	6.4	3.3	2.8	--	--	3.6
Other	16.6	7.5	5.5	2.2	1.1	--	4.2
<i>Subtotal</i>	<i>95.1</i>	<i>91.8</i>	<i>81.6</i>	<i>73.1</i>	<i>88.5</i>	<i>94.4</i>	<i>81.5</i>
Total number	50	800	450	1,450	350	50	3,150

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

5.5.2 Support provided to accompanying children

Table 5.5: Support periods, support services provided to accompanying children, Australian Capital Territory, 1998–99 (%)

Support services provided to children	ACT
Counselling	5.6
Child care, kindergarten/school liaison	3.5
Access arrangements	0.7
Other	1.5
Total number	3,000

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.6: Support periods, support services provided to accompanying children by service delivery model, Australian Capital Territory, 1998–99 (%)

Support services provided to accompanying children	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Counselling	8.9	12.9	--	--	3.8	5.6
Child care, kindergarten/ school liaison	4.1	11.6	--	--	4.1	3.5
Access arrangements	1.2	1.3	--	--	--	0.7
Other	0.8	6.1	--	--	4.1	1.5
Total number	1,250	400	50	1,050	300	3,000

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.7: Support periods, support services provided to accompanying children by primary target group, Australian Capital Territory, 1998–99 (%)

Support services provided to accompanying children	Young people	Families	Women escaping DV	Other	Total
Counselling	1.5	19.7	32.3	—	5.6
Child care, kindergarten/ school liaison	1.8	12.8	18.7	—	3.5
Access arrangements	—	2.6	4.1	—	0.7
Other	1.8	4.3	6.5	—	1.5
Total number	750	100	400	1,750	3,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple services so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

5.5.3 Case management/support plans

Table 5.8: Support periods, existence of a support plan, Australian Capital Territory, 1998–99 (%)

Existence of support plan	ACT
Support plan	63.3
No support plan	10.9
Not appropriate	25.8
<i>Total</i>	<i>100.0</i>
Total number	2,850

Notes

1. Number excluded due to errors (unweighted): 8
2. Number excluded due to omissions (unweighted): 176
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.9: Support periods, existence of a support plan by service delivery model, Australian Capital Territory, 1998–99 (%)

Existence of support plan	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Support plan	83.2	86.9	100.0	31.0	53.2	63.4
No support plan	7.2	6.8	—	19.9	2.9	10.9
Not appropriate	9.5	6.3	—	49.2	43.9	25.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,200	350	50	950	300	2,850

Notes

1. Number excluded due to errors (weighted): 8
2. Number excluded due to omissions (weighted): 176
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.10: Support periods, existence of a support plan by primary target group, Australian Capital Territory, 1998–99 (%)

Existence of support plan	Young people	Families	Women escaping DV	Other	Total
Support plan	83.2	76.7	87.0	48.1	63.4
No support plan	4.4	15.5	6.4	14.5	10.9
Not appropriate	12.4	7.8	6.6	37.5	25.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	700	100	400	1,650	2,850

Notes

1. Number excluded due to errors (weighted): 8
2. Number excluded due to omissions (weighted): 176
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

5.5.4 Duration of support

Table 5.11: Closed support periods, duration of support, Australian Capital Territory, 1998–99 (%)

Duration of support	ACT
Less than 1 day	8.2
1–3 days	29.0
4–7 days	10.1
>1–2 weeks	11.3
>2–4 weeks	13.0
>4–13 weeks	16.1
>13–26 weeks	6.0
>26–52 weeks	4.1
>52 weeks	2.4
<i>Total</i>	<i>100.0</i>
Total number	2,600

Notes

1. Number excluded due to errors (unweighted): 0
 2. Number excluded due to omissions (unweighted): 15
 3. Percentages are based on valid values only.
 4. Components may not add to totals due to rounding.
- Source: SAAP NDCA Client and Administrative Data Collections

Table 5.12: Closed support periods, duration of support by service delivery model, Australian Capital Territory, 1998–99 (%)

Duration of support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Less than 1 day	5.2	1.1	3.3	4.2	44.4	8.2
1–3 days	28.6	4.5	1.7	47.5	0.4	28.9
4–7 days	16.7	3.7	—	6.5	0.8	10.1
>1–2 weeks	17.8	8.2	5.0	6.9	1.2	11.3
>2–4 weeks	16.7	11.5	8.3	10.9	5.6	13.0
>4–13 weeks	12.3	31.9	31.7	13.2	22.2	16.1
>13–26 weeks	1.4	14.9	28.3	4.7	16.7	6.0
>26–52 weeks	0.7	16.0	20.0	3.3	5.6	4.1
>52 weeks	0.6	8.2	1.7	2.8	3.2	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,150	250	50	850	250	2,600

Notes

1. Number excluded due to errors (weighted): 0
 2. Number excluded due to omissions (weighted): 15
 3. Percentages are based on valid values only.
 4. Components may not add to totals due to rounding.
- Source: SAAP NDCA Client and Administrative Data Collections

Table 5.13: Closed support periods, duration of support by primary target group, Australian Capital Territory, 1998–99 (%)

Duration of support	Young people	Families	Women escaping DV	Other	Total
Less than 1 day	2.6	2.0	2.2	12.4	8.2
1–3 days	22.8	2.9	13.3	37.0	28.9
4–7 days	12.7	5.9	10.8	9.1	10.1
>1–2 weeks	12.9	8.8	16.3	9.6	11.3
>2–4 weeks	13.5	16.7	17.1	11.5	13.0
>4–13 weeks	18.1	32.4	29.3	11.0	16.1
>13–26 weeks	8.0	9.8	5.8	5.0	6.0
>26–52 weeks	6.0	18.6	3.0	2.5	4.1
>52 weeks	3.4	2.9	2.2	2.0	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	600	100	350	1,500	2,600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 15
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.14: Closed support periods, duration of support by gender of client, Australian Capital Territory, 1998–99 (%)

Duration of support	Female	Male	Total
Less than 1 day	11.7	3.8	7.9
1–3 days	19.1	39.1	28.9
4–7 days	9.3	10.6	9.9
>1–2 weeks	11.1	11.8	11.5
>2–4 weeks	12.4	13.3	12.9
>4–13 weeks	21.6	10.7	16.2
>13–26 weeks	8.2	3.8	6.0
>26–52 weeks	4.2	4.3	4.3
>52 weeks	2.4	2.5	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,250	1,200	2,450

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 131
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client Collection

Table 5.15: Closed support periods, duration of support by age of client, Australian Capital Territory, 1998–99 (%)

Duration of support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Less than 1 day	2.8	4.6	3.7	18.3	3.8	—	10.8
1–3 days	38.6	23.6	37.1	26.9	33.3	15.6	28.3
4–7 days	15.6	12.0	10.2	8.4	8.2	20.9	9.8
>1–2 weeks	14.6	13.8	6.0	8.7	13.5	4.0	10.2
>2–4 weeks	7.3	15.2	9.9	12.2	8.0	24.0	12.2
>4–13 weeks	12.7	16.3	17.8	15.1	18.0	20.1	16.1
>13–26 weeks	2.4	6.2	6.3	4.8	9.0	10.2	5.8
>26–52 weeks	6.0	5.3	4.1	3.9	2.9	5.1	4.3
>52 weeks	—	2.8	4.9	1.6	3.4	—	2.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	700	400	1,250	250	<25	2,650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 19
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 5.16: Closed support periods, duration of support by presenting unit of client, Australian Capital Territory, 1998–99 (%)

Duration of support	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Less than 1 day	8.9	8.0	3.1	6.5	7.1	8.1
1–3 days	31.8	64.1	9.4	3.2	14.3	29.0
4–7 days	10.7	8.0	7.3	3.2	7.1	10.2
>1–2 weeks	10.9	8.0	13.2	3.2	16.7	11.1
>2–4 weeks	12.8	4.0	15.3	16.1	9.5	13.0
>4–13 weeks	13.7	—	32.6	19.4	33.3	16.1
>13–26 weeks	5.4	—	10.1	6.5	9.5	6.0
>26–52 weeks	3.4	8.0	6.9	32.3	—	4.1
>52 weeks	2.3	—	2.1	9.7	2.4	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,150	50	300	50	50	2,550

Notes

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 62
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client Collection

Table 5.17: Closed support periods, duration of support by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Duration of support	Indigenous Australian	Non-English-speaking background	Other	Total
Less than 1 day	3.3	5.0	11.2	10.0
1–3 days	33.0	24.8	28.3	28.3
4–7 days	11.2	8.5	9.9	9.9
>1–2 weeks	11.0	12.7	9.9	10.3
>2–4 weeks	13.4	10.6	12.6	12.4
>4–13 weeks	16.2	24.9	15.3	16.3
>13–26 weeks	6.1	6.0	5.9	5.9
>26–52 weeks	4.8	4.7	4.2	4.3
>52 weeks	1.1	2.6	2.8	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	200	250	2,100	2,600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 103
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 5.18: Closed support periods, existence of a support plan by duration of support, Australian Capital Territory, 1998–99 (%)

Existence of support plan	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Support plan	17.5	33.7	79.1	82.7	82.6	79.7	78.2	83.2	78.7	62.1
No support plan	10.0	10.4	10.1	10.9	9.6	10.5	14.6	8.9	8.2	10.5
Not appropriate	72.4	55.9	10.9	6.3	7.8	9.8	7.3	7.9	13.1	27.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	200	700	250	300	300	400	150	100	50	2,500

Notes

1. Number excluded due to errors (weighted): 8
2. Number excluded due to omissions (weighted): 106
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Client Collection

5.5.5 Accommodation provided

Table 5.19: Support periods in which clients were accommodated, accommodation provided, Australian Capital Territory, 1998–99 (%)

Accommodation type	ACT
Crisis/short-term accommodation	79.1
Medium/long-term accommodation	20.7
Other SAAP	0.6
Total number	2,350

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 145
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.20: Support periods in which clients were accommodated, accommodation provided by primary target group, Australian Capital Territory, 1998–99 (%)

Accommodation type	Young people	Families	Women escaping DV	Other	Total
Crisis/short-term accommodation	72.4	4.1	76.4	85.2	79.2
Medium/long-term accommodation	26.0	95.9	24.2	15.1	20.7
Other SAAP	2.1	—	—	0.1	0.6
Total number	550	50	350	1,400	2,350

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 145
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.21: Closed support periods in which clients were accommodated, duration of accommodation, Australian Capital Territory, 1998–99 (%)

Duration of accommodation	ACT
1 day or less	29.4
2–3 days	10.1
4–7 days	11.5
>1–2 weeks	12.9
>2–4 weeks	13.3
>4–13 weeks	13.4
>13–26 weeks	4.1
>26–52 weeks	3.0
>52 weeks	2.4
<i>Total</i>	<i>100.0</i>
Total number	2,050

Notes

1. Number excluded due to errors (unweighted): 7
2. Number excluded due to omissions (unweighted): 70
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.22: Support periods in which clients were accommodated, duration of accommodation by accommodation provided, Australian Capital Territory, 1998–99 (%)

Duration of accommodation	Crisis/short-term accommodation	Medium/long-term accommodation	Other SAAP	Total
1 day or less	33.7	2.1	.	29.2
2–3 days	11.7	0.3	.	10.0
4–7 days	12.9	0.7	10.0	11.3
>1–2 weeks	14.3	3.7	.	12.7
>2–4 weeks	14.5	4.4	.	13.1
>4–13 weeks	11.5	24.9	.	13.4
>13–26 weeks	1.3	22.9	20.0	4.2
>26–52 weeks	0.2	23.9	10.0	3.4
>52 weeks	.	17.1	60.0	2.6
Total number	1,750	200	<25	2,100

Notes

1. Number excluded due to errors (weighted): 7
2. Number excluded due to omissions (weighted): 385
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

5.5.6 Support services for clients referred

Table 5.23: Support periods, support services referred, Australian Capital Territory, 1998–99 (%)

Support services referred	ACT
Housing/accommodation	
SAAP/CAP accommodation	5.6
Assistance to obtain short-term accommodation	11.6
Assistance to obtain independent housing	16.1
<i>Subtotal</i>	<i>26.6</i>
Financial/employment	
Assistance to obtain government benefit/pension/allowance	5.8
Employment/training assistance	6.8
Financial assistance/material aid	6.7
Financial counselling	2.7
<i>Subtotal</i>	<i>16.1</i>
Counselling	
Incest/sexual abuse counselling	3.1
Domestic violence counselling	4.1
Family/relationship counselling and support	6.4
Emotional support/Other counselling	4.5
<i>Subtotal</i>	<i>12.7</i>
General support/advocacy	
Living skills/personal development	1.7
Assistance with legal issues/court support	7.5
Advice/information	8.7
Retrieval/storage/removal of personal belongings	1.6
Advocacy/liaison on behalf of client	6.2
<i>Subtotal</i>	<i>16.9</i>
Specialist services	
Psychological services	2.8
Psychiatric services	6.6
Pregnancy support	1.8
Family planning support	2.0
Drug/alcohol support/rehabilitation	7.7
Physical disability services	0.7
Intellectual disability services	0.4
Culturally appropriate support	1.6
Interpreter services	0.5
Health/medical services	16.9
<i>Subtotal</i>	<i>26.0</i>
Other support	
Meals	2.5
Laundry/shower facilities	0.6
Recreation	1.8
Transport	1.9
Brokerage services	1.1
Other	1.0
<i>Subtotal</i>	<i>6.5</i>
Total number	3,050

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.24: Support periods, support services referred by service delivery model, Australian Capital Territory, 1998–99 (%)

Support services referred	Crisis/ short-term accom	Medium/ long-term accom.	Day support	Multiple	Agency support/ outreach support/ other	Total
Housing/accommodation						
SAAP/CAP accommodation	6.6	9.5	—	4.5	0.8	5.6
Assistance to obtain short-term accommodation	8.2	14.3	12.0	17.0	0.8	11.6
Assistance to obtain independent housing	22.0	32.5	13.3	7.3	0.4	16.1
<i>Subtotal</i>	<i>30.2</i>	<i>36.9</i>	<i>23.7</i>	<i>25.7</i>	<i>1.4</i>	<i>26.6</i>
Financial/employment						
Assistance to obtain government benefit/pension/allowance	6.5	12.5	4.0	4.0	—	5.8
Employment/training assistance	5.1	14.4	37.3	4.3	4.6	6.7
Financial assistance/material aid	7.9	16.0	—	3.8	0.8	6.7
Financial counselling	3.0	7.6	—	0.8	3.3	2.7
<i>Subtotal</i>	<i>16.4</i>	<i>35.9</i>	<i>39.5</i>	<i>10.2</i>	<i>4.8</i>	<i>16.1</i>
Counselling						
Incest/sexual abuse counselling	4.3	4.1	—	1.3	4.6	3.1
Domestic violence counselling	5.9	7.3	1.3	1.0	4.6	4.1
Family/relationship counselling and support	8.8	8.9	6.7	3.1	5.0	6.4
Emotional support/Other counselling	4.9	10.3	5.3	2.6	2.5	4.5
<i>Subtotal</i>	<i>17.2</i>	<i>20.6</i>	<i>10.5</i>	<i>5.5</i>	<i>9.9</i>	<i>12.7</i>
General support/advocacy						
Living skills/personal development	1.2	4.1	6.7	1.0	2.1	1.7
Assistance with legal issues/court support	9.7	14.3	10.7	3.6	2.1	7.5
Advice/information	9.3	18.1	12.0	5.5	3.7	8.7
Retrieval/storage/removal of personal belongings	2.0	5.1	—	0.5	—	1.6
Advocacy/liaison on behalf of client	3.7	14.1	9.3	7.0	2.1	6.2
<i>Subtotal</i>	<i>18.5</i>	<i>32.2</i>	<i>30.3</i>	<i>12.0</i>	<i>4.8</i>	<i>16.9</i>
Specialist services						
Psychological services	3.2	4.3	1.3	2.6	—	2.8
Psychiatric services	8.1	3.5	1.3	7.7	—	6.6
Pregnancy support	2.0	5.4	—	0.8	0.8	1.8
Family planning support	2.3	3.8	2.7	0.5	3.7	2.0
Drug/alcohol support/rehabilitation	12.5	6.8	5.3	3.6	2.9	7.7
Physical disability services	0.7	1.9	—	0.7	—	0.7
Intellectual disability services	0.4	0.3	2.7	0.2	0.4	0.4
Culturally appropriate support	1.6	5.1	4.0	0.5	0.4	1.6
Interpreter services	0.2	2.4	—	0.4	—	0.5
Health/medical services	24.2	20.9	14.7	9.6	5.8	16.8
<i>Subtotal</i>	<i>36.2</i>	<i>30.1</i>	<i>25.0</i>	<i>17.9</i>	<i>6.8</i>	<i>26.0</i>
Other support						
Meals	1.7	1.6	—	4.6	—	2.5
Laundry/shower facilities	1.5	—	—	0.1	—	0.6
Recreation	2.3	3.0	—	1.2	0.4	1.8
Transport	2.6	1.6	—	1.6	—	1.9
Brokerage services	0.5	6.8	—	—	—	1.1
Other	1.2	0.8	9.3	0.5	0.4	1.0
<i>Subtotal</i>	<i>5.3</i>	<i>12.4</i>	<i>9.2</i>	<i>7.2</i>	<i>0.7</i>	<i>6.5</i>
Total number	1,250	400	100	1,050	300	3,050

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.25: Support periods, support services referred by primary target group, Australian Capital Territory, 1998–99 (%)

Accommodation type	Young people	Families	Women escaping DV	Other	Total
<i>Housing/accommodation</i>					
SAAP/CAP accommodation	7.7	18.8	9.9	2.7	5.6
Assistance to obtain short-term accommodation	8.7	19.7	10.4	12.6	11.6
Assistance to obtain independent housing	15.5	47.0	27.2	11.6	16.1
<i>Subtotal</i>	<i>23.9</i>	<i>58.1</i>	<i>35.2</i>	<i>23.5</i>	<i>26.6</i>
<i>Financial/employment</i>					
Assistance to obtain government benefit/pension/allowance	10.5	9.4	11.6	2.1	5.8
Employment/training assistance	14.0	6.8	10.9	2.6	6.7
Financial assistance/material aid	4.3	22.2	19.0	3.7	6.7
Financial counselling	2.3	14.5	4.7	1.6	2.7
<i>Subtotal</i>	<i>23.2</i>	<i>37.6</i>	<i>30.6</i>	<i>8.3</i>	<i>16.1</i>
<i>Counselling</i>					
Incest/sexual abuse counselling	3.6	3.4	7.2	1.9	3.1
Domestic violence counselling	3.3	9.4	15.8	1.4	4.1
Family/relationship counselling and support	9.9	17.1	14.3	2.4	6.4
Emotional support/Other counselling	5.9	16.2	8.9	2.1	4.5
<i>Subtotal</i>	<i>16.0</i>	<i>23.1</i>	<i>29.4</i>	<i>6.7</i>	<i>12.7</i>
<i>General support/advocacy</i>					
Living skills/personal development	2.7	6.8	3.5	0.5	1.7
Assistance with legal issues/court support	6.6	17.1	24.2	3.3	7.5
Advice/information	10.5	23.9	18.0	4.6	8.7
Retrieval/storage/removal of personal belongings	1.0	9.4	4.4	0.7	1.6
Advocacy/liaison on behalf of client	7.0	27.4	9.4	3.6	6.2
<i>Subtotal</i>	<i>18.7</i>	<i>42.7</i>	<i>37.3</i>	<i>9.6</i>	<i>16.9</i>
<i>Specialist services</i>					
Psychological services	3.8	3.4	5.9	1.6	2.8
Psychiatric services	3.4	4.3	6.4	8.1	6.6
Pregnancy support	2.2	8.5	4.2	0.6	1.8
Family planning support	3.3	3.4	5.2	0.5	2.0
Drug/alcohol support/rehabilitation	6.9	3.4	7.7	8.3	7.7
Physical disability services	0.7	1.7	1.5	0.5	0.7
Intellectual disability services	0.8	—	0.5	0.2	0.4
Culturally appropriate support	2.3	3.4	5.9	0.2	1.6
Interpreter services	0.5	1.7	1.7	0.2	0.5
Health/medical services	18.7	10.3	37.0	11.7	16.8
<i>Subtotal</i>	<i>27.8</i>	<i>21.4</i>	<i>46.4</i>	<i>20.7</i>	<i>26.0</i>
<i>Other support</i>					
Meals	1.1	0.9	4.0	2.9	2.5
Laundry/shower facilities	0.3	—	2.0	0.5	0.6
Recreation	2.5	1.7	5.2	0.7	1.8
Transport	1.8	4.3	4.0	1.2	1.9
Brokerage services	0.4	18.8	1.5	—	1.1
Other	1.4	—	1.7	0.8	1.0
<i>Subtotal</i>	<i>5.8</i>	<i>23.1</i>	<i>9.8</i>	<i>4.9</i>	<i>6.5</i>
Total number	750	100	400	1,750	3,050

