

**Demand for SAAP assistance  
by homeless people  
2001–02**

**A report from the SAAP  
National Data Collection**

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is *Better health and wellbeing for Australians through better health and welfare statistics and information.*

SAAP NDCA REPORT SERIES 7

# **Demand for SAAP assistance by homeless people 2001–02**

**A report from the SAAP National Data Collection**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 90

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### **Australian Institute of Health and Welfare**

Board Chair  
Dr Sandra Hacker

Director  
Dr Richard Madden

Any enquiries about or comments on this publication should be directed to:

Manager  
SAAP National Data Collection Agency  
Australian Institute of Health and Welfare  
GPO Box 570  
Canberra ACT 2601  
Phone: 02 6244 1206

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# Preface

This publication is one of the Series 7 reports on the Supported Accommodation Assistance Program (SAAP) National Data Collection for 2001–02. The series provides information on people who were homeless and people who were at risk of being homeless who accessed SAAP in 2001–02. This report looks at the demand for SAAP services and the ability of agencies to meet this demand.

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

The partnership is built on shared goals and mutual trust. The key is agencies' willingness to collect and provide data to the National Data Collection Agency, knowing that any personal information provided by clients is protected by the extremely strict confidentiality provisions of the *Australian Institute of Health and Welfare Act 1987*. The fact that SAAP agencies in Australia continue to provide data for this report is testimony to their collective commitment to, and confidence in, the collection. Statistical adjustments to annual figures have been made to account for agencies' non-participation.

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

Richard Madden

Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

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# Abbreviations and symbols

## Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
NDC	National Data Collection
NDCA	National Data Collection Agency
SAAP	Supported Accommodation Assistance Program
SMART	SAAP Management and Reporting Tool

## Symbols

..	When used in a table, means not applicable
–	When used in a table, means nil or rounded to zero (including null cells)
n.a.	Not available
n.e.s.	Not elsewhere specified

# Glossary

<b>Accompanying child</b>	A person aged under 18 years who accompanies a <i>client</i> to a SAAP <i>agency</i> during a <i>support period</i> or who requires and/or receives assistance from a SAAP <i>agency</i> as a result of their parent or guardian being a client of the same <i>agency</i> . An accompanying child may or may not require or receive assistance.
<b>Accompanying child support period</b>	<p>Refers to each <i>support period</i> in which a child either accompanies their parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of their parent or guardian's <i>support period</i>.</p> <p>Within an <i>accompanying child support period</i> the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of the parent's or guardian's <i>support period</i>, it is not possible to assess the length of support for an <i>accompanying child</i>.</p>
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
<b>Birthplace</b>	<p>The country in which a person was born. Countries are divided into:</p> <ul style="list-style-type: none"><li>• Australia;</li><li>• other English-speaking countries (Canada; the Republic of Ireland; New Zealand; South Africa; England, Scotland, Wales and Northern Ireland; and the United States of America); and</li><li>• mainly non-English speaking countries.</li></ul>
<b>Casual client</b>	<p>A person who:</p> <ul style="list-style-type: none"><li>• receives assistance from a SAAP <i>agency</i> for less than 1 hour on a given day; and</li><li>• does not establish an <i>ongoing support relationship</i> with the SAAP <i>agency</i>.</li></ul> <p>A <i>casual client</i> may receive <i>one-off assistance</i> from a SAAP <i>agency</i> on one or more occasions.</p>
<b>Client</b>	<p>A person aged 18 years or more, or a person of any age not accompanied by their parent or guardian, who:</p> <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker's time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or</li><li>• is accommodated by a SAAP <i>agency</i>; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.</li></ul>
<b>Closed accompanying child support period</b>	An <i>accompanying child support period</i> associated with a <i>closed support period</i> .

<b>Closed support period</b>	A <i>support period</i> that had finished before the end of the reporting period – 30 June.
<b>Homeless person</b>	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them through failing to provide access to: <ul style="list-style-type: none"> <li>- adequate personal amenities; or</li> <li>- the economic and social supports that a home normally affords; or</li> </ul> </li> <li>• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure – that is, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
<b>Invalid unmet request for assistance</b>	<p>An unmet request for assistance is invalid if:</p> <ul style="list-style-type: none"> <li>• the request is made at an <i>agency</i> of an inappropriate target group;</li> <li>• the requested service is not one that is provided by the <i>agency</i>;</li> <li>• Proffered assistance is refused;</li> <li>• It is not a request for <i>substantial support or assistance</i>.</li> </ul> <p>All other <i>unmet requests for assistance</i> are said to be valid.</p>
<b>Occasion of support</b>	See <i>support period</i> .
<b>One-off assistance</b>	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> . Instances of unmet need for one-off assistance are not recorded in the SAAP National Data Collection.