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Clients were able to receive multiple referrals so percentages do not total 100.
5. Components may not add to totals due to rounding.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

5.5.7 Support services for accompanying children referred

Table 5.26: Support periods, support services for accompanying children referred, Australian Capital Territory, 1998–99 (%)

Support services for accompanying children referred	ACT
Counselling	1.7
Child care, kindergarten/ school liaison	2.0
Access arrangements	0.6
Other	0.8
Total number	3,000

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.27: Support periods, support services for accompanying children referred by service delivery model, Australian Capital Territory, 1998–99 (%)

Support services for accompanying children referred	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Counselling	2.3	5.3	—	—	0.7	1.7
Child care, kindergarten/ school liaison	2.4	6.3	—	—	2.7	2.0
Access arrangements	0.6	2.6	—	—	0.3	0.6
Other	1.0	2.9	—	—	0.7	0.8
Total number	1,250	400	50	1,050	300	3,000

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.28: Support periods, support services for accompanying children referred by primary target group, Australian Capital Territory, 1998–99 (%)

Support services for accompanying children referred	Young people	Families	Women escaping DV	Other	Total
Counselling	0.3	12.0	8.1	—	1.7
Child care, kindergarten/ school liaison	1.1	8.5	10.3	—	2.0
Access arrangements	0.1	6.0	2.4	—	0.6
Other	0.3	1.7	5.0	—	0.8
Total number	750	100	400	1,750	3,000

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Accompanying children were able to receive multiple referrals so percentages do not total 100.
6. Components may not add to totals due to rounding.
7. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

5.5.8 Unmet demand—SAAP clients

Table 5.29: Support needed by SAAP clients, met and unmet demand by type of support requested, Australian Capital Territory, 1998–99 (%)

Met and unmet demand	Housing/ accommodation	Financial/ employment assistance	Counselling	General support, advocacy and information	Specialist services	Other	Total
Met							
Provided only	68.2	61.5	70.0	79.9	30.2	92.4	74.3
Referred only	7.5	9.2	5.9	3.3	27.8	0.8	6.3
Provided and referred	16.3	17.3	11.0	11.5	23.5	2.8	11.2
Unmet							
Neither provided nor referred	8.0	12.0	13.1	5.3	18.5	4.0	8.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,700	1,600	2,850	4,550	1,900	6,200	20,850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Components may not add to totals due to rounding.

Source: SAAP NDCA Client Collection

Table 5.30: SAAP clients' unmet needs, type of support requested, Australian Capital Territory, 1998–99 (%)

Support services requested	ACT
Housing/accommodation	
SAAP/CAP accommodation	2.3
Assistance to obtain short-term accommodation	5.5
Assistance to obtain independent housing	9.6
<i>Subtotal</i>	<i>17.4</i>
Financial/employment	
Assistance to obtain government benefit/pension/allowance	2.9
Employment/training assistance	4.4
Financial assistance/material aid	4.0
Financial counselling	4.4
<i>Subtotal</i>	<i>15.7</i>
Counselling	
Incest/sexual abuse counselling	6.1
Domestic violence counselling	4.0
Family/relationship counselling and support	2.5
Emotional support/Other counselling	5.1
<i>Subtotal</i>	<i>17.7</i>
General support/advocacy	
Living skills/personal development	3.7
Assistance with legal issues/court support	3.2
Advice/information	1.9
Retrieval/storage/removal of personal belongings	2.4
Advocacy/liaison on behalf of client	2.9
<i>Subtotal</i>	<i>14.1</i>
Specialist services	
Psychological services	2.5
Psychiatric services	3.0
Pregnancy support	1.0
Family planning support	1.2
Drug/alcohol support/rehabilitation	6.1
Physical disability services	0.5
Intellectual disability services	0.7
Culturally appropriate support	0.6
Interpreter services	0.4
Health/medical services	4.6
<i>Subtotal</i>	<i>20.6</i>
Other support	
Meals	3.9
Laundry/shower facilities	2.4
Recreation	2.8
Transport	3.8
Brokerage services	0.5
Other	1.1
<i>Subtotal</i>	<i>14.5</i>
<i>Total</i>	<i>100.0</i>
Total number	1,700

Notes

1. Number excluded due to errors (unweighted): 0
 2. Number excluded due to omissions (unweighted): 0
 3. Percentages are based on valid values only.
 4. Components may not add to totals due to rounding.
- Source: SAAP NDCA Client and Administrative Data Collections

Table 5.31: SAAP clients' unmet needs, type of support requested by service delivery model, Australian Capital Territory, 1998–99 (%)

Support services requested	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
<i>Housing/accommodation</i>						
SAAP/CAP accommodation	1.7	11.6	—	—	—	2.3
Assistance to obtain short-term accommodation	3.8	1.1	12.5	10.8	—	5.5
Assistance to obtain independent housing	8.9	8.0	12.5	11.4	13.6	9.6
<i>Subtotal</i>	<i>14.4</i>	<i>20.7</i>	<i>25.0</i>	<i>22.2</i>	<i>13.6</i>	<i>17.4</i>
<i>Financial/employment</i>						
Assistance to obtain government benefit/pension/allowance	3.2	1.1	—	3.2	4.5	3.0
Employment/training assistance	2.9	6.3	—	6.8	—	4.4
Financial assistance/material aid	3.5	7.4	—	3.6	9.1	4.0
Financial counselling	3.2	6.9	—	5.8	4.5	4.4
<i>Subtotal</i>	<i>12.7</i>	<i>21.7</i>	<i>—</i>	<i>19.4</i>	<i>18.2</i>	<i>15.7</i>
<i>Counselling</i>						
Incest/sexual abuse counselling	7.1	4.8	—	4.8	—	6.1
Domestic violence counselling	4.5	5.8	—	2.4	4.5	4.0
Family/relationship counselling and support	2.6	4.2	—	0.8	18.2	2.5
Emotional support/Other counselling	6.2	5.3	—	3.2	—	5.1
<i>Subtotal</i>	<i>20.5</i>	<i>20.1</i>	<i>—</i>	<i>11.2</i>	<i>22.7</i>	<i>17.7</i>
<i>General support/advocacy</i>						
Living skills/personal development	4.5	2.1	—	2.8	—	3.7
Assistance with legal issues/court support	3.4	2.1	—	3.6	—	3.2
Advice/information	1.9	0.5	—	2.4	9.1	2.0
Retrieval/storage/removal of personal belongings	3.0	3.7	—	1.0	—	2.4
Advocacy/liaison on behalf of client	3.1	4.2	—	2.2	—	2.9
<i>Subtotal</i>	<i>15.7</i>	<i>12.7</i>	<i>—</i>	<i>12.0</i>	<i>9.1</i>	<i>14.2</i>
<i>Specialist services</i>						
Psychological services	2.2	2.6	—	3.0	—	2.5
Psychiatric services	3.7	0.5	—	2.6	4.5	3.0
Pregnancy support	0.6	2.6	—	0.8	9.1	1.0
Family planning support	0.7	4.8	—	0.8	4.5	1.2
Drug/alcohol support/rehabilitation	6.6	2.6	—	6.4	9.1	6.1
Physical disability services	0.5	—	—	0.6	—	0.5
Intellectual disability services	1.0	—	—	0.4	—	0.7
Culturally appropriate support	0.6	1.1	—	0.6	—	0.6
Interpreter services	0.3	—	—	0.6	—	0.4
Health/medical services	5.0	4.8	—	3.8	4.5	4.6
<i>Subtotal</i>	<i>21.3</i>	<i>19.0</i>	<i>—</i>	<i>19.6</i>	<i>31.8</i>	<i>20.6</i>
<i>Other support</i>						
Meals	3.6	0.5	—	6.0	—	3.9
Laundry/shower facilities	3.5	1.1	—	1.0	—	2.4
Recreation	3.7	1.1	—	2.0	—	2.8
Transport	3.9	1.6	—	4.4	4.5	3.8
Brokerage services	0.2	—	—	1.2	—	0.5
Other	0.6	1.6	75.0	0.8	—	1.1
<i>Subtotal</i>	<i>15.4</i>	<i>5.8</i>	<i>75.0</i>	<i>15.4</i>	<i>4.5</i>	<i>14.5</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,000	200	<25	500	<25	1,700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.32: SAAP clients' unmet needs, type of support requested by primary target group, Australian Capital Territory, 1998–99 (%)

Support services requested	Young people	Families	Women escaping DV	Other	Total
Housing/accommodation					
SAAP/CAP accommodation	0.4	17.2	8.1	0.3	2.3
Assistance to obtain short-term accommodation	5.2	1.7	2.9	6.7	5.5
Assistance to obtain independent housing	9.8	1.7	7.5	10.9	9.6
<i>Subtotal</i>	<i>15.4</i>	<i>20.7</i>	<i>18.5</i>	<i>17.9</i>	<i>17.4</i>
Financial/employment					
Assistance to obtain government benefit/pension/allowance	5.0	0.9	0.6	2.5	3.0
Employment/training assistance	4.8	6.9	2.9	4.1	4.4
Financial assistance/material aid	3.6	8.6	2.9	3.8	4.0
Financial counselling	3.4	7.8	5.2	4.3	4.4
<i>Subtotal</i>	<i>16.8</i>	<i>24.1</i>	<i>11.6</i>	<i>14.7</i>	<i>15.7</i>
Counselling					
Incest/sexual abuse counselling	7.2	4.3	7.5	5.4	6.1
Domestic violence counselling	5.8	7.8	2.9	2.7	4.0
Family/relationship counselling and support	2.0	5.2	2.3	2.4	2.5
Emotional support/Other counselling	5.2	6.0	5.8	4.8	5.1
<i>Subtotal</i>	<i>20.2</i>	<i>23.3</i>	<i>18.5</i>	<i>15.4</i>	<i>17.7</i>
General support/advocacy					
Living skills/personal development	5.4	—	5.2	2.9	3.7
Assistance with legal issues/court support	2.8	2.6	4.6	3.3	3.2
Advice/information	2.8	0.9	1.7	1.6	2.0
Retrieval/storage/removal of personal belongings	1.2	5.2	2.3	2.7	2.4
Advocacy/liaison on behalf of client	2.8	3.4	6.4	2.2	2.9
<i>Subtotal</i>	<i>15.1</i>	<i>12.1</i>	<i>20.2</i>	<i>12.7</i>	<i>14.2</i>
Specialist services					
Psychological services	2.8	3.4	—	2.6	2.5
Psychiatric services	1.4	—	1.2	4.6	3.0
Pregnancy support	1.0	1.7	3.5	0.4	1.0
Family planning support	1.6	6.9	0.6	0.4	1.2
Drug/alcohol support/rehabilitation	5.4	1.7	6.4	7.0	6.1
Physical disability services	—	—	0.6	0.8	0.5
Intellectual disability services	1.0	—	0.6	0.7	0.7
Culturally appropriate support	0.8	—	2.3	0.3	0.6
Interpreter services	—	—	1.2	0.4	0.4
Health/medical services	5.6	5.2	3.5	4.2	4.6
<i>Subtotal</i>	<i>19.6</i>	<i>19.0</i>	<i>19.7</i>	<i>21.5</i>	<i>20.6</i>
Other support					
Meals	1.4	—	4.0	5.7	3.9
Laundry/shower facilities	1.6	—	2.3	3.2	2.4
Recreation	3.0	—	2.3	3.2	2.8
Transport	3.6	0.9	1.7	4.6	3.8
Brokerage services	1.4	—	—	0.1	0.5
Other	1.8	—	1.2	0.9	1.1
<i>Subtotal</i>	<i>12.8</i>	<i>0.9</i>	<i>11.6</i>	<i>17.7</i>	<i>14.5</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	500	100	150	900	1,700

Notes

1. Number excluded due to errors (weighted): 0
 2. Number excluded due to omissions (weighted): 0
 3. Percentages are based on valid values only.
 4. Components may not add to totals due to rounding.
 5. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies
- Source: SAAP NDCA Client and Administrative Data Collections

5.5.9 Unmet demand—accompanying children

Table 5.33: Support needed by accompanying children, met and unmet demand by type of support requested Australian Capital Territory, 1998–99 (%)

Met and unmet demand	Counselling	Child care, kindergarten/ school liaison	Access arrangements	Other	Total
Met					
Provided only	59.5	50.5	36.4	39.0	53.0
Referred only	10.4	11.4	36.4	19.4	13.4
Provided and referred	16.2	29.5	13.6	33.2	22.0
Unmet					
Neither provided nor referred	13.9	8.6	13.6	8.3	11.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	150	100	<25	50	350

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.34: Unmet needs of accompanying children, type of support requested, Australian Capital Territory, 1998–99 (%)

Support services requested for accompanying children	ACT
Counselling	61.5
Child care, kindergarten/ school liaison	23.1
Access arrangements	7.7
Other	7.7
<i>Total</i>	<i>100.0</i>
Total number	50

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.35: Unmet needs of accompanying children, type of support requested by service delivery model, Australian Capital Territory, 1998–99 (%)

	Crisis/ short-term accommodation	Medium/ long-term accommodation	Total
Counselling	68.8	56.5	61.5
Child care, kindergarten/ school liaison	6.3	34.8	23.1
Access arrangements	12.5	4.3	7.7
Other	12.5	4.3	7.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	<25	50

Notes

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

Source: SAAP NDCA Client and Administrative Data Collections

Table 5.36: Unmet needs of accompanying children, type of support requested by primary target group, Australian Capital Territory, 1998–99 (%)

Support services requested for accompanying children	Families	Women escaping DV	Other	Total
Counselling	41.2	75.0	100.0	61.5
Child care, kindergarten/ school liaison	47.1	5.0	—	23.1
Access arrangements	5.9	10.0	—	7.7
Other	5.9	10.0	—	7.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	<25	<25	50

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions weighted): 0
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

5.5.10 Unmet demand—potential clients

Table 5.37: Potential clients unable to be supported, type of support requested, Australian Capital Territory, 12–25 November 1998 (%)

Type of support requested	ACT
Crisis/short-term accommodation	46.2
Medium/long-term accommodation	53.8
<i>Total</i>	<i>100.0</i>
Total number	90

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.38: Potential clients unable to be supported, type of support requested by primary target group, Australian Capital Territory, 12–25 November 1998 (%)

Type of support requested	Young people	Families	Women escaping DV	Other	Total
Crisis/short-term accommodation	48.3	100.0	—	56.3	46.2
Medium/long-term accommodation	51.7	—	100.0	43.8	53.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	30	10	20	30	90

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 1
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.39: Potential clients unable to be supported, type of support requested by gender of person making request, Australian Capital Territory, 12–25 November 1998 (%)

Type of support requested	Female	Male	Total
Crisis/short-term accommodation	38.2	68.0	46.2
Medium/long-term accommodation	61.8	32.0	53.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	70	30	90

Notes

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

Source: SAAP NDCA Unmet Demand Collection

Table 5.40: Potential clients unable to be supported, type of support requested by age of person making request, Australian Capital Territory, 12–25 November 1998 (%)

Type of support requested	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Crisis/short-term accommodation	44.4	55.2	60.0	33.3	25.0	47.2
Medium/long-term accommodation	55.6	44.8	40.0	66.7	75.0	52.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10	30	20	30	<5	90

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 5
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. There were very few potential clients who were unable to be supported aged 65 years and over. To ensure confidentiality these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.41: Potential clients unable to be supported, type of support requested by ethnicity of person making request, Australian Capital Territory, 12–25 November 1998 (%)

Type of support requested	Indigenous Australian	Non-English-speaking background	Other	Total
Crisis/short-term accommodation	50.0	60.0	41.4	43.2
Medium/long-term accommodation	50.0	40.0	58.6	56.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10	10	70	80

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 13
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.42: Potential clients unable to be supported, main reason support not provided, Australian Capital Territory, 12–25 November 1998 (%)

Main reason support not provided	ACT
Insufficient staff	1.1
No accommodation available	75.5
Facilities for Other special needs not available	2.1
Age of male child	1.1
Other	20.2
<i>Total</i>	<i>100.0</i>
Total number	90

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.43: Potential clients unable to be supported, main reason support not provided by type of support requested, Australian Capital Territory, 12–25 November 1998 (%)

Main reason support not provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Total
Insufficient staff	—	2.0	1.1
No accommodation available	67.4	82.0	75.3
Facilities for Other special needs not available	4.7	—	2.2
Age of male child	—	2.0	1.1
Other	27.9	14.0	20.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	40	50	90

Notes

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

Source: SAAP NDCA Unmet Demand Collection

Table 5.44: Potential clients unable to be supported, living situation the night before requesting assistance, Australian Capital Territory, 12–25 November 1998 (%)

Living situation	ACT
Streets/car/tent/park/squat	9.8
SAAP or Other emergency accommodation	25.0
Accommodation by friends/relatives on a temporary basis	29.3
Single room in a boarding house or hostel	2.2
In stable/permanent housing but at risk of eviction or becoming homeless	8.7
Other	25.0
<i>Total</i>	<i>100.0</i>
Total number	90

Notes

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

Source: SAAP NDCA Unmet Demand Collection

Table 5.45: Potential clients unable to be supported, living situation the night before requesting assistance by service delivery model, Australian Capital Territory, 12–25 November 1998 (%)

Living situation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Multiple	Agency support/ outreach support/ other	Total
Streets/car/tent/park/squat	15.4	—	—	27.3	9.8
SAAP or Other emergency accommodation	17.9	34.1	—	18.2	25.0
Accommodation by friends/relatives on a temporary basis	17.9	39.0	—	36.4	29.3
Single room in a boarding house or hostel	2.6	—	—	9.1	2.2
In stable/permanent housing but at risk of eviction or becoming homeless	12.8	4.9	100.0	—	8.7
Other	33.3	22.0	—	9.1	25.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	40	40	<5	10	90

Notes

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

Source: SAAP NDCA Unmet Demand Collection

Table 5.46: Potential clients unable to be supported, living situation the night before requesting assistance by primary target group, Australian Capital Territory, 12–25 November 1998 (%)

Living situation	Young people	Families	Women escaping DV	Other	Total
Streets/car/tent/park/squat	17.2	33.3	—	3.0	9.8
SAAP or Other emergency accommodation	24.1	—	38.1	24.2	25.0
Accommodation by friends/relatives on a temporary basis	44.8	22.2	38.1	12.1	29.3
Single room in a boarding house or hostel	—	22.2	—	—	2.2
In stable/permanent housing but at risk of eviction or becoming homeless	6.9	11.1	9.5	9.1	8.7
Other	6.9	11.1	14.3	51.5	25.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	30	10	20	30	90

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 2
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Unmet Demand Collection

Table 5.47: Potential clients unable to be supported, living situation the night before requesting assistance by age of client, Australian Capital Territory, 12–25 November 1998 (%)

Living situation	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Streets/car/tent/park/squat	22.2	17.2	5.3	3.8	—	10.3
SAAP or Other emergency accommodation	22.2	20.7	10.5	42.3	25.0	25.3
Accommodation by friends/relatives on a temporary basis	22.2	51.7	15.8	11.5	50.0	28.7
Single room in a boarding house or hostel	—	—	5.3	3.8	—	2.3
In stable/permanent housing but at risk of eviction or becoming homeless	11.1	3.4	10.5	11.5	25.0	9.2
Other	22.2	6.9	52.6	26.9	—	24.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10	30	20	30	<5	90

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 7
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.48: Potential clients unable to be supported, immediacy of need for SAAP accommodation, Australian Capital Territory, 12–25 November 1998 (%)

SAAP accommodation required	ACT
Within 24 hours	52.7
Between 24 and 48 hours	5.4
In 2 to 6 days	19.4
In 7 to 14 days	5.4
In more than 14 days	17.2
<i>Total</i>	<i>100.0</i>
Total number	90

Notes

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

Source: SAAP NDCA Unmet Demand Collection

Table 5.49: Potential clients unable to be supported, immediacy of need for SAAP accommodation by service delivery model, Australian Capital Territory, 12–25 November 1998 (%)

SAAP accommodation required	Crisis/ short-term accommodation	Medium/ long-term accommodation	Multiple	Agency support/ outreach support/ other	Total
Within 24 hours	70.0	29.3	—	81.8	52.7
Between 24 and 48 hours	5.0	2.4	100.0	9.1	5.4
In 2 to 6 days	10.0	31.7	—	9.1	19.4
In 7 to 14 days	2.5	9.8	—	—	5.4
In more than 14 days	12.5	26.8	—	—	17.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	40	40	<5	10	90

Notes

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

Source: SAAP NDCA Unmet Demand Collection

Table 5.50: Potential clients unable to be supported, immediacy of need for SAAP accommodation by primary target group, Australian Capital Territory, 12–25 November 1998 (%)

SAAP accommodation required	Young people	Families	Women escaping DV	Other	Total
Within 24 hours	58.6	81.8	28.6	53.1	52.7
Between 24 and 48 hours	3.4	9.1	4.8	6.3	5.4
In 2 to 6 days	24.1	9.1	28.6	12.5	19.4
In 7 to 14 days	13.8	—	—	3.1	5.4
In more than 14 days	—	—	38.1	25.0	17.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	30	10	20	30	90

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 1
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Unmet Demand Collection

Table 5.51: Potential clients unable to be supported, immediacy of need for SAAP accommodation by age of client, Australian Capital Territory, 12–25 November 1998 (%)

SAAP accommodation required	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Within 24 hours	44.4	62.1	55.0	37.0	75.0	51.7
Between 24 and 48 hours	—	—	15.0	7.4	—	5.6
in 2 to 6 days	44.4	17.2	15.0	18.5	—	19.1
in 7 to 14 days	11.1	13.8	—	—	—	5.6
in more than 14 days	—	6.9	15.0	37.0	25.0	18.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10	30	20	30	<5	90

Notes

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

Source: SAAP NDCA Unmet Demand Collection

5.5.11 One-off assistance provided—Unmet Demand Collection

Table 5.52: Casual clients seeking support or accommodation, one-off assistance provided, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	ACT
Information	73.0
Referral for accommodation	52.0
Referral for non-accommodation	6.1
Meals	1.0
Financial assistance/material aid	1.0
Transport	1.5
Laundry/shower facilities	0.5
Emotional support	18.4
Other	3.6
Total number	5,100

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.53: Casual clients seeking support or accommodation, one-off assistance provided by service delivery model, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Multiple	Agency support/ outreach support/ other	Total
Information	60.2	87.5	71.9	100.0	73.0
Referral for accommodation	55.7	52.8	40.6	50.0	52.0
Referral for non-accommodation	6.8	6.9	3.1	—	6.1
Meals	1.1	—	3.1	—	1.0
Financial assistance/ material aid	1.1	—	0.0	25.0	1.0
Transport	—	2.8	—	25.0	1.5
Laundry/shower facilities	1.1	—	—	—	0.5
Emotional support	12.5	30.6	3.1	50.0	18.4
Other	4.5	1.4	—	50.0	3.6
Total number	2,300	1,850	850	100	5,100

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.54: Casual clients seeking support or accommodation, one-off assistance provided by primary target group, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	Young people	Families	Women escaping DV	Other	Total
Information	59.7	100.0	69.6	78.8	73.0
Referral for accommodation	54.2	62.9	42.9	51.5	52.0
Referral for non-accommodation	1.4	8.6	12.5	3.0	6.1
Meals	1.4	—	—	3.0	1.0
Financial assistance/ material aid	1.4	—	1.8	—	1.0
Transport	4.2	—	—	—	1.5
Laundry/shower facilities	—	—	—	3.0	0.5
Emotional support	15.3	34.3	17.9	9.1	18.4
Other	2.8	2.9	7.1	—	3.6
Total number	1,850	900	1,450	850	5,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.
7. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.55: Casual clients seeking support or accommodation, one-off assistance provided by age of person, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Information	60.0	68.2	75.0	85.7	80.0	74.0
Referral for accommodation	70.0	50.0	46.9	49.0	70.0	52.5
Referral for non-accommodation	5.0	1.5	3.1	8.2	10.0	4.5
Meals	5.0	—	—	2.0	—	1.1
Financial assistance/material aid	—	—	—	4.1	—	1.1
Transport	—	3.0	—	2.0	—	1.7
Laundry/shower facilities	—	—	—	2.0	—	0.6
Emotional support	25.0	18.2	15.6	22.4	20.0	19.8
Other	—	1.5	—	12.2	—	4.0
Total number	500	1,700	850	1,250	250	4,600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 494
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.56: Casual clients seeking support or accommodation, one-off assistance provided by presenting unit, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Information	67.0	100.0	82.4	100.0	50.0	73.3
Referral for accommodation	51.4	—	51.4	80.0	66.7	52.3
Referral for non-accommodation	1.8	—	10.8	—	33.3	6.2
Meals	1.8	—	—	—	—	1.0
Financial assistance/material aid	—	—	2.7	—	—	1.0
Transport	1.8	—	1.4	—	—	1.5
Laundry/shower facilities	0.9	—	—	—	—	0.5
Emotional support	13.8	—	23.0	80.0	—	18.5
Other	1.8	—	6.8	—	—	3.6
Total number	2,850	50	1,900	150	150	5,050

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 26
3. Percentages are based on valid values only.
4. Persons seeking assistance were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 12–25 November 1998.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

5.5.12 One-off assistance provided—Casual Client Collection

Table 5.57: Casual client contacts, one-off assistance provided, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	ACT
Information	68.7
Referral arranged	25.4
Emotional support	34.7
Meals	19.5
Financial/material aid	12.1
Transport	5.3
Laundry/shower facilities	8.0
Other	21.4
Total number	8,400

Notes

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

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.58: Casual client contacts, one-off assistance provided by service delivery model, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Information	94.3	89.3	16.0	98.0	50.0	68.7
Referral arranged	29.9	46.7	5.3	25.5	18.8	25.4
Emotional support	58.6	20.0	23.4	19.6	87.5	34.7
Meals	14.9	2.7	50.0	2.0	—	19.5
Financial/ material aid	18.4	1.3	21.3	2.0	6.3	12.1
Transport	9.2	—	7.4	—	12.5	5.3
Laundry/shower facilities	1.1	—	26.6	—	—	8.0
Other	21.8	12.0	28.7	21.6	18.8	21.4
Total number	2,250	1,950	2,450	1,350	400	8,400

Notes

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

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.59: Casual client contacts, one-off assistance provided by primary target group, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	Young people	Families	Women escaping DV	Other	Total
Information	94.9	72.0	93.6	49.7	68.7
Referral arranged	52.6	20.0	29.8	12.7	25.4
Emotional support	25.6	20.0	53.2	35.8	34.7
Meals	3.8	—	2.1	34.1	19.5
Financial/material aid	3.8	—	4.3	19.7	12.1
Transport	2.6	—	6.4	6.9	5.3
Laundry/shower facilities	—	—	—	15.0	8.0
Other	16.7	8.0	29.8	23.1	21.4
Total number	2,050	650	1,200	4,500	8,400

Notes

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

Source: SAAP NDCA Casual Client and Administrative Data Collections

Table 5.60: Casual client contacts, one-off assistance provided by presenting unit, Australian Capital Territory, 1998–99 (%)

One-off assistance provided	Person alone	Couple without children	Person with children	Couple with children	Other	Total
Information	63.5	100.0	85.5	80.0	100.0	68.6
Referral arranged	24.1	100.0	30.6	20.0	—	26.0
Emotional support	33.2	—	38.7	—	100.0	33.7
Meals	25.3	—	—	—	—	19.6
Financial/material aid	14.1	—	3.2	20.0	—	11.9
Transport	5.4	—	6.5	—	—	5.4
Laundry/shower facilities	10.4	—	—	—	—	8.0
Other	20.7	—	25.8	20.0	100.0	21.8
Total number	6,250	100	1,600	150	50	8,100

Notes

1. Number excluded due to errors (weighted): 52
2. Number excluded due to omissions (weighted): 234
3. Percentages are based on valid values only.
4. Casual clients were able to receive more than one type of one-off assistance so percentages do not total 100.
5. Data are estimates only based on information collected in the two-week period 20 May to 2 June 1999.
6. Components may not add to totals due to rounding.

Source: SAAP NDCA Casual Client Collection

6 Circumstances of SAAP clients after support

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

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

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

The tables presented here permit comparisons of client circumstances after support: for agencies with different target groups and service delivery models; and by clients with different characteristics. However, caution should be exercised when interpreting data in this chapter because the number of cases available for analysis is quite small in several instances.

Circumstances after support in relation to clients’ income, housing, labour force status and student status are examined in Tables 6.1–6.38. The populations of all tables in this chapter relate to occasions of support rather than to discrete individuals; they include, for obvious reasons, only those support periods that ended during the year.

6.1 Overview

In the Australian Capital Territory in 4% of support periods clients had no income before support but had some income after support. Clients in 10% of cases had no income both before and after receiving support (Table 6.1). An improvement in income status over the support period was more likely to occur when the support period was longer (Table 6.7).

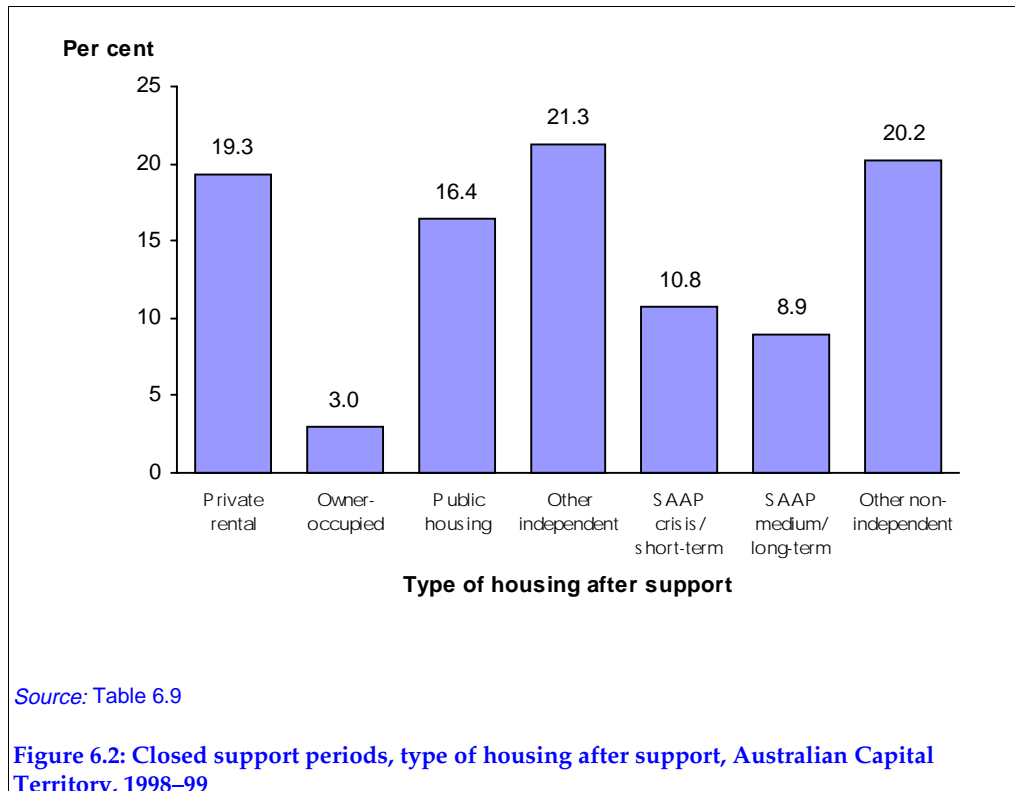
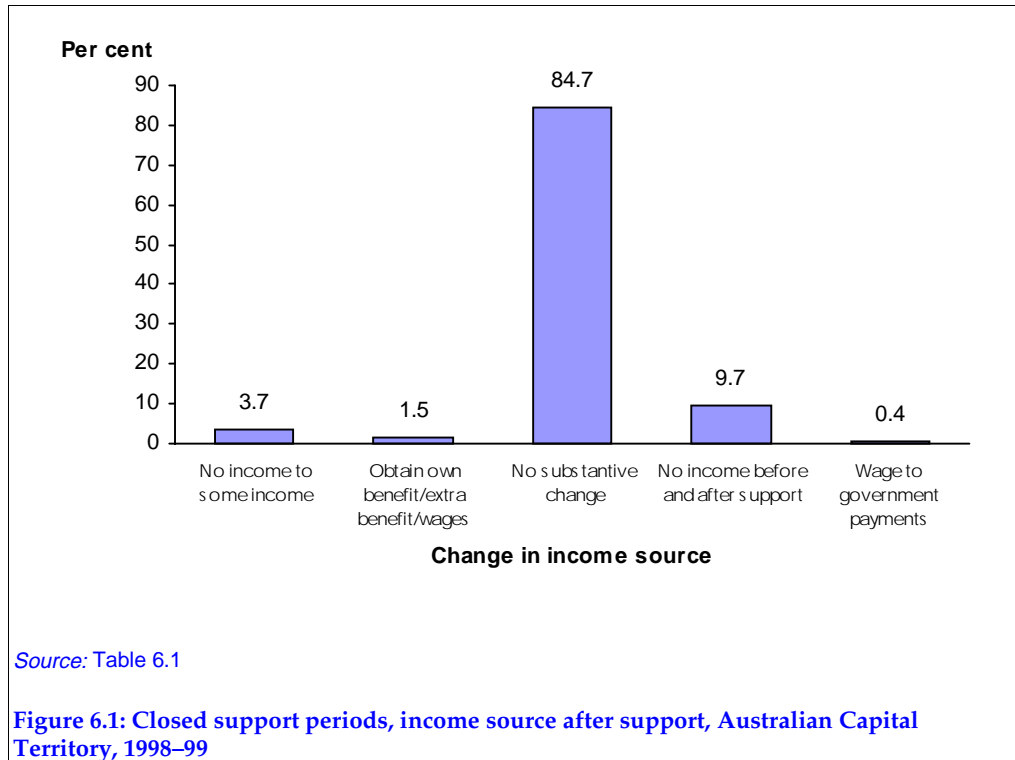
At the conclusion of 60% of support periods, clients were living in housing that could be characterised as 'independent' (Table 6.9). (See Appendix 1 for details of how independent and dependent housing have been defined.) In comparison, clients had been living in independent housing before support in 62% of all support periods (see Chapter 4—Table 4.19). After receiving support, clients in 19% of cases lived in private rental accommodation and in public housing in 17% of cases. In 41% of cases, clients were not living in independent housing, including 21% of support periods in which clients were housed in SAAP accommodation.

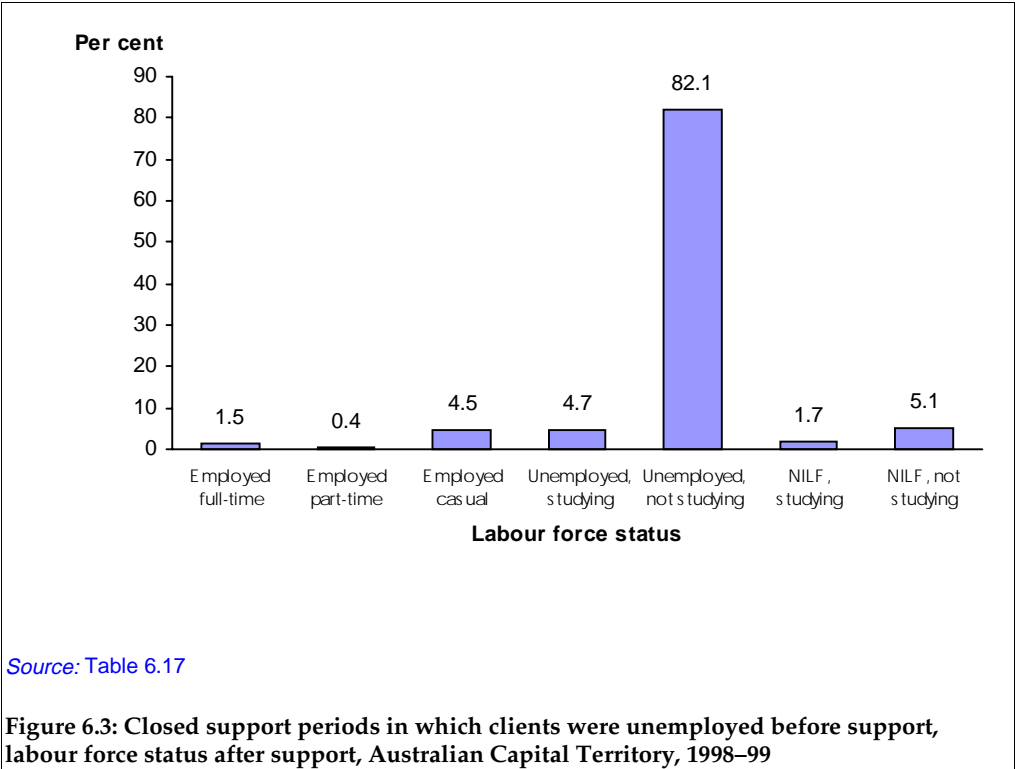
The examination of employment circumstances after support is limited to those support periods in which clients were unemployed before receiving SAAP assistance. Caution should be exercised when examining the analysis presented here as over 200 of all cases have been excluded due to missing data. Following 2% of support periods, previously unemployed clients had obtained full-work or part-time work and, in an additional 5% of cases, clients were working on a casual basis (Table 6.18). The proportion of cases in which clients found work varied across regions and also according to agencies' service delivery model and primary target group (Tables 6.17–6.19).

Only a small minority of support periods involved clients who were students or trainees before receiving assistance (see Chapter 4). Of clients who were students before receiving support, 68% were still studying immediately after receiving support (Table 6.27).

Clients who were not students before receiving support, undertook studies or employment training after receiving assistance in 4% of cases (Table 6.35). The comparable figure was higher for clients aged less than 15 years (10%). Clients who were not students before support undertook studies or employment training in a higher proportion of cases where support was provided for longer periods (Table 6.37).