<b>Ongoing support relationship</b>	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person, and it is agreed that future contact will occur between the person and the <i>agency</i> for the purpose of providing additional assistance. An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i>.</p> <p>This definition is used to establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
<b>Potential client</b>	<p>A person aged 18 years or more, or a person of any age not accompanied by a parent or guardian, who requests <i>support</i> or <i>supported accommodation</i> (that is, <i>substantial support or assistance</i>) from a SAAP <i>agency</i> but who is not provided with that assistance.</p> <p>People are not considered <i>potential clients</i> if their only <i>unmet requests for assistance</i> are <i>invalid</i> – that is, requests made at an agency of an inappropriate target group, if the requested service (for example, accommodation) is not one that is provided by the <i>agency</i>, or if proffered assistance is refused.</p> <p>A potential client for one SAAP <i>agency</i> may at the same time be a client of another. A potential client may receive <i>one-off assistance</i> from a SAAP <i>agency</i> after making an unmet request for <i>substantial support or assistance</i>.</p>
<b>Record</b>	<p>A unit of analysis. In any particular situation, it can refer to a <i>client</i>, an <i>occasion of support</i>, and so on.</p>
<b>Referral</b>	<p>A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another <i>agency</i> (SAAP or non-SAAP) and that <i>agency</i> accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.</p>
<b>Substantial support or assistance</b>	<p><i>Support</i> or <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 <i>client</i>.</p>
<b>Support</b>	<p>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 <i>client</i>. <i>Support</i> also includes contact with, or work on behalf of, a client for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in a group.</p>
<b>Support period</b>	<p>An occasion of <i>support</i> provided to a SAAP <i>client</i>. A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> <li>• the <i>client</i> ends the relationship with the <i>agency</i>; or</li> <li>• the <i>agency</i> ends the relationship with the <i>client</i>.</li> </ul> <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>

**Supported accommodation (SAAP/CAP accommodation)**

Accommodation paid for or provided directly by a SAAP *agency*. The accommodation may be provided at the *agency* or may be purchased using SAAP funds – at a motel, for example.

**Unmet request for assistance**

An unmet request for assistance occurs when a person requests, but does not receive, *support* or *supported accommodation*; that is, the person wishes to become a *client* of a SAAP *agency* but is not accepted, or the person does not accept the *agency's* offer of *support* or *supported accommodation*.

A person whose request for *support* or *supported accommodation* cannot be fulfilled might be given *one-off assistance*. Such a person would be a *casual client*, but not a *client*, of the *agency*.

**Valid unmet request for assistance**

An *unmet request for assistance* is valid if:

- the request is made at an *agency* of an appropriate target group;
- the requested service is one that is provided by the *agency*;
- proffered assistance is not refused; and
- it is a request for *substantial support or assistance*.

All other unmet requests for assistance are said to be *invalid*.



# Summary

In 2001-02, 1,286 non-government, community or local government organisations were funded nationally under the Supported Accommodation Assistance Program (SAAP) (Chapter 1). This report provides information on the wide range of substantial support services provided by these agencies to people experiencing homelessness or at imminent risk of becoming homeless. An analysis of one-off or casual assistance provided by SAAP agencies on a daily basis is also included.

Additionally, the report presents information about the level of unmet need in SAAP, as agencies can not always meet all of the requests from existing SAAP clients, or any of the requests from potential clients. A major focus of this report is level of unmet demand for accommodation, as the provision of accommodation is one of the core activities of SAAP. Turn-away rates for people requesting SAAP accommodation are included in the report for the first time.

## Support provided to clients

- In 2001-02 SAAP agencies provided an estimated 95,600 clients with accommodation and/or support lasting more than 1 hour. These clients received a total of 177,000 occasions of support (Table 2.1).
- In total, clients received at least 1,048,000 distinct services and were provided with more than 137,400 referrals to meet their needs (derived from Table 3.1).
- Accommodation was provided directly to clients in 110,600 support periods, with referrals to SAAP or CAP accommodation being arranged in 8,400 support periods. In addition, assistance to obtain other housing was provided in 61,200 support periods and referrals for such assistance were arranged in 20,100 support periods (derived from Table 3.1).
- Clients supported for 1 day or less were less likely to have their needs met than those supported for longer periods. Thirty-eight per cent of closed support periods were for clients supported for 1 day or less. For these clients, 12% of requested services were neither provided nor referred, compared with 5% for clients supported for more than 1 day (Table 3.2).
- Employment and training assistance was not provided or referred in 96% of requests made by clients supported for 1 day or less, compared with 18% for clients supported for more than 1 day. Assistance with obtaining or maintaining non-SAAP or non-CAP housing was not provided or referred in 37% of requests made by clients supported for less than 1 day compared with 13% for those supported for longer periods.