6.2 Key charts





6.3 Detailed tables

6.3.1 Change in income source

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

Income source change	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
No income to some income	5.1	4.5	—	2.2	—	3.7
Obtain own benefit/ extra benefit/wages	2.2	1.6	8.3	0.2	—	1.5
No substantive change	81.1	92.8	83.3	86.2	97.7	84.7
No income before and after support	11.2	1.1	5.6	11.0	2.3	9.7
Wage to government payments/ some income to no income	0.3	—	2.8	0.5	—	0.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,000	200	50	750	50	2,050

Notes

1. Number excluded due to errors (weighted): 63
2. Number excluded due to omissions (weighted): 557
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

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

Income source change	Young people	Families	Women escaping DV	Other	Total
No income to some income	6.4	1.6	5.7	1.9	3.7
Obtain own benefit/ extra benefit/wages	1.0	3.2	5.2	0.7	1.5
No substantive change	64.3	95.3	88.2	93.2	84.7
No income before and after support	27.4	—	0.9	3.8	9.7
Wage to government payments/ some income to no income	0.9	—	—	0.3	0.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	550	50	300	1,100	2,050

Notes

1. Number excluded due to errors (weighted): 63
2. Number excluded due to omissions (weighted): 557
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.3: Closed support periods, change in income source of client, Australian Capital Territory, 1998–99 (%)

Income source change	ACT
No income to some income	4.2
Obtain own benefit/ extra benefit/wages	1.6
No substantive change	84.5
No income before and after support	9.3
Wage to government payments/some income to no income	0.4
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 30
2. Number excluded due to omissions (unweighted): 290
3. Number of records excluded because consent was not obtained: 681
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 1,600 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

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

Income source change	Female	Male	Total
No income to some income	3.8	3.6	3.7
Obtain own benefit/ extra benefit/wages	2.3	0.8	1.5
No substantive change	80.6	88.3	84.6
No income before and after support	12.8	6.8	9.7
Wage to government payments/ some income to no income	0.5	0.4	0.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,000	1,050	2,050

Notes

1. Number excluded due to errors (weighted): 64
2. Number excluded due to omissions (weighted): 562
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Income source change	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
No income to some income	5.1	6.2	3.2	2.0	4.4	—	3.7
Obtain own benefit/ extra benefit/wages	—	0.6	2.7	2.0	1.1	—	1.5
No substantive change	8.5	70.8	91.7	94.0	91.7	94.4	84.6
No income before and after support	86.4	21.4	1.7	2.0	2.9	5.6	9.7
Wage to government payments/ some income to no income	—	1.1	0.8	—	—	—	0.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	600	300	850	200	<25	2,050

Notes

1. Number excluded due to errors (weighted): 63
2. Number excluded due to omissions (weighted): 559
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Income source change	Indigenous Australian	Non-English- speaking background	Other	Total
No income to some income	2.9	9.1	3.1	3.7
Obtain own benefit/ extra benefit/wages	1.5	3.9	1.3	1.6
No substantive change	87.9	80.6	84.9	84.7
No income before and after support	7.0	6.4	10.3	9.6
Wage to government payments/ some income to no income	0.7	—	0.5	0.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	200	200	1,650	2,000

Notes

1. Number excluded due to errors (weighted): 63
2. Number excluded due to omissions (weighted): 607
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Income source change	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
No income to some income	1.3	0.4	2.8	5.5	4.8	7.4	5.7	1.4	12.8	3.7
Obtain own benefit/ extra benefit/wages	--	--	1.5	1.0	1.2	2.7	6.6	2.7	5.2	1.5
No substantive change	93.1	85.3	78.0	82.3	86.2	84.9	85.2	89.7	82.0	84.7
No income before and after support	5.6	14.3	17.7	10.2	7.3	4.3	1.3	4.7	--	9.7
Wage to government payments/ some income to no income	--	--	--	0.9	0.5	0.7	1.3	1.6	--	0.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	600	250	250	300	350	100	100	50	2,050

Notes

1. Number excluded due to errors (weighted): 63
2. Number excluded due to omissions (weighted): 570
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Income source change	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
No income to some income	3.9	2.7	4.4	3.5	3.7	2.9	5.7	4.0
Obtain own benefit/ extra benefit/wages	0.4	2.4	1.1	3.9	2.4	2.1	2.9	1.5
No substantive change	85.8	84.1	87.8	89.8	85.6	92.7	73.1	85.3
No income before and after support	9.5	10.8	6.7	2.7	7.0	2.2	17.7	8.9
Wage to government payments/ some income to no income	0.4	--	--	--	1.2	--	0.5	0.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	650	150	350	100	100	150	200	1,650

Notes

1. Number excluded due to errors (weighted): 31
2. Number excluded due to omissions (weighted): 977
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

6.3.2 Type of housing after support

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

Type of housing after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Independent housing						
Private rental	18.6	22.5	52.8	15.7	19.4	19.3
Owner-occupied	4.4	1.2	—	0.2	17.0	3.0
Public housing	16.2	35.9	5.6	9.3	24.0	16.4
Other	19.5	17.0	19.4	23.8	39.6	21.3
Non-independent housing						
SAAP crisis/short term	11.7	7.6	—	13.3	—	10.8
SAAP medium/long term	13.3	5.1	8.3	4.7	—	8.9
Other	16.3	10.6	13.9	33.0	—	20.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	800	200	50	500	50	1,650

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 1,038
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections Table

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

Type of housing after support	Young people	Families	Women escaping DV	Other	Total
Independent housing					
Private rental	16.8	22.1	30.4	16.7	19.3
Owner-occupied	—	3.4	7.6	3.3	3.0
Public housing	8.2	49.8	28.5	14.1	16.4
Other	35.3	9.6	9.8	17.7	21.3
Non-independent housing					
SAAP crisis/short term	14.2	7.6	4.7	11.2	10.8
SAAP medium/long term	12.7	—	10.5	6.6	8.9
Other	12.8	7.6	8.5	30.5	20.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	502	75	283	775	1,636

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 1,038
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.11: Closed support periods, client's type of housing after support, Australian Capital Territory, 1998–99 (%)

Type of housing after support	ACT
Independent housing	
Private rental	19.2
Owner-occupied	2.3
Public housing	16.8
Other	19.9
Non-independent housing	
SAAP crisis/short term	11.3
SAAP medium/long term	9.5
Other	21.0
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 2
2. Number excluded due to omissions (unweighted): 648
3. Number of records excluded because consent was not obtained: 681
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 1,259 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.12: Closed support periods, client's type of housing after support by gender of client, Australian Capital Territory, 1998–99 (%)

Type of housing after support	Female	Male	Total
Independent housing			
Private rental	21.7	16.7	19.3
Owner-occupied	5.3	0.5	3.0
Public housing	19.5	13.0	16.4
Other	22.6	20.1	21.4
Non-independent housing			
SAAP crisis/short term	11.2	10.4	10.8
SAAP medium/long term	8.2	9.5	8.8
Other	11.4	30.0	20.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	853	777	1,631

Notes

1. Number excluded due to errors (weighted): 3
2. Number excluded due to omissions (weighted): 1,042
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 6.13: Closed support periods, client's type of housing after support by age of client, Australian Capital Territory, 1998–99 (%)

Type of housing after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Independent housing							
Private rental	6.7	16.6	23.2	18.7	28.2	17.9	19.3
Owner-occupied	—	—	—	6.1	5.3	—	3.0
Public housing	—	9.0	26.5	17.7	21.5	34.4	16.4
Other	59.8	32.7	15.0	15.8	9.4	7.1	21.3
Non-independent housing							
SAAP crisis/short term	11.9	15.8	6.2	8.9	9.6	14.0	10.9
SAAP medium/long term	3.6	11.0	6.5	8.7	8.0	6.8	8.9
Other	17.9	14.9	22.7	24.2	17.9	19.8	20.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	45	507	236	656	172	19	1,635

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 1,039
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 6.14: Closed support periods, client's type of housing after support by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Type of housing after support	Indigenous Australian	Non-English-speaking background	Other	Total
Independent housing				
Private rental	19.3	23.6	18.8	19.4
Owner-occupied	—	8.1	2.6	3.0
Public housing	24.1	19.1	15.3	16.5
Other	16.2	13.3	22.8	21.1
Non-independent housing				
SAAP crisis/short term	12.3	11.0	10.5	10.7
SAAP medium/long term	9.4	8.6	8.9	8.9
Other	18.7	16.2	21.1	20.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	123	188	1,279	1,591

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 1,084
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 6.15: Closed support periods, client's type of housing after support by duration of support, Australian Capital Territory, 1998–99 (%)

Type of housing after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Independent housing										
Private rental	6.4	12.5	13.8	19.9	15.8	27.7	42.6	26.8	20.7	19.4
Owner-occupied	2.4	3.8	2.1	0.7	2.9	2.7	—	13.5	—	3.0
Public housing	7.2	8.8	10.7	13.2	19.2	23.2	22.1	29.4	44.5	16.5
Other	44.8	22.2	27.2	22.5	21.6	13.1	22.7	12.4	13.6	21.3
Non-independent housing										
SAAP crisis/short term	16.3	18.0	8.3	13.3	10.1	6.6	3.6	4.3	—	10.9
SAAP medium/long term	8.9	4.7	10.5	10.2	14.2	9.7	5.2	2.9	10.9	8.5
Other	14.0	30.0	27.4	20.1	16.3	16.9	3.7	10.7	10.2	20.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	70	418	188	187	228	295	101	89	48	1,624

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 1,051
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 6.16: Closed support periods, client's type of housing after support by duration of client's current homelessness, Australian Capital Territory, 1998–99 (%)

Type of housing after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Independent housing								
Private rental	16.9	18.6	23.1	31.6	29.6	28.8	18.3	21.4
Owner-occupied	1.8	1.2	1.3	1.9	8.3	5.2	1.6	2.3
Public housing	14.4	17.3	15.8	16.3	20.8	14.1	17.0	15.8
Other	20.0	24.0	16.8	15.3	10.3	13.4	26.9	19.1
Non-independent housing								
SAAP crisis/short term	11.6	13.1	12.5	10.5	11.1	6.4	10.3	11.2
SAAP medium/long term	8.8	6.3	6.8	8.9	9.1	8.0	11.0	8.4
Other	26.5	19.4	23.7	15.6	10.7	24.1	14.8	21.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	452	110	286	90	87	100	177	1,301

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 1,374
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

6.3.3 Unemployed persons—labour force status after support

Table 6.17: Closed support periods in which clients were unemployed before support, labour force status of client after support by service delivery model, Australian Capital Territory, 1998–99 (%)

Labour force status after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Employed full time	2.0	7.5	—	0.3	—	1.5
Employed part time	0.3	4.0	—	—	—	0.4
Employed on casual basis	4.1	12.8	20.0	0.3	100.0	4.5
Unemployed—studying	4.2	5.8	10.0	4.9	—	4.7
Unemployed—not studying	77.6	60.7	60.0	92.5	—	82.1
Not in labour force—studying	2.6	5.6	—	0.4	—	1.7
Not in labour force—not studying	9.3	3.5	10.0	1.6	—	5.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	350	50	<25	400	<25	850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 362
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.18: Closed support periods in which clients were unemployed before support, labour force status of client after support by primary target group, Australian Capital Territory, 1998–99 (%)

Labour force status after support	Young people	Families	Women escaping DV	Cross target/ multiple/ general / Single men only	Total
Employed full time	3.1	5.8	—	0.9	1.5
Employed part time	0.6	—	—	0.4	0.4
Employed on casual basis	5.5	11.6	13.9	3.4	4.5
Unemployed—studying	6.1	5.8	19.3	3.5	4.7
Unemployed—not studying	76.5	65.1	48.1	86.3	82.1
Not in labour force—studying	6.3	—	—	0.2	1.7
Not in labour force—not studying	1.9	11.6	18.6	5.3	5.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	200	<25	50	600	850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 362
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.19: Closed support periods in which clients were unemployed before support, labour force status of client after support, Australian Capital Territory, 1998–99 (%)

Labour force status after support	ACT
Employed full time	1.7
Employed part time	0.5
Employed on casual basis	3.5
Unemployed—studying	5.0
Unemployed—not studying	82.5
Not in labour force—studying	1.1
Not in labour force—not studying	5.8
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 226
3. Number of records excluded because consent was not obtained: 681
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 650 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

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

Labour force status after support	Female	Male	Total
Employed full time	1.6	1.5	1.5
Employed part time	1.0	0.2	0.4
Employed on casual basis	9.6	2.3	4.5
Unemployed—studying	6.7	3.9	4.7
Unemployed—not studying	72.9	85.9	82.0
Not in labour force—studying	4.1	0.7	1.7
Not in labour force—not studying	4.1	5.5	5.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	250	600	850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 365
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Labour force status after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Employed full time	38.4	2.0	0.7	1.4	—	1.5
Employed part time	—	—	0.7	0.3	2.2	0.4
Employed on casual basis	—	4.6	8.8	2.3	5.9	4.5
Unemployed—studying	—	5.6	3.9	4.2	6.5	4.7
Unemployed—not studying	61.6	79.9	82.9	85.1	72.9	82.2
Not in labour force—studying	—	5.8	—	—	—	1.7
Not in labour force—not studying	—	2.1	3.0	6.6	12.5	5.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	250	150	350	50	850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 364
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. There were very few closed support periods for clients who were 65 years and over and who were unemployed before support. To ensure confidentiality, these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Labour force status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Employed full time	2.1	—	1.7	1.6
Employed part time	—	3.8	0.2	0.4
Employed on casual basis	2.8	4.4	4.4	4.3
Unemployed—studying	11.7	12.9	3.1	4.4
Unemployed—not studying	74.5	68.9	84.2	82.4
Not in labour force—studying	2.8	2.0	1.6	1.7
Not in labour force—not studying	6.1	8.1	4.9	5.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	50	700	800

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 382
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Labour force status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Employed full time	—	0.5	2.3	—	3.5	—	—	9.7	11.1	1.5
Employed part time	—	—	—	—	1.1	1.0	—	3.3	—	0.4
Employed on casual basis	—	0.4	3.0	1.0	3.2	14.0	11.8	17.6	15.4	4.5
Unemployed—studying	12.0	2.5	1.8	3.3	2.6	10.3	18.0	6.7	—	4.7
Unemployed—not studying	65.7	94.0	85.2	87.7	89.6	67.5	59.5	48.0	46.0	82.1
Not in labour force—studying	14.0	0.5	3.1	—	—	1.0	5.7	—	5.0	1.7
Not in labour force—not studying	8.2	2.1	4.5	8.0	—	6.2	5.2	14.7	22.5	5.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	300	100	100	100	100	<25	50	<25	850

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 368
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 6.24: Closed support periods in which clients were unemployed before support, labour force status of client after support by duration of client's current homelessness, Australian Capital Territory, 1998–99 (%)

Labour force status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Employed full time	—	3.9	0.9	—	6.3	—	1.7	0.9
Employed part time	—	—	—	—	3.4	—	—	0.2
Employed on casual basis	1.4	2.5	2.5	12.0	13.5	—	7.3	3.3
Unemployed—studying	3.6	—	6.7	3.8	3.6	12.1	9.4	5.0
Unemployed—not studying	89.1	86.7	85.7	80.0	73.2	82.3	74.7	85.2
Not in labour force—studying	0.8	—	—	—	—	2.6	2.3	0.8
Not in labour force—not studying	5.1	6.9	4.2	4.3	—	3.0	4.6	4.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	350	50	150	50	50	50	50	700

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 497
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

6.3.4 Students—labour force status after support

Table 6.25: Closed support periods in which clients were students before support, labour force status of client after support by service delivery model, Australian Capital Territory, 1998–99 (%)

Labour force status after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/ other	Total
Employed full time	0.5	13.3	6.3	—	—	2.2
Employed part time	4.0	2.7	—	1.3	50.0	5.5
Employed on casual basis	10.2	19.2	18.8	4.3	50.0	12.6
Unemployed—studying	5.3	—	6.3	19.4	—	7.9
Unemployed—not studying	5.3	5.3	43.7	1.3	—	6.4
Not in labour force—studying	68.5	46.2	25.0	72.5	—	60.3
Not in labour force—not studying	6.2	13.2	—	1.3	—	5.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	200	50	<25	100	<25	400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 347
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.26: Closed support periods in which clients were students before support, labour force status of client after support, Australian Capital Territory, 1998–99 (%)

Labour force status after support	ACT
Employed full time	2.4
Employed part time	3.1
Employed on casual basis	11.0
Unemployed—studying	8.6
Unemployed—not studying	6.9
Not in labour force—studying	62.1
Not in labour force—not studying	5.9
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 109
3. Number of records excluded because consent was not obtained: 681
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 300 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.27: Closed support periods in which clients were students before support, labour force status of client after support by gender of client, Australian Capital Territory, 1998–99 (%)

Labour force status after support	Female	Male	Total
Employed full time	1.5	3.4	2.2
Employed part time	8.2	0.9	5.5
Employed on casual basis	16.7	4.4	12.3
Unemployed—studying	4.2	14.6	7.9
Unemployed—not studying	2.2	14.0	6.4
Not in labour force—studying	65.4	51.9	60.5
Not in labour force—not studying	1.9	10.8	5.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	250	150	400

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 347
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Labour force status after support	Under 15 years	15–19 years	20–24 years	25 years and over	Total
Employed full time	—	2.0	8.7	—	2.2
Employed part time	—	1.5	26.0	9.7	5.5
Employed on casual basis	—	10.7	9.7	27.1	12.6
Unemployed—studying	—	4.7	9.2	22.2	7.9
Unemployed—not studying	—	5.6	14.4	7.4	6.4
Not in labour force—studying	100.0	71.0	29.5	22.8	60.3
Not in labour force—not studying	—	4.6	2.5	10.8	5.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	250	50	50	400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 347
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Labour force status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Employed full time	--	4.0	2.3	2.3
Employed part time	5.0	4.9	5.8	5.6
Employed on casual basis	4.8	13.4	13.1	12.5
Unemployed—studying	14.5	19.4	5.6	7.2
Unemployed—not studying	--	3.8	7.3	6.5
Not in labour force—studying	67.1	50.1	61.3	60.9
Not in labour force—not studying	8.6	4.4	4.7	4.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	50	300	400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 356
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Labour force status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Employed full time	--	--	2.5	--	3.1	1.9	6.3	--	10.6	2.2
Employed part time	--	--	3.6	2.9	10.7	1.6	--	--	55.7	5.6
Employed on casual basis	--	3.4	3.3	8.9	8.1	24.2	15.8	64.1	5.1	12.8
Unemployed—studying	30.0	8.8	4.1	8.4	5.1	8.8	10.9	--	--	8.0
Unemployed—not studying	--	3.8	7.5	--	2.4	6.7	32.3	--	--	6.2
Not in labour force—studying	63.2	81.5	76.6	59.9	70.5	53.5	31.3	35.9	12.7	60.0
Not in labour force—not studying	6.8	2.5	2.5	19.9	--	3.3	3.4	--	15.9	5.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	100	50	50	50	50	50	<25	<25	400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 353
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 6.31: Closed support periods in which clients were students before support, labour force status of client after support by duration of client's current homelessness, Australian Capital Territory, 1998–99 (%)

Labour force status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Employed full time	--	--	6.3	--	--	--	1.7	1.7
Employed part time	1.6	--	2.4	--	31.3	--	1.8	2.9
Employed on casual basis	7.0	22.5	9.5	13.8	10.4	10.0	12.0	10.9
Unemployed—studying	14.1	--	15.0	--	10.4	29.8	5.9	10.6
Unemployed—not studying	6.0	11.8	2.7	--	12.2	11.7	12.9	7.7
Not in labour force—studying	68.4	60.4	53.6	79.8	35.6	48.5	62.4	61.4
Not in labour force—not studying	3.0	5.3	10.4	6.4	--	--	3.3	4.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	<25	50	<25	<25	<25	50	250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 470
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

6.3.5 Non-students—student status after support

Table 6.32: Closed support periods in which clients were not students before support, student status of client after support by service delivery model, Australian Capital Territory, 1998–99 (%)

Student status after support	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Multiple	Agency support/outreach support/ other	Total
Primary/secondary	1.5	3.6	5.0	0.4	3.5	1.4
Post-secondary/employment training	3.6	5.3	5.0	0.4	--	2.6
Not studying	94.8	91.1	90.0	99.2	96.5	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	800	150	50	600	50	1,650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 551
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.33: Closed support periods in which clients were not students before support, student status of client after support, Australian Capital Territory, 1998–99 (%)

Student status after support	ACT
Primary/secondary	1.2
Post-secondary/employment training	2.7
Not studying	96.1
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 298
3. Number of records excluded because consent was not obtained: 681
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 1,300 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table 6.34: Closed support periods in which clients were not students before support, student status of client after support by gender of client, Australian Capital Territory, 1998–99 (%)

Student status after support	Female	Male	Total
Primary/secondary	2.0	1.0	1.4
Post-secondary/employment training	4.7	0.8	2.6
Not studying	93.3	98.2	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	750	900	1,650

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 555
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 6.35: Closed support periods in which clients were not students before support, student status of client after support by age of client, Australian Capital Territory, 1998–99 (%)

Student status after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Primary/secondary	—	5.8	0.6	0.2	—	—	1.4
Post-secondary/ employment training	9.6	1.8	3.4	1.6	6.7	—	2.6
Not studying	90.4	92.3	96.0	98.3	93.3	100.0	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	350	250	800	200	<25	1,650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 553
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Student status after support	Indigenous Australian	Non-English-speaking background	Other	Total
Primary/secondary	1.9	1.5	1.4	1.5
Post-secondary/ employment training	4.4	9.7	1.4	2.6
Not studying	93.7	88.8	97.2	95.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	150	200	1,300	1,650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 587
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

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

Student status after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Primary/secondary	7.1	—	0.8	—	1.1	2.9	2.1	1.5	10.1	1.4
Post-secondary/ employment training	—	0.5	0.7	1.9	1.8	8.3	4.4	6.3	3.5	2.6
Not studying	92.9	99.5	98.5	98.1	97.2	88.8	93.4	92.2	86.4	96.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	500	200	200	250	250	50	100	50	1,650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 561
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 6.38: Closed support periods in which clients were not students before support, student status of client after support by duration of client's current homelessness, Australian Capital Territory, 1998–99 (%)

Student status after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Primary/secondary	0.7	—	1.3	1.4	1.3	1.0	0.8	0.9
Post-secondary/ employment training	0.7	1.2	3.0	6.2	7.3	4.6	4.2	2.7
Not studying	98.5	98.8	95.7	92.4	91.4	94.4	95.0	96.4
<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>
Total number	550	100	300	100	100	100	150	1,400

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 829
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

PART B

Longitudinal Analysis

7 Cross-period analysis

Part A of this report focused principally on the services needed and provided, and the circumstances of clients before and after each occasion of support. Clearly, it is also of interest to know about longer term outcomes for clients and patterns of service use over time. The use of an alpha code in the SAAP National Data Collection permits longitudinal analysis to be undertaken and in future reports, as data for longer time periods become available, this analysis will take on increasing importance.

7.1 Client re-entry into SAAP

The analysis presented here focuses on the number of times clients accessed the program between 1 July 1998 and 30 June 1999. On average, clients received support on 2.26 occasions in this period. The majority of clients (55%) accessed the program only once; 22% were supported on two separate occasions; 9% received three support periods; and 7% of clients returned to SAAP at least six times during the year (Figure 7.1).

There were some notable differences in the number of support periods per client across gender, age and cultural groups (Tables 7.1–7.2). Female clients were more likely to have had only one support period—59% compared with 51% of male clients (Table 7.1). There was some variation in this gender difference with age. For example, 76% of female clients aged 45–64 years received support on only one occasion, whereas the proportion for male clients of the same age group was 53%.

There were also some differences in patterns of service use between clients of different ethnicities in terms of the number of times clients received support. A higher proportion of clients from non-English-speaking backgrounds received support on only one occasion (65%) compared with Indigenous clients (56%) and clients from other English-speaking backgrounds (53%) (Table 7.2).

Younger clients who were escaping domestic violence tended to receive support more often than older clients. Thirty-nine per cent of those aged 15–19 years used SAAP services on only one occasion, while the comparable figures for those aged 25–44 years and 45–64 years were 54% and 73% respectively (Table 7.3). Clients escaping domestic violence who were from a non-English-speaking background were less likely than other clients to use SAAP services on more than one occasion (34% compared to 49%) (Table 7.4).

Among service delivery models, repeat use of SAAP services was most common among clients who first approached crisis or short-term accommodation agencies (54%)—the proportion across all service delivery models was 45% (Table 7.5). A higher proportion of clients who first approached agencies targeting women escaping domestic violence (63%) or families (62%) received support on only one occasion, compared with clients first presenting at agencies targeting young people (57%) (Table 7.6).

7.2 Comparison of reporting periods

The following analysis relates to the three reporting periods—1996–97, 1997–98 and 1998–99. This year the data have been adjusted to account for agency non-participation and client non-consent as described in Section 1.4. For comparison purposes the previous years' figures have also been adjusted and these weighted data are given in the tables and described here. The unweighted figures for 1996–97 and 1997–98 are also provided in Table 7.8 to allow comparison.

In the Australian Capital Territory agency participation returned to 100% in 1998–99 after falling from full participation in 1996–97 to 97% in 1997–98 (Table 7.7). The proportion of forms returned with consent and a valid alpha code fell from 75% in 1996–97 to 71% in 1997–98, rising slightly to 72% in 1998–99.

Overall it is estimated that there were 3,250 support periods in the Australian Capital Territory in 1996–97. This rose to 3,350 in 1997–98, dropping to 3,050 in 1998–99 (Table 7.8). The number of clients provided with SAAP services showed a similar pattern over the three years. In 1996–97, an estimated 2,200 clients were provided with support. This increased marginally to 2,250 in 1997–98 and dropped back again to 2,100 clients in 1998–99. The number of accompanying children visits fell from 900 in 1996–97 to 850 in 1997–98, to 700 in 1998–99 (Table 7.12).

There was very little change in the distribution of support periods among primary target groups between 1997–98 and 1998–99 (Table 7.9).

The analysis presented below compares client characteristics, circumstances and service provision across the three reporting periods. The overall impression is one of consistency across the three years.

The age distribution of SAAP clients for the three reporting periods is presented in Table 7.10. One of the more significant changes was an increase in the proportion of clients aged 15 to 19 years and a commensurate fall in the proportion of clients aged 20 to 24 years (Table 7.10). In 1996–97, 20% of clients were aged 15 to 19 years and a further 20% were aged 20 to 24 years. By 1998–99, 25% of clients were aged 15 to 19 years while only 16% were aged 20 to 24 years. There were only minor differences in the ethnicity of SAAP clients and in the distribution of presenting units between 1996–97 and 1998–99 (Tables 7.11 and 7.12).

There was little change in the duration of support over the three reporting periods (Table 7.13). Similarly, the pattern of duration of accommodation remained fairly stable over the period (Table 7.15). With respect to the type of accommodation provided in the three years, the main difference was a fall in the provision of medium- to long-term accommodation. In 1996–97 medium- to long-term accommodation was provided in 24% of support periods in which clients were accommodated. In 1997–98 this declined marginally to 23%, and in 1998–99 further dropped to 21% (Table 7.14).

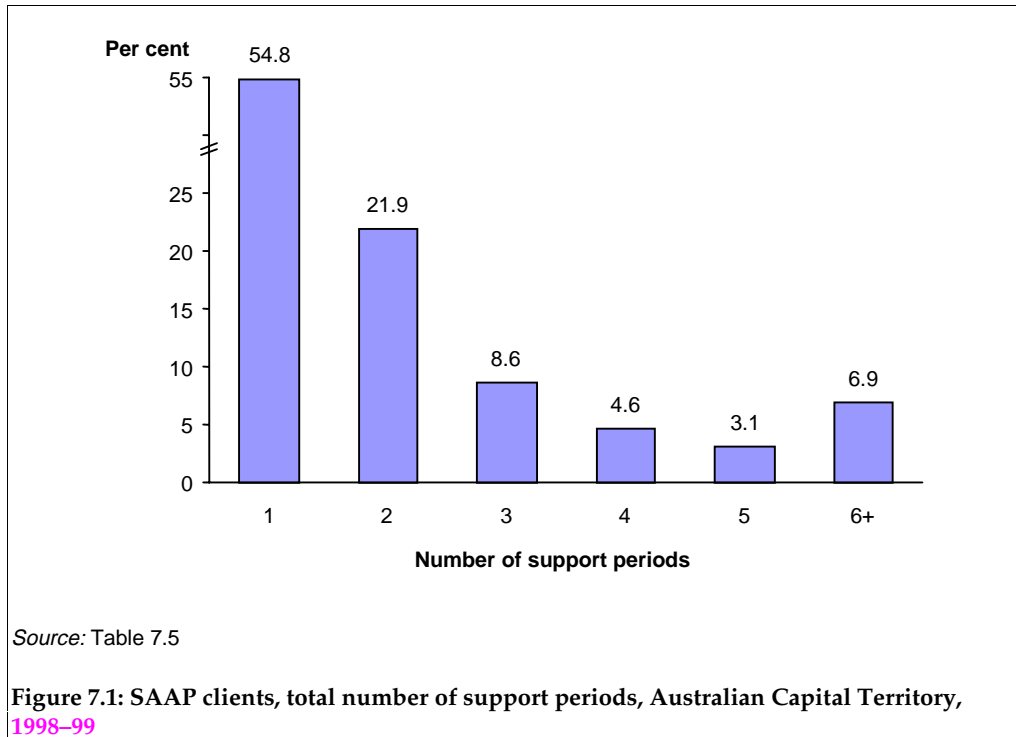
Across the three periods there was a slight fall in the proportion of support periods in which a support plan was in place—support plans were in place in 65% of support periods in 1996–97 and in 63% of support periods in 1998–99. The proportion of support periods in which support plans were not considered appropriate increased over the first two reporting periods and then remained fairly much unchanged—22% of support periods in the first reporting period, 27% in the second and 26% in the third (Table 7.16).

The housing situation of clients after support shifted over the three years being considered. The percentage of cases concluding with the client in private or public rental accommodation declined, while the proportions going to 'other' independent housing or 'other' non-independent housing both increased (Table 7.17). In particular, while 27% of support periods ended with the client going to private rental accommodation in 1996–97, in 1998–99 the corresponding figure was 19%.

The labour force status of clients after support varied a little from year to year. For example, the number of clients who were unemployed before support and who were unemployed and not studying after support was 85% in the first reporting period. This rose slightly to 88% in the second reporting period, dropping to 82% in the third reporting period (Table 7.18).

Across the Australian Capital Territory, the estimated numbers of people who made unsuccessful requests for SAAP support or accommodation during the two-week Unmet Demand Collection were noticeably different for the 1997 and 1998 surveys—70 in the period 13–26 November 1997 compared with 110 in the period 12–25 November 1998 (AIHW 2000: 163).

7.3 Key chart



7.4 Detailed tables

7.4.1 Client re-entry into SAAP

Table 7.1: SAAP clients, total number of support periods by age of client and gender, Australian Capital Territory, 1998–99 (%)

Total number of support periods	Female clients						Total
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	
1	63.8	55.2	60.5	58.1	75.5	42.7	59.2
2	13.1	20.9	28.9	21.0	14.7	22.9	21.6
3	7.7	9.0	3.9	12.0	5.5	11.5	9.0
4	7.7	3.1	0.7	3.2	1.4	11.5	2.8
5	—	2.7	4.5	2.5	—	—	2.6
6+	7.7	9.1	1.6	3.3	2.9	11.5	4.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	300	150	400	100	<25	1,000

Total number of support periods	Male clients						Total
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	
1	76.2	49.9	46.9	49.3	52.5	75.0	50.6
2	23.8	24.4	22.6	21.5	24.7	5.1	22.5
3	—	9.6	10.6	7.4	7.2	14.7	8.3
4	—	8.4	4.7	7.5	2.2	—	6.2
5	—	2.9	3.7	3.9	3.7	—	3.5
6+	—	4.9	11.5	10.3	9.7	5.2	8.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	250	150	500	150	<25	1,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 12
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Australian Capital Territory may also have received assistance in Other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.2: SAAP clients, total number of support periods by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Total number of support periods	Indigenous Australian	Non-English-speaking background	Other	Total
1	55.7	64.8	52.8	54.5
2	22.0	21.9	22.0	22.0
3	8.5	7.2	8.8	8.6
4	4.6	1.5	5.2	4.7
5	3.7	2.5	3.1	3.1
6+	5.5	2.1	8.0	7.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	150	250	1,650	2,050

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 52
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Australian Capital Territory may also have received assistance in Other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.3: SAAP clients escaping domestic violence, total number of support periods by age of client, Australian Capital Territory, 1998–99 (%)

Total number of support periods	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
1	49.2	38.9	58.1	54.2	72.8	61.3	53.7
2	15.2	26.8	29.8	22.6	14.5	—	23.4
3	—	12.7	4.1	13.1	9.0	38.7	11.2
4	17.8	3.8	—	3.1	—	—	2.6
5	—	4.0	5.4	3.0	—	—	3.2
6+	17.8	13.8	2.6	4.0	3.7	—	6.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	150	100	300	50	<25	600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Australian Capital Territory may also have received assistance in Other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.4: SAAP clients escaping domestic violence, total number of support periods by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Total number of support periods	Indigenous Australian	Non-English-speaking background	Other	Total
1	50.7	65.9	50.5	53.5
2	28.1	21.7	23.1	23.5
3	8.1	10.1	11.8	11.0
4	3.3	0.0	3.3	2.7
5	1.6	1.1	4.0	3.1
6+	8.2	1.2	7.2	6.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	100	400	600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 24
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Australian Capital Territory may also have received assistance in Other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client Collection

Table 7.5: SAAP clients, total number of support periods by service delivery model of agency first visited, Australian Capital Territory, 1998–99 (%)

Total number of support periods	Crisis/short-term accommodation	Medium/long-term accommodation	Day support	Multiple	Agency support/outreach support/ other	Total
1	46.1	60.0	64.9	61.1	83.4	54.8
2	24.0	21.3	24.1	20.4	9.7	21.9
3	9.8	9.8	4.3	7.0	6.9	8.6
4	5.7	4.5	6.6	3.4	—	4.6
5	3.9	1.6	—	3.1	—	3.1
6+	10.6	2.8	—	4.9	—	6.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	950	300	50	700	50	2,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Australian Capital Territory may also have received assistance in Other jurisdictions. Total number of support periods refers to all support periods ever received by a client.

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.6: SAAP clients, total number of support periods by primary target group of agency first visited, Australian Capital Territory, 1998–99 (%)

Total number of support periods	Young people	Families	Women escaping DV	Other	Total
1	56.8	61.5	62.8	51.5	54.8
2	21.3	18.9	21.2	22.7	21.9
3	7.7	11.1	10.2	8.5	8.6
4	5.8	5.0	2.7	4.5	4.6
5	2.5	2.3	1.8	3.7	3.1
6+	6.0	1.2	1.4	9.1	6.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	500	100	300	1,200	2,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients that received SAAP assistance in Australian Capital Territory may also have received assistance in Other jurisdictions. Total number of support periods refers to all support periods ever received by a client.
7. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

7.4.2 Comparison of reporting periods

Table 7.7: SAAP Client Collection, number of forms and agency participation and valid alpha code rates, Australian Capital Territory, 1996–97, 1997–98 and 1998–99

Region	1996–97			1997–98			1998–99		
	Total forms	Participation rate (%)	Valid alpha code (%)	Total forms	Participation rate (%)	Valid alpha code (%)	Total forms	Participation rate (%)	Valid alpha code (%)
ACT	3,050	100.0	74.5	3,050	97.1	70.9	3,028	100.0	72.2

Note: Valid alpha code refers here to all forms with a valid alpha code that were completed with consent (see Glossary).

Source: SAAP NDCA Administrative Data and Client Collections

Table 7.8: SAAP Client Collection, support periods and clients by method, Australian Capital Territory, 1996–97, 1997–98 and 1998–99 (%)

	1996–97		1997–98		1998–99
	Old method	New method	Old method	New method	New method
Support periods	3,050	3,250	3,178	3,350	3,050
Clients	2,400	2,200	2,450	2,250	2,100

Notes

1. Number excluded due to omissions (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Components may not add to totals due to rounding.
4. Support period figures using new method have been weighted to adjust for agency non-participation.
5. Client figures using new method have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.9: Support periods, primary target group by reporting period, Australian Capital Territory (%)

Primary target group	1996–97	1997–98	1998–99
Young people	24.7	23.7	24.4
Families	3.2	4.0	3.9
Women escaping domestic violence	13.1	14.1	13.8
Other	59.0	58.3	58.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,250	3,350	3,050

Notes

1. Number excluded due to errors (weighted): 0
 2. Number excluded due to omissions (weighted): 0
 3. Components may not add to totals due to rounding.
 4. Support period figures have been weighted to adjust for agency non-participation.
 5. Client figures have been weighted to adjust for agency non-participation and client non-consent.
 6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies
- Source:* SAAP NDCA Administrative Data and Client Collections

Table 7.10: SAAP clients, age of client by reporting period, Australian Capital Territory (%)

Age of client	1996–97	1997–98	1998–99
Under 15 years	0.4	1.3	1.8
15–19 years	20.3	22.1	25.4
20–24 years	20.2	17.0	15.9
25–29 years	14.0	13.2	13.8
30–34 years	12.6	12.7	11.3
35–39 years	11.1	10.1	10.4
40–44 years	6.8	8.6	7.6
45–49 years	5.2	4.5	6.7
50–54 years	3.0	4.2	3.2
55–59 years	2.5	2.6	1.2
60–64 years	1.3	1.4	1.1
65 years and over	2.6	2.5	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,200	2,250	2,100

Notes

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

Source: SAAP NDCA Client Collection

Table 7.11: SAAP clients, ethnicity of client by reporting period, Australian Capital Territory (%)

Ethnicity	1996–97	1997–98	1998–99
Indigenous Australian	10.2	7.5	8.1
Non-English-speaking background	10.0	10.9	11.7
Other	79.8	81.6	80.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,150	2,200	2,050

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 219
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.12: Support periods, presenting unit and number of accompanying children visits by reporting period, Australian Capital Territory (%)

Family type	1996–97	1997–98	1998–99
Person alone	83.0	83.6	84.6
Couple without children	1.2	1.4	0.9
Person with children	13.3	12.5	11.8
Couple with children	1.5	1.5	1.1
Other	1.0	1.1	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Number of support periods	3,150	3,300	2,950
Number of accompanying children visits	900	850	700

Notes

1. Number excluded due to errors (weighted): 12
2. Number excluded due to omissions (weighted): 180
3. Percentages are based on valid values only.
4. An accompanying child may be counted in more than one support period.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client and Administrative Data Collections

Table 7.13: Closed support periods, duration of support by reporting period, Australian Capital Territory, 1996–97, 1997–98 and 1998–99 (%)

Duration of support	1996–97	1997–98	1998–99
1 day or less	6.2	6.4	8.2
2–3 days	29.7	30.5	28.9
4–7 days	11.9	10.7	10.1
>1–2 weeks	14.1	12.4	11.3
>2–4 weeks	11.0	10.9	13.0
>4–13 weeks	15.2	14.7	16.1
>13–26 weeks	6.4	6.7	6.0
>26–52 weeks	3.2	4.4	4.1
>52 weeks	2.4	3.3	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,650	2,850	2,600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 132
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.14: Support periods in which clients were accommodated, accommodation provided by reporting period, Australian Capital Territory, 1996–97, 1997–98 and 1998–99 (%)

Accommodation type	1996–97	1997–98	1998–99
Crisis/short-term accommodation	79.4	77.2	79.2
Medium/long-term accommodation	24.3	22.8	20.7
Other SAAP	1.3	0.6	0.6
Total number	2,550	2,500	2,350

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 525
3. Percentages are based on valid values only.
4. Clients were able to be accommodated on more than one occasion in each support period so percentages do not total 100.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.15: Closed support periods in which clients were accommodated, duration of supported accommodation by reporting period, Australian Capital Territory, 1996–97, 1997–98 and 1998–99 (%)

Duration of accommodation	1996–97	1997–98	1998–99
1 day or less	27.9	29.1	29.3
2–3 days	10.7	11.1	10.1
4–7 days	13.3	12.5	11.5
>1–2 weeks	16.2	12.9	12.9
>2–4 weeks	11.0	10.6	13.3
>4–13 weeks	11.8	13.2	13.4
>13–26 weeks	4.4	5.3	4.1
>26–52 weeks	2.7	2.8	3.0
>52 weeks	2.0	2.7	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,200	2,350	2,050

Notes

1. Number excluded due to errors (weighted): 69
2. Number excluded due to omissions (weighted): 149
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.16: Support periods, existence of a support plan by reporting period, Australian Capital Territory, 1996–97, 1997–98 and 1998–99 (%)

Existence of support plan	1996–97	1997–98	1998–99
Support plan	65.3	64.4	63.4
No support plan	12.9	9.0	10.9
Not appropriate	21.8	26.6	25.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	3,050	3,250	2,850

Notes

1. Number excluded due to errors (weighted): 24
2. Number excluded due to omissions (weighted): 451
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP NDCA Client Collection

Table 7.17: Closed support periods, client's type of housing after support by reporting period, Australian Capital Territory, 1996–97, 1997–98 and 1998–99 (%)

Type of housing after support	1996–97	1997–98	1998–99
Independent housing			
Private rental	26.7	22.5	19.3
Owner-occupied	2.2	1.8	2.5
Public housing	19.4	20.6	16.4
Other	17.1	17.1	20.3
Non-independent housing			
SAAP crisis/short term	11.3	11.5	10.8
SAAP medium/long term	7.3	5.1	8.9
Other	14.4	19.8	20.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,800	1,950	1,650

Notes

1. Number excluded due to errors (weighted): 34
2. Number excluded due to omissions (weighted): 2,944
3. Excludes high volume records as not all items were included on high volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 7.18: Closed support periods in which clients were unemployed before support, labour force status of client after support by reporting period, Australian Capital Territory, 1996–97, 1997–98 and 1998–99 (%)

Labour force status after support	1996–97	1997–98	1998–99
Employed full time	2.7	1.6	1.5
Employed part time	1.5	0.9	0.4
Employed on casual basis	3.2	2.3	4.5
Unemployed—studying	5.4	2.8	4.7
Unemployed—not studying	84.9	87.8	82.1
Not in labour force—studying	1.0	1.1	1.7
Not in labour force—not studying	1.4	3.5	5.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	850	950	850

Notes

1. Number excluded due to errors (weighted): 5
2. Number excluded due to omissions (weighted): 947
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

PART C

Additional analysis requested by the Data & Research Advisory Committee

8 Performance indicators

This part of the report contains further analysis requested by the Data and Research Advisory Committee to assist in monitoring the performance of SAAP.

Table 8.1: SAAP clients, accommodation and support by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Accommodation and support	Indigenous Australian	Non-English-speaking background	Other	Total
Supported accommodation	68.4	91.3	69.8	70.0
Support only	26.0	7.7	25.2	24.9
Both	5.6	1.0	5.1	5.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,450	100	1,600	3,200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 99
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 8.2: SAAP clients, duration of supported accommodation by service delivery model, Australian Capital Territory, 1998–99 (%)

Duration of accommodation	Crisis/short-term accommodation	Medium/long-term accommodation	Outreach support	Other	Total
1 day or less	23.5	—	5.1	19.6	20.8
2–3 days	22.5	2.9	—	19.5	20.3
4–7 days	20.8	3.7	15.7	16.0	18.4
>1–2 weeks	13.2	2.6	11.1	18.3	13.9
>2–4 weeks	9.6	11.3	—	14.1	10.8
>4–13 weeks	8.4	36.9	52.8	7.7	10.5
>13–26 weeks	1.4	25.6	5.1	2.5	3.2
>26–52 weeks	0.4	10.4	10.2	1.9	1.5
>52 weeks	0.1	6.6	—	0.4	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,400	150	<25	550	2,150

Notes

1. Number excluded due to errors (weighted): 6
2. Number excluded due to omissions (weighted): 214
3. Percentages are based on valid values only.
4. Components may not add to totals due to rounding.
5. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 8.3: SAAP clients, clients' reasons ever given for seeking assistance, Australian Capital Territory, 1998–99

Reasons for assistance	Number	Per cent
Usual accommodation unavailable	600	20.2
Time out from family/Other situation	850	29.1
Relationship/family breakdown	1,000	34.6
Interpersonal conflicts	750	26.6
Physical/emotional abuse	850	29.4
Domestic violence	900	31.8
Sexual abuse	200	6.7
Financial difficulty	1,550	53.3
Eviction/previous accommodation ended	300	11.2
Drug/alcohol/substance abuse	400	13.3
Emergency accommodation ended	50	2.4
Recently left institution	50	1.9
Psychiatric illness	50	2.1
Recent arrival to area with no means of support	550	18.5
Itinerant	250	9.2
Other	300	9.9
Total number	2,850	

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 20
3. Reasons for seeking assistance were not included on the high-volume form.
4. Percentages are based on valid values only.
5. Figures have been weighted to adjust for client non-consent.
6. Clients were able to give more than one reason for seeking assistance and so percentages do not total 100.

Source: SAAP NDCA Client Collection

9 Additional tables

This part of the report contains tables requested by the Data and Research Advisory Committee not included elsewhere in the report.

Table 9.1: Support periods, location of client before current period of unsafe, insecure or inadequate housing by main reason for seeking assistance, Australian Capital Territory, 1998–99 (%)

Main reason for seeking assistance	Capital city	Other metropolitan centre	Large rural centre	Other rural area	Remote area	Total	Total Number
Usual accommodation unavailable	77.8	6.8	3.8	11.5	—	100.0	250
Time out from family/Other situation	71.5	16.9	5.2	6.4	—	100.0	100
Relationship/family breakdown	84.3	5.0	2.9	7.8	—	100.0	300
Interpersonal conflicts	91.5	8.5	—	—	—	100.0	50
Physical/emotional abuse	85.5	12.0	—	2.5	—	100.0	50
Domestic violence	77.4	8.2	3.7	10.6	—	100.0	300
Sexual abuse	73.1	18.5	—	8.4	—	100.0	<25
Financial difficulty	63.3	17.9	3.5	15.2	—	100.0	150
Eviction/previous accommodation ended	90.2	7.2	0.5	1.5	0.6	100.0	200
Drug/alcohol/substance abuse	71.5	9.8	6.9	11.7	—	100.0	100
Emergency accommodation ended	75.0	6.5	5.9	12.5	—	100.0	50
Recently left institution	73.5	9.0	3.2	14.2	—	100.0	50
Psychiatric illness	56.1	11.7	11.1	21.0	—	100.0	50
Recent arrival to area with no means of support	51.0	7.0	6.4	34.2	1.4	100.0	200
Itinerant	71.4	14.2	—	14.4	—	100.0	50
Other	75.2	5.9	2.9	16.0	—	100.0	50
Total number	1,500	200	50	250	<25	-	2,000

Notes

1. Number excluded due to errors (weighted): 472
2. Number excluded due to omissions (weighted): 674
3. Number excluded because the location was overseas (weighted): 10
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 9.2: Support periods, location of client before current period of unsafe, insecure or inadequate housing by primary target group, Australian Capital Territory, 1998–99 (%)

Location of client	Young people	Families	Women escaping DV	Other	Total
Capital city	81.4	78.1	78.9	71.4	75.2
Other metropolitan centre	8.2	5.4	6.2	10.1	8.9
Large rural centre	4.2	3.5	2.6	3.4	3.5
Other rural area	6.0	13.0	11.8	15.0	12.3
Remote area	0.2	—	0.4	0.1	0.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	500	100	300	1,250	2,150

Notes

1. Number excluded due to errors (weighted): 468
2. Number excluded due to omissions (weighted): 485
3. Number excluded because the location was overseas (weighted): 10
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for client non-consent.
8. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.3: Support periods, location of client before current period of unsafe, insecure or inadequate housing by secondary target group, Australian Capital Territory, 1998–99 (%)

Location of client	Indigenous Australians	No secondary target group	Total
Capital city	79.4	75.1	75.2
Other metropolitan centre	8.4	8.9	8.9
Large rural centre	2.0	3.5	3.5
Other rural area	10.3	12.3	12.3
Remote area	—	0.2	0.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	2,100	2,150

Notes

1. Number excluded due to errors (weighted): 468
2. Number excluded due to omissions (weighted): 485
3. Number excluded because the location was overseas (weighted): 10
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.4: Support periods, location of client before current period of unsafe, insecure or inadequate housing by service delivery model, Australian Capital Territory, 1998–99 (%)

Location of client	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Agency support/ outreach support/ other		Total
				Multiple		
Capital city	74.7	84.4	100.0	73.0	68.0	75.2
Other metropolitan centre	9.4	5.0	—	10.1	—	8.9
Large rural centre	3.7	1.9	—	3.7	3.9	3.5
Other rural area	12.1	8.7	—	13.0	28.2	12.3
Remote area	0.1	—	—	0.3	—	0.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,000	300	0	850	50	2,150

Notes

1. Number excluded due to errors (weighted): 468
2. Number excluded due to omissions (weighted): 485
3. Number excluded because the location was overseas (weighted): 10
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.5: Support periods, main reason for seeking assistance by involvement in any legal processes before and after support period, Australian Capital Territory, 1998–99 (%)

Main reason for seeking assistance	None		Protection or guardianship order		Intervention or restraining order		Other legal processes	
	Before	After	Before	After	Before	After	Before	After
Usual accommodation unavailable	13.7	13.8	6.1	7.7	11.0	7.2	8.0	6.5
Time out from family/Other situation	5.5	6.9	10.2	12.8	0.9	—	4.7	6.1
Relationship/family breakdown	14.9	14.5	18.4	15.4	7.3	7.2	14.1	15.7
Interpersonal conflicts	2.5	2.6	2.0	2.6	—	—	2.5	2.4
Physical/emotional abuse	3.1	2.7	4.1	7.7	4.6	5.8	2.2	3.8
Sexual abuse	11.0	10.4	14.3	20.5	54.1	60.9	20.5	19.8
Domestic violence	0.7	0.8	4.1	2.6	1.8	1.4	0.3	0.3
Financial difficulty	7.8	7.6	8.2	2.6	3.7	2.9	5.0	3.8
Eviction/previous accommodation ended	10.7	11.3	12.2	10.3	7.3	7.2	11.6	11.6
Drug/alcohol/substance abuse	5.1	5.4	—	—	2.8	2.9	7.2	6.1
Emergency accommodation ended	2.3	1.4	2.0	2.6	—	—	2.5	3.1
Recently left institution	1.4	1.5	2.0	2.6	0.9	—	5.0	4.4
Psychiatric illness	2.5	2.3	—	—	—	—	3.6	4.8
Recent arrival to area with no means of support/itinerant	10.9	11.2	2.0	2.6	0.9	1.4	3.3	2.4
Itinerant	3.7	3.6	6.1	7.7	1.8	—	2.8	3.1
Other	4.1	4.1	8.2	2.6	2.8	2.9	6.6	6.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	1,400	1,000	50	50	100	50	350	300

Notes

1. Number excluded due to errors (weighted): 15
2. Number excluded due to omissions (weighted): 634
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 9.6: Support periods, main reason for seeking assistance by age of client, Australian Capital Territory, 1998–99 (%)

Main reason for seeking assistance	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Usual accommodation unavailable	8.6	7.3	16.8	12.6	18.1	25.7	12.4
Time out from family/Other situation	23.9	10.7	4.0	2.9	0.8	—	5.4
Relationship/family breakdown	25.6	25.4	8.3	11.1	6.4	6.5	14.5
Interpersonal conflicts	2.4	3.2	2.0	1.4	2.7	8.0	2.3
Physical/emotional abuse	—	3.7	1.3	2.3	5.0	3.9	2.8
Domestic violence	2.4	4.0	18.6	19.7	15.9	4.2	14.2
Sexual abuse	3.0	1.1	—	3.6	0.5	—	2.0
Financial difficulty	—	2.9	7.2	8.6	11.2	11.4	6.9
Eviction/previous accommodation ended	14.1	16.0	12.0	7.0	7.3	7.5	10.5
Drug/alcohol/substance abuse	—	1.7	6.1	8.0	2.7	—	5.1
Emergency accommodation ended	2.3	2.4	0.9	2.2	2.3	7.7	2.1
Recently left institution	—	1.7	3.3	1.4	1.9	—	1.8
Psychiatric illness	—	0.6	2.1	3.2	3.3	3.0	2.2
Recent arrival to area with no means of support	—	4.3	8.5	11.4	14.3	7.7	9.0
Itinerant	3.2	3.7	3.2	2.9	5.2	10.5	3.5
Other	14.6	11.1	5.6	1.6	2.4	3.9	5.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	750	400	1,150	250	50	2,650

Notes

Number excluded due to errors (weighted): 15

Number excluded due to omissions (weighted): 456

1. Excludes high-volume records as not all items were included on high-volume form.
2. Percentages are based on valid values only.
3. Components may not add to totals due to rounding.
4. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 9.7: Support periods, type of housing/accommodation before and after support period by age of client, Australian Capital Territory, 1998–99 (%)

Type of housing/accommodation before and after support	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Non-independent to non-independent	10.2	10.4	16.5	13.0	9.9	19.8	12.4
Non-independent to independent	18.1	22.4	13.3	13.3	16.3	6.2	16.3
Independent to non-independent	13.4	19.4	14.0	24.3	20.7	20.8	20.6
Independent to independent	58.4	47.7	56.3	49.4	53.1	53.1	50.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	400	200	600	150	0	1,450

Notes

Number excluded due to errors (weighted): 0

Number excluded due to omissions (weighted): 1,684

1. Excludes high-volume records as not all items were included on high-volume form.
2. Percentages are based on valid values only.
3. Components may not add to totals due to rounding.
4. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table 9.8: Support periods for young clients, type of housing/accommodation before and after support period by involvement in any legal processes before and after support period, Australian Capital Territory, 1998–99 (%)

Type of housing/accommodation before and after support	None		Protection or guardianship order		Intervention or restraining order		Other legal processes	
	Before	After	Before	After	Before	After	Before	After
Non-independent to non-independent	9.0	8.7	15.0	16.7	8.3	9.1	24.5	22.5
Non-independent to independent	18.8	18.7	20.0	22.2	45.8	40.9	18.6	18.9
Independent to non-independent	18.8	19.3	20.0	16.7	8.3	9.1	19.6	17.1
Independent to independent	53.3	53.3	45.0	44.4	37.5	40.9	37.3	41.4
<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>
Total number	350	300	<25	<25	<25	<25	100	100

Notes

Number excluded due to errors (weighted): 0

Number excluded due to omissions (weighted): 687

1. Excludes high-volume records as not all items were included on high-volume form.
2. Percentages are based on valid values only.
3. Components may not add to totals due to rounding.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP NDCA Client Collection

Table 9.9: SAAP agencies, average caseload and accommodation load per day by service delivery model, Australian Capital Territory, 1998–99 (%)

Service delivery model	Caseload	Accommodation load
Crisis/short-term accommodation	6.2	5.5
Medium/long-term accommodation	9.6	7.8
Multiple	46.9	47.4
<i>Total</i>	<i>12.7</i>	<i>11.6</i>
Total number of agencies	25	25

Note: Details about the calculation of caseload and accommodation load are included in Appendix 1.

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.10: SAAP agencies, average caseload and accommodation load per day by primary target group, Australian Capital Territory, 1998–99 (%)

Primary target group	Caseload	Accommodation load
Young people	9.0	7.4
Families	14.7	10.8
Women escaping domestic violence	5.5	4.7
Other	37.4	38.1
<i>Total</i>	<i>12.7</i>	<i>11.6</i>
Total number of agencies	25	25

Notes:

1. Details about the calculation of caseload and accommodation load are included in Appendix 1.
2. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Client and Administrative Data Collections

Table 9.11: SAAP agencies, average caseload and accommodation load per day by secondary target group, Australian Capital Territory, 1998–99 (%)

Secondary target group	Caseload	Accommodation load
Indigenous Australians	3.0	3.2
No secondary target group	13.6	12.3
<i>Total</i>	<i>12.7</i>	<i>11.6</i>
Total number of agencies	25	25

Note: Details about the calculation of caseload and accommodation load are included in Appendix 1.

Source: SAAP NDCA Client and Administrative Data Collections

APPENDICES

Appendix 1: Counting rules used in the analysis

Accommodation load	<p>The accommodation load of agencies is calculated by dividing the number of accommodation days by the number of days the agency was operational during the reporting period, where the number of accommodation days equals the sum of accommodation days for all clients of an agency who were supported during the reporting period.</p> <p>A client is considered to be accommodated for one day if the accommodation period commenced and ended on the same day.</p> <p>The high-volume client form does not include provision to record accommodation dates, so it is assumed that a client accommodated at a high-volume agency is accommodated for the entire duration of the support period.</p> <p>The average accommodation load is the mean value of all agencies' accommodation loads. Support periods without valid accommodation dates are assigned the inter-quartile modal duration of accommodation for agencies of the same service delivery model in the same jurisdiction.</p>
Agency	<p>SAAP agencies are included in the analyses in Section 2.1 if they received funds and were operating on 30 June 1999. SAAP agencies are included in the analyses in Section 2.2 if information about recurrent allocations was provided for 1998–1999 and the agency operated for some part of the period 1 July 1998 to 30 June 1999. Agencies that were operational only in June 1999 are not considered in scope for the Client, Casual Client or Unmet Demand collections, so are not included in analyses in Chapters 1 and 3–9.</p>
Age of client	<p>The age of client (for the Client Collection) relates to the client's age at the start of the support period and is estimated from the client's year of birth. It is either the client's age at the beginning of the support period or age on the first day of the reporting period (1 July) whichever is the later.</p>

Caseload	<p>The caseload of agencies is calculated by dividing the number of support days by the number of days the agency was operational during the reporting period, where the number of support days equals the sum of support days for all clients of the agency who were supported during the reporting period.</p> <p>The average caseload is the mean value of all agencies' caseloads. Support periods without valid support dates are assigned the inter-quartile modal duration of support for agencies of the same service delivery model in the same jurisdiction.</p>
Casual client contacts	<p>Casual client contacts are periods of contact between a SAAP agency and either an individual or a family unit during which time one-off assistance is provided.</p> <p>Casual client contact data were recorded only during the two-week Casual Client Collection so a weight of 26 has been applied to the count when they are reported.</p> <p>The Casual Client Collection does not include a linkage key; therefore families or individuals assisted during the collection may be represented on more than one occasion.</p>
Casual clients seeking support or accommodation	<p>Casual clients seeking support or accommodation relate to adults aged 18 years or older, or unaccompanied young people, who unsuccessfully requested accommodation or ongoing support during the two-week Unmet Demand Collection but who were provided with some form of one-off assistance.</p> <p>Individuals assisted during the collection may be represented on more than one occasion as casual clients. The entry for <i>potential clients unable to be supported</i> describes actual individuals from the Unmet Demand Collection.</p>
Client	<p>Client forms from operational SAAP agencies are included in analyses presented in Chapters 3–9 if:</p> <ul style="list-style-type: none"> • the client's support period ended in the reporting period, or • the client's support period started on or before the end of the reporting period (30 June) and <ul style="list-style-type: none"> - was either ongoing as at 30 June, or - the end date of the support period was unknown, and the record was entered in the NDCA before the data entry close-off date for the reporting period. <p>Tables detailing the characteristics of individual clients generally present data collected during the first support period of clients in the Australian Capital Territory. However, tables detailing the characteristics of clients escaping domestic violence present data collected during the first support period in the Australian Capital Territory in which the client presented as a victim of domestic violence.</p>
Closed support period	<p>Support periods which had finished before the end of the reporting period—30 June (see <i>ongoing support period</i> below).</p>

Domestic violence

For the purposes of this report, a client is considered to have been escaping domestic violence if she or he indicated that domestic violence was a reason for seeking assistance. It is also assumed that a person who received support from an agency targeting women escaping domestic violence is a victim of domestic violence, because high-volume agencies do not record reasons for seeking assistance.

The longitudinal analyses presented in Chapter 7 include clients who were escaping domestic violence in any of their support periods.

The number of support periods of clients escaping domestic violence is an estimate of all support periods after and including the first support period in which the client was considered to be escaping domestic violence.

Ethnicity

A client's ethnicity is determined on the basis of responses to two data items: country of birth; and Aboriginal or Torres Strait Islander identification.

The three categories reported—Indigenous Australians, people from non-English-speaking backgrounds and people from other English-speaking backgrounds—are derived as follows:

Indigenous Australians are considered to be those who identify as an Aboriginal person or Torres Strait Islander person;

People from non-English-speaking backgrounds are considered to be those born in overseas countries that are not predominantly English speaking (see *non-English-speaking background* below); and

all clients not classified in the above two categories are considered to be people from other English-speaking backgrounds.

If a person is considered to come from a non-English-speaking background and is also a person who identifies as an Indigenous Australian, she or he is classified as an Indigenous Australian.

Housing type

The SAAP NDCA Client Collection specifies 22 distinct categories for the housing type of clients. In this report, the categories are combined into 10 groups in Chapter 4 as follows:

SAAP or CAP funded crisis or short-term accommodation;

SAAP or CAP funded medium- to long- term accommodation;

- other SAAP or CAP funded accommodation—comprising accommodation at hostels, motels, hotels, community placements and other SAAP funded arrangements;
- non-SAAP emergency accommodation;
- private rental housing—comprising renting independently in the private rental market, renting a caravan, boarding in a rooming house or hostel or hotel, and boarding in a private home;
- owner-occupied housing—comprising purchasing or living in the client's own home;
- public housing—comprising renting a public housing dwelling and renting community housing;
- institutional accommodation—comprising residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not specified above;
- living in a car or tent or park or street or squat; and
- other non-SAAP housing or accommodation not specified above, including living rent-free in a house or flat.

The 22 categories are combined into seven groups in Chapter 6 as follows:

- private rental housing—comprising renting independently in the private rental market, renting a caravan, boarding in a rooming house or hostel or hotel, and boarding in a private home;
- owner-occupied housing—comprising purchasing or living in the client's own home;
- public housing—comprising renting a public housing dwelling and renting community housing;
- other independent housing—comprising living rent-free in a house or flat, and any other non-SAAP housing which is not emergency or institutional accommodation;
- SAAP or CAP funded crisis or short-term accommodation;
- SAAP or CAP funded medium- to long-term accommodation; and

- Other non-independent housing or accommodation—comprising SAAP funded accommodation at hostels, motels, hotels, community placements or other SAAP funded arrangements, non-SAAP emergency accommodation, living in a car or tent or park or street or squat, residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not specified above.

The first four categories above are considered to be independent housing and the remaining three to be non-independent housing in the analyses presented in Chapters 6 and 9.

Income source

The SAAP NDCA Client Collection specifies 23 distinct categories for the primary income source of clients. In this report, the categories are combined into three groups as follows:

- no income—comprising no income and registered/awaiting benefit;
- government payment—comprising Newstart Allowance, Job Search Allowance with Young Homeless Allowance, Austudy for students 25 years and over, Community Development Employment Program, Austudy or Abstudy (standard rate), Austudy or Abstudy (independent rate), Austudy or Abstudy (homeless rate), Disability Support Pension, Age Pension, Sole Parent Pension, Special Benefit, Sickness Allowance, Partner Allowance and any other benefit or pension; and
- other income—comprising Workcover or compensation, maintenance or child support, wages or salary or an income from a client’s own business, spouse or partner’s income and any other income source not specified above.

Living situation

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

- with one or both parents—comprising with both parents, with one parent and a parent’s spouse or partner, and with one parent;
- with relative or friend long term—comprising with a relative long term, and with a friend long term;
- with relative or friend temporarily—comprising with a relative temporarily, and with a friend temporarily;
- with partner, with or without child(ren)—comprising with a spouse or partner, and with a spouse or partner and child(ren);
- alone, with or without child(ren)—comprising alone with child(ren), and alone; and
- other—comprising with a foster family, living communally, and any other living situation not specified above.

Missing values	<p>Records or forms which are not available for analysis are indicated in table notes. The number of such records for each table is calculated in the following order of precedence:</p> <ul style="list-style-type: none"> • records not available because client data were collected on high-volume forms; • records not available because clients' consent was not obtained (in unweighted tables only); • records not available because of errors; and • records not available because of omissions. • In tables involving subpopulations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.
Non-English-speaking background	<p>A person is considered to come from a non-English-speaking background if they were born in a country other than Australia or other than the following countries:</p> <p>Canada;</p> <p>the Republic of Ireland;</p> <p>New Zealand;</p> <p>South Africa;</p> <p>the United Kingdom, comprising England, Scotland, Wales and Northern Ireland; and</p> <p>the United States of America.</p> <p>Persons who migrate to Australia from these countries are considered likely to speak English.</p>
Number of accompanying children visits	<p>The number of accompanying children visits is calculated by adding each valid number in the accompanying children age groups for each support period. Invalid responses are reported as errors. Responses are reported as missing where a presenting unit of either a person or couple with child(ren) gave no response for the number of accompanying children in any age group.</p>
Ongoing support period	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is true:</p> <p>no support end date is provided;</p> <p>no after-support information is provided; and</p> <p>the corresponding client form was received in the month following the end of the reporting period.</p> <p>Ongoing support periods are not included in tables relating to duration of support or duration of accommodation and are excluded from all tables in Chapters 6 and 9 and Appendix 3.</p>
Percentages	<p>Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.</p>

Potential clients unable to be supported

Potential clients unable to be supported are adults aged 18 years and over and unaccompanied young people who made unsuccessful valid requests (see *Unmet requests for support or accommodation* below) for support or supported accommodation during the two-week Unmet Demand Collection.

As all unsuccessful requests for support or accommodation are recorded in the Unmet Demand Collection and, as an individual may make more than one request during the collection period, the number of potential clients presented in Table 5.41 (AIHW 2000:102) is obtained using the following methodology:

- all requests are first categorised according to whether they were valid or invalid, and whether they were recorded as a 'first' or 'subsequent' request by a given individual—first or subsequent requests are determined by questions on the Unmet Demand form which identify whether a request for the same support or accommodation was previously made at a SAAP agency during the collection period;
- records that cannot be identified as either valid or invalid requests are assigned a validity status based on the known distribution of valid and invalid requests for each of the first and subsequent request groups;
- records that can be identified as valid are included;
- subsequent requests are excluded to minimise double counting of individuals—that is, only the first request for each individual is counted;
- invalid requests are then excluded—these are made by individuals who refused an offer of assistance, those that were made by individuals not within the agency's target group and/or for services not normally provided by the agency; and
- an adjustment is added to allow for individuals who made an initial invalid request and a subsequent valid request.

As a linkage key was not available for all records in the Unmet Demand Collection, it is not possible to analyse the individual characteristics of all persons who made unsuccessful *valid* requests for support or supported accommodation—that is, the adjustment in step 6 above cannot be made at an individual or agency level. Thus, two-way tables of potential clients unable to be supported, presented in Chapter 5 (Tables 5.37–5.51), include only those individuals whose first unmet request during the Unmet Demand Collection was valid.

Please note that the calculation of the number of potential clients unable to be supported has changed slightly this year and the information is not strictly comparable with previous reports. However, comparable figures for 1997–98 are presented in Chapter 5. It is clear from the discussion presented in Chapter 5 that annual estimates based on this collection are not valid.

Recurrent allocations	<p>Recurrent allocations are amounts of money specifically allocated by a State or Territory department during the reporting period for recurrent purposes. Recurrent allocations to SAAP agencies fund salary and ongoing operating costs while other recurrent allocations (not allocated to agencies) are used by each jurisdiction for such purposes as training, research, evaluation and administration.</p> <p>Tables presented in Section 2.2 include only recurrent allocations to SAAP agencies.</p>
Region	<p>The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but they are combined here into the following five groups:</p> <ul style="list-style-type: none"> • capital city—State and Territory capital city statistical divisions; • other metropolitan centre—one or more statistical subdivisions which have an urban centre with a population of 100,000 or more; • large rural centre—areas in which most people reside in urban centres with a population of 25,000 or more; • other rural area—rural areas containing urban centres with populations of between 10,000 and 24,999 and other rural areas; and • remote area—remote urban centres with a population of 5,000 or more and other remote areas. <p>The classification is based on 1991 populations and statistical local areas—the most recent available at the time of writing. Further details of the classification are contained in <i>Rural, Remote and Metropolitan Areas Classification 1991 Census Edition</i> (November 1994).</p>
SAAP accommodation	<p>The SAAP NDCA Client Collection specifies six distinct types of SAAP accommodation that may be provided to clients. In this report, the six types are combined into three groups as follows:</p> <ul style="list-style-type: none"> • crisis or short-term accommodation; • medium- to long-term accommodation; and • other SAAP funded accommodation, which comprises accommodation in hostels, motels, hotels, caravans, community placements and other SAAP funded arrangements.

Service delivery model

The SAAP NDCA Administrative Data Collection specifies eight distinct service delivery models for SAAP agencies:

- crisis or short-term supported accommodation agencies—those predominantly providing supported accommodation to persons needing immediate (crisis) accommodation for periods of generally not more than three months (short-term);
- medium- to long-term supported accommodation agencies—those predominantly providing supported accommodation for periods of around three to six months (medium-term) and for longer than six months (long-term);
- day support agencies—those predominantly providing support only on a walk-in basis;
- outreach support agencies—those providing support predominantly in a setting other than the agency or an outlet of the agency;
- telephone information and referral agencies—those providing support predominantly via telephone contact;
- agency support agencies—those predominantly providing support to, or representation of, other SAAP agencies;
- multiple agencies—those that provide support using more than one service delivery model; and
- other agencies—those that provide support using a service delivery model not specified above.

The service delivery model classification of telephone information and referral is not used in the Australian Capital Territory.

Support

The SAAP NDCA Client Collection specifies 31 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

housing or accommodation services—comprising SAAP/ CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;

financial or employment assistance—comprising assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;

counselling—comprising incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling;

general support and advocacy—comprising living skills and personal development assistance, assistance with legal issues or court support, advice or information, retrieval or storage or removal of personal belongings, and advocacy or liaison on behalf of clients;

specialist services—comprising psychological services, psychiatric services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and

other support—comprising meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

Support to accompanying children

The SAAP NDCA Client Collection specifies six distinct types of support to accompanying children and allows agencies to record other types of support not listed on the data form. The different types of support have been combined into four groups for this report, as detailed below:

counselling comprises help with behavioural problems, sexual or physical abuse counselling, and counselling and support to children;

child care or kindergarten/school liaison comprises child care and liaison with kindergartens or schools;

access arrangements; and

other support not elsewhere specified.

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

Target group

The SAAP NDCA Administrative Data Collection specifies six distinct target groups for SAAP agencies as detailed below:

agencies targeted at young people—those that predominantly provide support for persons who are independent, are above the school-leaving age for the State/Territory concerned, and present to agencies unaccompanied by a parent or guardian;

agencies targeted at single men only—those that predominantly provide support for males who present without a partner or children;

agencies targeted at single women only—those that predominantly provide support for females who present without a partner or children;

agencies targeted at families—those that predominantly provide support to persons who present as a family (defined as a group of two or more persons who usually live in the same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);

agencies targeted at women and women with children escaping domestic violence—those that predominantly provide support for women and women accompanied by their children, who are homeless or at imminent risk of becoming homeless as a result of violence and/or abuse; and

cross target, multiple target and general target agencies—those that target more than one client group.

Agencies may also have a secondary target group: for example, persons who are of Aboriginal or Torres Strait Island descent, people from non-English-speaking backgrounds or people with some other special characteristic.

Unmet demand

Unmet demand arises when the particular needs of existing clients and their accompanying children cannot be met either by the direct provision of services by SAAP agencies or through referrals to other agencies. It should be noted that data about the final outcome of referrals are not collected, so it is assumed that clients' needs are met through the referral process. This may not always be the case and thus unmet demand may be underestimated accordingly. This type of unmet demand is assessed via data from the Client Collection. Counting units are the identified needs recorded on client forms.

Unmet demand also stems from an inability to provide supported accommodation or support alone to all homeless people who request such assistance—not all those who wish to become clients of SAAP can be accepted as clients. This type of unmet demand is assessed via data from the Unmet Demand Collection. Counting units are requests for assistance recorded on unmet demand forms. (See also *potential clients unable to be supported*.)

Unmet requests for support or accommodation

Unmet requests for support or accommodation are unsuccessful valid requests made by *potential clients unable to be supported* (see separate entry) during the two-week Unmet Demand Collection.

Valid requests are those made by individuals who:

- Did not refuse an offer of support or supported accommodation from the SAAP agency; and
- Requested appropriate services—requests for services that the agency did not normally provide (for example, requests for accommodation at a day centre) are excluded; and
- fell within the target group of the agency at which the request was made.

Appendix 2: Consent rates and key client characteristics

Table A2.1: Support periods, client consent by primary target group, Australian Capital Territory, 1998–99 (%)

Consent	Young people	Families	Women escaping DV	Other	Total
Yes	76.7	76.1	75.8	71.7	73.7
No	15.9	17.9	21.3	26.5	22.9
Not answered	7.3	6.0	2.9	1.8	3.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	750	100	400	1,750	3,050

Notes

1. Number excluded due to errors: 1
 2. Number excluded due to omissions: 0
 3. Percentages are based on valid values only.
 4. Components may not add to totals due to rounding.
 5. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies
- Source: SAAP NDCA Client and Administrative Data Collections

Table A2.2: SAAP Client Collection, gender of client, reported and weighted distributions for support periods, Australian Capital Territory, 1998–99, %

Gender	Reported	Weighted
Female	49.7	49.7
Male	50.3	50.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,797	2,800

Notes

1. The reported distribution is based on forms returned with valid values.
 2. Components may not add to totals due to rounding.
- Source: SAAP NDCA Client and Administrative Data Collections

Table A2.3: SAAP Client Collection, ethnicity of client, reported and weighted distributions for support periods, Australian Capital Territory, 1998–99, %

Ethnicity	Reported	Weighted
Indigenous Australian	8.0	7.4
Non-English-speaking background	11.2	10.1
Other	80.8	82.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total number	2,172	3,050

Notes

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A2.4: SAAP Client Collection, age of client, reported and weighted distributions for support periods, Australian Capital Territory, 1998–99 (%)

Age	Reported	Weighted
Under 15 years	1.9	1.7
15–19 years	27.5	25.6
20–24 years	14.9	14.5
25–44 years	42.5	45.9
45–64 years	11.6	10.9
65 years and over	1.6	1.4
Total number	2,211	3,150

Notes

1. The reported distribution is based on forms returned with consent and valid values.
2. Components may not add to totals due to rounding.
3. Weighted figures have been derived by adjusting for non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Appendix 3:

Circumstances of client subgroups after support

This part of the report contains information relating to women escaping domestic violence and young people, and their circumstances after receiving SAAP support. It mirrors analysis presented in Chapter 6.

Limitations in the data collected result in ambiguity about whether significant changes in circumstances have occurred for these client groups. The SAAP National Data Collection, for example, identifies whether a woman escaping domestic violence is living with a spouse or partner after receiving support from a SAAP agency, but insufficient information is collected to determine whether this is the same spouse or partner with whom she lived before receiving support. Similarly, data are collected on whether a young person is living with a parent or parents after support, but not whether this is the same parent(s) with whom the young person lived before using SAAP services. Also, it is unclear from information reported in this collection whether such outcomes are desirable in each case. Interpretation of the findings must take these considerations into account.

This appendix focuses on client outcomes, so only support periods which were completed during 1998-99 are analysed here. In particular, tables on the circumstances after support of women escaping domestic violence (Tables A3.1 to A3.12) and young people (Tables A3.13 to A3.26) are presented.

A3.1 Overview

In an estimated 14% of support periods clients were women escaping domestic violence. Information about the perpetrator of domestic violence is not collected in the SAAP National Data Collection; thus, it is not certain whether perpetrators are invariably partners (or former partners) or whether they are older male children or other relatives. Data from the Australian Bureau of Statistics' National Women's Safety Survey carried out in 1996 (ABS 1996) suggest that it is the partner or former partner in the large majority of situations. Much of the following analysis, therefore, relates to women escaping domestic violence who were living with a spouse or partner before seeking SAAP assistance.

Findings from the SAAP National Data Collection show that women escaping domestic violence who were previously living with a spouse or partner were living with a spouse or partner at the conclusion of 27% of support periods (Figure A3.1).

Tables A3.3–A3.5 provide more information on the living situation after support of women escaping domestic violence but a discussion of this data is not included here because of the small number of cases available for analysis.

One of the aims of the program is to re-establish family links where appropriate. Although the National Data Collection does not identify the circumstances in which young clients return to live with parents, aggregate data about this outcome are still of interest and changes over time can be used to inform policy and planning processes.

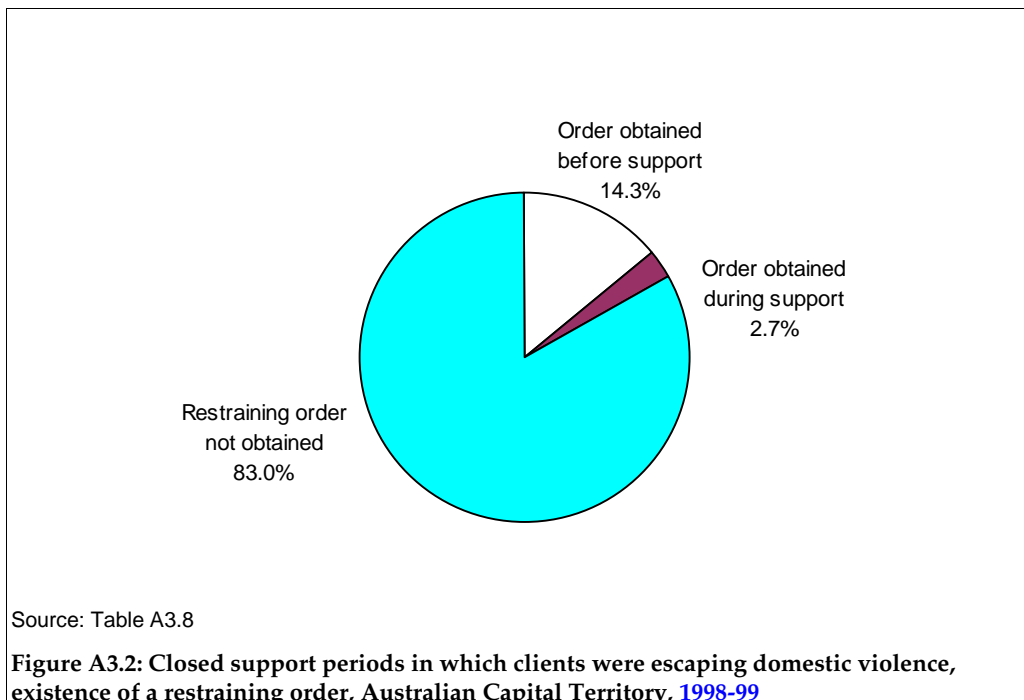
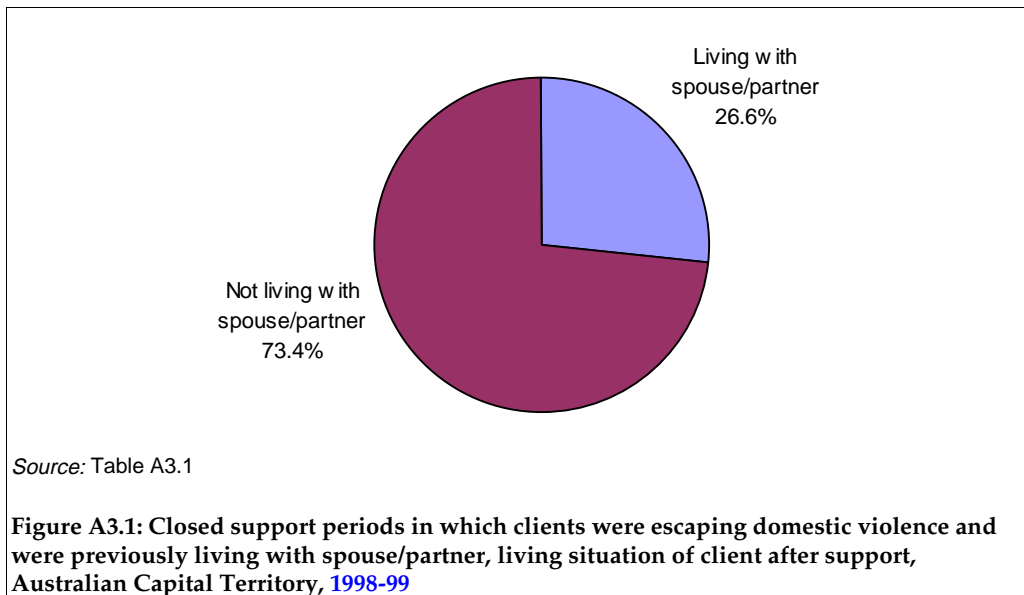
The analysis presented here examines whether young SAAP clients (those less than 25 years of age) who were living with parents before receiving support returned to live with their parent(s) immediately after receiving support.

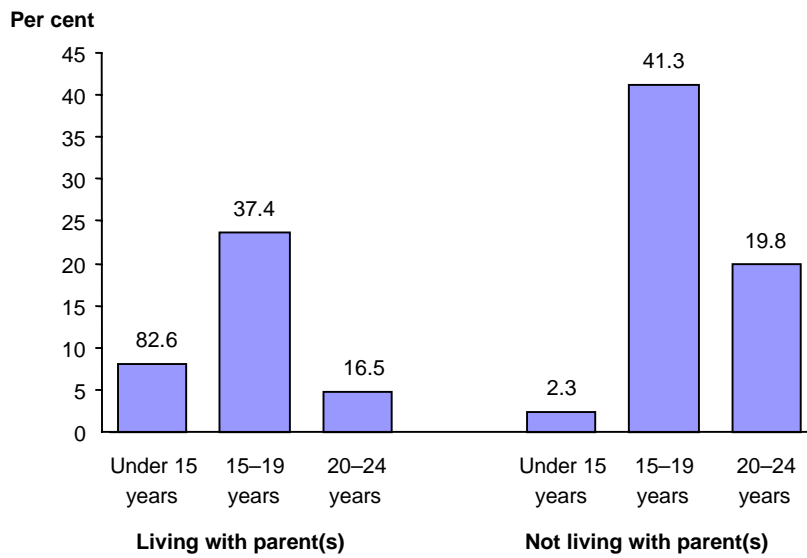
Findings vary according to the age of clients, however caution should be exercised in interpreting these data, given the relatively small number of cases available for analysis. In 83% of cases involving young people aged less than 15 years, clients returned to live with parents. The comparable figures for those aged 15–19 years and those aged 20–24 years were 37% and 17% respectively (Figure A3.3).

The proportion of all cases in the Australian Capital Territory involving young clients who were living with parents before receiving support and who returned to live with them immediately after receiving support was 37% (Table A3.15).

Data from the national collection can also be used to examine the number of young SAAP clients who were wards of the State or who were the subject of a supervision order, and when such orders were obtained. Guardianship or protection orders did not exist before support services were provided to young people in 96% of cases and in 4% of cases clients were subject to such orders prior to support (Figure A3.4).

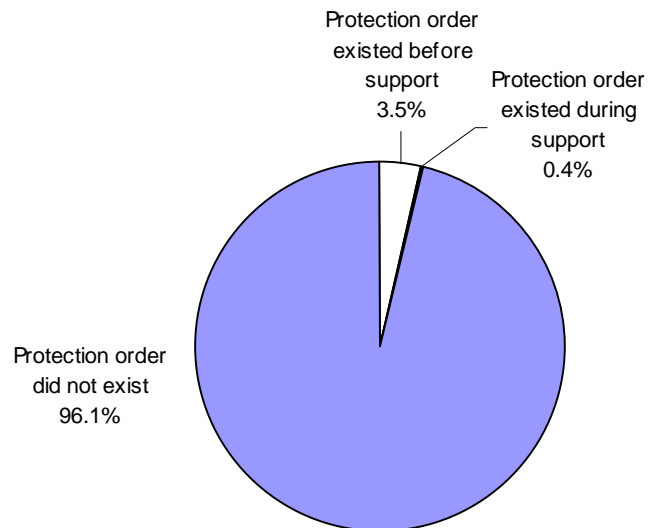
A3.2 Key charts





Source: Table A3.11

Figure A3.3: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client, Australian Capital Territory, 1998-99



Source: Table A3.21

Figure A3.4: Closed support periods for young clients, existence of a protection or guardianship order, Australian Capital Territory, 1998-99

A3.3 Detailed tables

A3.3.1 Survivors of domestic violence

Table A3.1: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by service delivery model, Australian Capital Territory, 1998–99 (%)

Living situation after support	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Outreach support	Total
Living with spouse/partner	25.0	32.3	42.0	100.0	27.8
Not living with spouse/partner	75.0	67.7	58.0	—	72.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	<25	<25	<25	150

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 58
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.2: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support, Australian Capital Territory, 1998–99 (%)

Living situation after support	ACT
Living with spouse/partner	26.6
Not living with spouse/partner	73.4
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 44
3. Number of records excluded because consent was not obtained: 92
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 100 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.3: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by age of client, Australian Capital Territory, 1998–99 (%)

Living situation after support	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Living with spouse/partner	61.5	21.1	24.8	27.4	—	27.8
Not living with spouse/partner	38.5	78.9	75.2	72.6	100.0	72.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	<25	100	<25	<25	150

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 58
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. There were very few closed support periods for clients who were aged under 15 years escaping domestic violence and who were previously living with a spouse or partner. To ensure confidentiality, these cases are not presented separately but are included in the total.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.4: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Living situation after support	Indigenous Australian	Non-English-speaking background	Other	Total
Living with spouse/partner	—	22.8	34.7	27.8
Not living with spouse/partner	100.0	77.2	65.3	72.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	50	100	150

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 63
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.5: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation of client after support by duration of support, Australian Capital Territory, 1998–99 (%)

Living situation after support	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	Total
Living with spouse/partner	—	40.5	32.1	22.5	21.8	16.5	61.5	—	27.8
Not living with spouse/partner	100.0	59.5	67.9	77.5	78.2	83.5	38.5	100.0	72.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	50	<25	<25	<25	50	<25	<25	150

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 58
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.6: Closed support periods in which clients were escaping domestic violence and were previously living with spouse/partner, living situation after support by duration of current homelessness of client, Australian Capital Territory, 1998–99 (%)

Living situation after support	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Living with spouse/partner	31.9	16.4	8.8	23.7	41.8	28.9	47.3	28.5
Not living with spouse/partner	68.1	83.6	91.2	76.3	58.2	71.1	52.7	71.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	<25	<25	<25	<25	<25	<25	100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 92
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.7: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by service delivery model, Australian Capital Territory, 1998–99 (%)

Existence of a restraining order	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/other	Total
Restraining order obtained before support	13.7	20.4	50.0	12.0	—	14.5
Restraining order obtained during support	3.8	1.5	—	—	—	2.9
Restraining order not obtained	82.5	78.1	50.0	88.0	100.0	82.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	450	100	<25	100	<25	650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 16
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.8: Closed support periods in which clients were escaping domestic violence, existence of a restraining order, Australian Capital Territory, 1998–99 (%)

Existence of a restraining order	ACT
Restraining order obtained before support	14.3
Restraining order obtained during support	2.7
Restraining order not obtained	83.0
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 11
3. Number of records excluded because consent was not obtained: 92
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 500 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.9: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by age of client, Australian Capital Territory, 1998–99 (%)

Existence of a restraining order	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65 years and over	Total
Restraining order obtained before support	43.4	7.1	11.8	18.9	11.1	—	14.5
Restraining order obtained during support	—	1.0	2.9	2.6	8.3	—	2.9
Restraining order not obtained	56.6	91.9	85.4	78.5	80.6	100.0	82.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	150	100	300	50	<25	650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 16
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.10: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Existence of a restraining order	Indigenous Australian	Non-English-speaking background	Other	Total
Restraining order obtained before support	15.4	20.9	12.6	14.7
Restraining order obtained during support	1.4	2.6	3.5	3.0
Restraining order not obtained	83.2	76.5	83.9	82.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	100	400	600

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 40
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

A3.11: Closed support periods in which clients were escaping domestic violence, existence of a restraining order by duration of support, Australian Capital Territory, 1998–99 (%)

Existence of a restraining order	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Restraining order obtained before support	7.2	10.2	5.4	17.3	15.6	18.4	12.6	31.7	33.6	14.6
Restraining order obtained during support	—	3.4	7.5	—	4.2	1.6	—	6.5	—	2.9
Restraining order not obtained	92.8	86.4	87.1	82.7	80.2	80.0	87.4	61.9	66.4	82.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	150	100	50	100	150	50	<25	<25	650

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 18
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.12 Closed support periods in which clients were escaping domestic violence, existence of a restraining order by duration of client's current homelessness, Australian Capital Territory, 1998–99 (%)

Existence of a restraining order	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Restraining order obtained before support	6.0	16.2	18.4	22.8	12.9	18.8	11.1	15.0
Restraining order obtained during support	2.5	2.3	2.9	7.9	3.3	2.1	—	2.9
Restraining order not obtained	91.5	81.5	78.7	69.3	83.8	79.1	88.9	82.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	50	150	50	50	50	50	550

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 114
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

A3.3.2 Young people previously living with parents

Table A3.13: Closed support periods in which young clients were previously living with parent(s), living situation after support by age of client, Australian Capital Territory, 1998–99 (%)

Living situation after support	Under 15 years	15–19 years	20–24 years	Total
Living with parent(s)	82.6	37.4	16.5	36.1
Not living with parent(s)	17.4	62.6	83.5	63.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	150	50	250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 110
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.14: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by service delivery model, Australian Capital Territory, 1998–99 (%)

Living situation after support and age	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/other	Total
Living with parent(s)						
Under 15 years	13.5	—	20.0	2.6	—	8.1
15–19 years	24.3	18.1	20.0	30.2	—	23.4
20–24 years	7.3	—	10.0	2.0	—	4.5
Not living with parent(s)						
Under 15 years	1.2	—	—	4.3	—	1.7
15–19 years	37.7	48.9	30.0	46.3	—	39.2
20–24 years	16.0	33.0	20.0	14.7	100.0	23.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	50	<25	50	<25	250

Notes

1. Number excluded due to errors (weighted): 0
6. Number excluded due to omissions (weighted): 110
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.15: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client, Australian Capital Territory, 1998–99 (%)

Living situation after support and age	ACT
Living with parent(s)	
Under 15 years	8.1
15–19 years	23.8
20–24 years	4.7
Not living with parent(s)	
Under 15 years	2.3
15–19 years	41.3
20–24 years	19.8
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 75
3. Number of records excluded because consent was not obtained: 681
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 172 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.16: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by gender, Australian Capital Territory, 1998–99 (%)

Living situation after support and age	Female	Male	Total
Living with parent(s)			
Under 15 years	7.3	9.3	8.2
15–19 years	15.8	32.9	23.6
20–24 years	4.5	4.6	4.6
Not living with parent(s)			
Under 15 years	3.2	—	1.7
15–19 years	42.4	35.9	39.5
20–24 years	26.9	17.3	22.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	150	100	250

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 111
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.17: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by ethnicity, Australian Capital Territory, 1998–99 (%)

Living situation after support and age	Indigenous Australian	Non-English-speaking background	Other	Total
Living with parent(s)				
Under 15 years	—	5.5	8.5	7.8
15–19 years	13.0	21.2	23.5	22.9
20–24 years	28.4	6.7	3.3	4.7
Not living with parent(s)				
Under 15 years	—	—	2.0	1.8
15–19 years	13.0	32.2	41.9	39.8
20–24 years	45.6	34.5	20.7	23.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	<25	200	200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 117
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.18: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by duration of support, Australian Capital Territory, 1998–99 (%)

Living situation after support and age	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Living with parent(s)										
Under 15 years	—	13.3	11.2	15.2	3.5	2.5	—	18.8	—	8.2
15–19 years	—	31.9	34.9	36.7	17.3	7.4	54.2	—	18.6	23.2
20–24 years	—	7.6	—	11.3	2.9	5.7	—	—	—	4.6
Not living with parent(s)										
Under 15 years	—	2.9	—	5.1	—	—	8.4	—	—	1.7
15–19 years	55.9	27.5	25.4	31.6	58.2	45.8	27.1	48.2	49.3	39.2
20–24 years	44.1	16.7	28.5	—	18.2	38.7	10.4	32.9	32.1	23.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	50	50	<25	50	50	<25	<25	<25	200

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 112
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.19: Closed support periods in which young clients were previously living with parent(s), living situation after support and age of client by duration of current homelessness, Australian Capital Territory, 1998–99 (%)

Living situation after support and age	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Living with parent(s)								
Under 15 years	15.5	--	--	--	--	--	8.6	8.0
15–19 years	19.1	--	25.4	--	23.0	13.5	32.0	21.5
20–24 years	2.1	19.8	3.6	10.4	--	16.7	2.1	4.3
Not living with parent(s)								
Under 15 years	2.0	--	--	12.0	--	13.5	--	2.3
15–19 years	47.2	80.2	42.8	37.0	26.0	41.3	31.7	41.6
20–24 years	14.2	--	28.2	40.6	51.0	14.9	25.6	22.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	<25	50	<25	<25	<25	50	150

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 170
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

A3.3.3 Young people—legal processes

Table A3.20: Closed support periods for young clients, existence of a protection or guardianship order by service delivery model, Australian Capital Territory, 1998–99 (%)

Existence of a protection or guardianship order	Crisis/ short-term accommodation	Medium/ long-term accommodation	Day support	Multiple	Agency support/ outreach support/other	Total
Order existed before support	4.9	3.3	--	3.5	--	3.8
Order made during support	1.6	--	--	0.3	--	0.8
Order did not exist	93.5	96.7	100.0	96.2	100.0	95.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	450	150	50	400	50	1,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 14
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.21: Closed support periods for young clients, existence of a protection or guardianship order, Australian Capital Territory, 1998–99 (%)

Existence of a protection or guardianship order	ACT
Order existed before support	3.5
Order made during support	0.4
Order did not exist	96.1
<i>Total</i>	<i>100.0</i>

Notes

1. Number excluded due to errors (unweighted): 0
2. Number excluded due to omissions (unweighted): 9
3. Number of records excluded because consent was not obtained: 681
4. Excludes high-volume records as not all items were included on high-volume form.
5. Percentages are based on valid values only.
6. Components may not add to totals due to rounding.
7. Table based on only those records with consent. Estimates have not been adjusted for client non-consent. 850 records contributed to this table.

Source: SAAP NDCA Client and Administrative Data Collections

Table A3.22: Closed support periods for young clients, existence of a protection or guardianship order by gender of client, Australian Capital Territory, 1998–99 (%)

Existence of a protection or guardianship order	Female	Male	Total
Order existed before support	5.4	2.0	3.8
Order made during support	1.5	—	0.8
Order did not exist	93.1	98.0	95.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	600	500	1,100

Notes

1. Number excluded due to errors (weighted): 1
2. Number excluded due to omissions (weighted): 16
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.23: Closed support periods for young clients, existence of a protection or guardianship order by age of client, Australian Capital Territory, 1998–99 (%)

Existence of a protection or guardianship order	Under 14 years	14–15 years	16–17 years	18 years and over	Total
Order existed before support	33.3	9.7	7.1	0.7	3.8
Order made during support	—	6.6	0.4	—	0.8
Order did not exist	66.7	83.7	92.5	99.3	95.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<25	100	300	700	1,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 16
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.
7. Although protection orders relate to people under 18 years, the category '18 years and over' has been included because clients may turn 18 during a support period.

Source: SAAP NDCA Client Collection

Table A3.24: Closed support periods for young clients, existence of a protection or guardianship order by ethnicity of client, Australian Capital Territory, 1998–99 (%)

Existence of a protection or guardianship order	Indigenous Australian	Non-English-speaking background	Other	Total
Order existed before support	4.7	—	4.0	3.9
Order made during support	—	—	0.9	0.8
Order did not exist	95.3	100.0	95.0	95.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	100	50	950	1,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 41
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.25: Closed support periods for young clients, existence of a protection or guardianship order by duration of support of client, Australian Capital Territory, 1998–99 (%)

Existence of a protection or guardianship order	Less than 1 day	1–3 days	4–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total
Order existed before support	7.3	5.2	4.8	1.9	2.5	2.0	5.7	2.5	3.0	3.8
Order made during support	13.5	—	—	—	—	1.3	—	—	—	0.8
Order did not exist	79.2	94.8	95.2	98.1	97.5	96.7	94.3	97.5	97.0	95.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	50	300	150	150	150	200	50	50	50	1,100

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 20
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Table A3.26: Closed support periods for young clients, existence of a protection or guardianship order of client by duration of client's current homelessness, Australian Capital Territory, 1998–99 (%)

Existence of a protection or guardianship order	0–2 weeks	>2–4 weeks	>4–26 weeks	>26–52 weeks	>52–104 weeks	>104 weeks	At imminent risk	Total
Order existed before support	2.0	2.1	3.0	3.5	5.5	4.8	2.4	2.8
Order made during support	—	—	0.7	—	—	—	—	0.1
Order did not exist	98.0	97.9	96.3	96.5	94.5	95.2	97.6	97.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	300	50	200	50	50	50	150	900

Notes

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 250
3. Excludes high-volume records as not all items were included on high-volume form.
4. Percentages are based on valid values only.
5. Components may not add to totals due to rounding.
6. Figures have been weighted to adjust for client non-consent.

Source: SAAP NDCA Client Collection

Appendix 4: Corrections to Series 3 tables

This part of the report provides revised 1997–98 tables in the Series 3 reports which have been revised.

Table 5.28: Potential clients unable to be supported, type of support requested by primary target group, Australian Capital Territory, 13–26 November 1997 (%)

Type of support requested	Young people	Single men only	Families	Women escaping DV	Other	Total
Crisis/short-term accommodation	16.7	100.0	—	48.3	88.9	49.1
Medium/long-term accommodation	83.3	—	100.0	51.7	11.1	50.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10	<5	<5	30	10	60

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 0
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.
6. Primary target group 'other' includes 'single men only' and 'cross target, multiple or general target' agencies

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.29: Potential clients unable to be supported, type of support requested by gender of person making request, Australian Capital Territory, 13–26 November 1997 (%)

Type of support requested	Female	Male	Total
Crisis/short-term accommodation	43.2	69.2	49.1
Medium/long-term accommodation	56.8	30.8	50.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	40	10	60

Notes

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

Source: SAAP NDCA Unmet Demand Collection

Table 5.30a: Potential clients unable to be supported, type of support requested by age of person making request, Australian Capital Territory, 13–26 November 1997 (%)

Type of support requested	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	Total
Crisis/short-term accommodation	100.0	21.4	40.0	30.8	33.3	30.6
Medium/long-term accommodation	—	78.6	60.0	69.2	66.7	69.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	<5	10	10	10	<5	40

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 21
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.30b: Potential clients unable to be supported, type of support requested by ethnicity of person making request, Australian Capital Territory, 13–26 November 1997 (%)

Type of support requested	Indigenous Australian	Non-English-speaking background	Other	Total
Crisis/short-term accommodation	14.3	—	36.7	31.6
Medium/long-term accommodation	85.7	100.0	63.3	68.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	10	<5	30	40

Notes

1. Number excluded due to errors: 1
2. Number excluded due to omissions: 19
3. Percentages are based on valid values only.
4. Includes only those individuals whose first unmet request during the Unmet Demand Collection was valid (see *potential clients unable to be supported* in Appendix 1 for more information).
5. Components may not add to totals due to rounding.

Source: SAAP NDCA Unmet Demand Collection

Table 5.31: Potential clients unable to be supported, main reason support not provided by State and Territory, Australia, 13–26 November 1997 (%)

Main reason support not provided	ACT
No accommodation available	81.0
Facilities for Other special needs not available	6.9
Other	12.1
<i>Total</i>	<i>100.0</i>
Total number	60

Notes

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

Source: SAAP NDCA Unmet Demand and Administrative Data Collections

Table 5.32: Potential clients unable to be supported, main reason support not provided by type of support requested, Australian Capital Territory, 13–26 November 1997 (%)

Main reason support not provided	Crisis/ short-term accommodation	Medium/ long-term accommodation	Total
No accommodation available	75.0	86.2	80.7
Facilities for Other special needs not available	7.1	6.9	7.0
Other	17.9	6.9	12.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total number	30	30	60

Notes

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

Source: SAAP NDCA Unmet Demand Collection

Appendix 5: SAAP NDCA Data Collection Forms

A5.1 Client Form

A5.2 Client Form – High Volume Agencies

A5.3 Unmet Demand Form

A5.4 Casual Client Form

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