## Unmet requests of clients

- For clients with support periods that finished between 1 July 2001 and 30 June 2002, in 93% of the 108,700 support periods where SAAP or CAP accommodation was sought the request was met. A further 3% were referred, leaving 4% of requests (3,800) unmet (Section 3.4).
- Assistance with obtaining short-term accommodation or independent housing was neither provided by the agency nor referred in 3,800 (10%) and 14,800 (33%), respectively, of closed support periods in which it was requested.

### **Support provided to accompanying children**

- A total of 50,800 accompanying children and 68,100 accompanying child support periods were reported for 2001–02 (Table 2.1).
- SAAP or CAP accommodation was provided in 72% of accompanying child support periods, and referrals were made for such accommodation in 5% of cases. Overall, nearly 172,900 distinct services were provided to accompanying children and around 18,200 referrals were made (Table 3.3).
- Eighty-nine per cent of accompanying child support periods were for children that accompanied their mother or female guardian.

### **One-off assistance**

The following points relate to data collected during the Casual Client Collection period, from 21 February to 6 March 2002.

- There was an estimated 32,490 casual contacts made by individuals and groups for one-off assistance. These casual contacts relate to 34,480 individuals (Table 4.1).
- On average, 2,540 individuals received some type of one-off assistance (not associated with more substantial support) from SAAP agencies on any day.
- On average, 1.9 services were provided during a casual client contact, with information and meals generally being the most common forms of one-off assistance.
- The number of casual contacts dropped considerably on weekends compared with weekdays (Table 4.3).

### **Unmet requests for SAAP accommodation**

The following points relate to data collected during the Unmet Demand Collection period, from 22 to 28 August 2001 and from 8 to 14 May 2002.

- Around 8,020 valid unmet requests for accommodation were reported by individuals or groups (Table 5.1). The most common reason for unmet requests was that insufficient accommodation was available – in 84% of valid unmet requests (Table 5.1).
- On any day, there was an average of 573 valid unmet requests for accommodation by individuals and groups (Table 5.2). Around 62% (357) of these requests were for accommodation required within 24 hours. Referrals to other accommodation services were arranged following 138 valid unmet requests (Table 5.4).
- Of the 573 valid unmet requests for accommodation, 198 (35%) were made by individuals or couples with children.
- Information and referrals for accommodation were the most common forms of one-off assistance received by people with unmet requests for SAAP assistance (Table 4.4).

### **Number of people making unmet requests for SAAP accommodation**

On a daily basis, some people made more than one valid unmet request for accommodation during the Unmet Demand Collection period, from 22 to 28 August 2001 and from 8 to 14 May 2002. This section refers to the number of people making those requests.

- On an average daily basis, there was a total of 949 people (567 potential clients and 383 accompanying children) with unmet requests for accommodation (Table 6.1). Of these

people, 344 potential clients and 202 accompanying children had unmet requests for immediate accommodation.

- People who were born in Australia or in other English-speaking countries were more likely to require accommodation within 24 hours (54% and 58%, respectively). People from non-English speaking countries were more likely to require accommodation after 24 hours (63%) (Table 6.3).

### **Meeting the demand for accommodation: turn-away rates**

The following points relate to data collected during the Unmet Demand Collection period, from 22 to 28 August 2001 and 8 to 14 May 2002. Data refer to the number of individual adults or unaccompanied children turned away on an average daily basis rather than requests. Accompanying child data are not included.

- Of the 570 people making requests for immediate SAAP accommodation on an average daily basis, 55% (315) were turned away without being accommodated (Table 7.1).
- Of all people continuing their accommodation or requesting immediate accommodation on a daily basis (7,825), the turn-away rate for those who could not be accommodated by the end of the day was 4% (Table 7.3).
- An average of 247 clients left their SAAP or CAP accommodation and 255 clients started their accommodation each day. An average of 7,255 people continued their accommodation (Table 7.5).
- The number of clients either ending or starting their SAAP or CAP accommodation and the number of people with unmet requests for accommodation were at their lowest on weekends. In contrast, the number of clients continuing their accommodation increased on weekends.



# 1 Introduction

This report provides an overview of the assistance provided to homeless people and those at risk of homelessness by the Supported Accommodation Assistance Program. It also provides data on unmet requests for SAAP assistance and the number of people who made those requests. In addition, an improved collection methodology has allowed a more accurate estimate of the number of people who made requests for accommodation at a SAAP agency and could not be provided with it.

SAAP was established in 1985 to consolidate a number of Commonwealth, state and territory government programs designed to assist homeless people and people at risk of being homeless, including women and children escaping domestic violence. The current program, SAAP IV, is governed by the *Supported Accommodation Assistance Act 1994*. The Act 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.

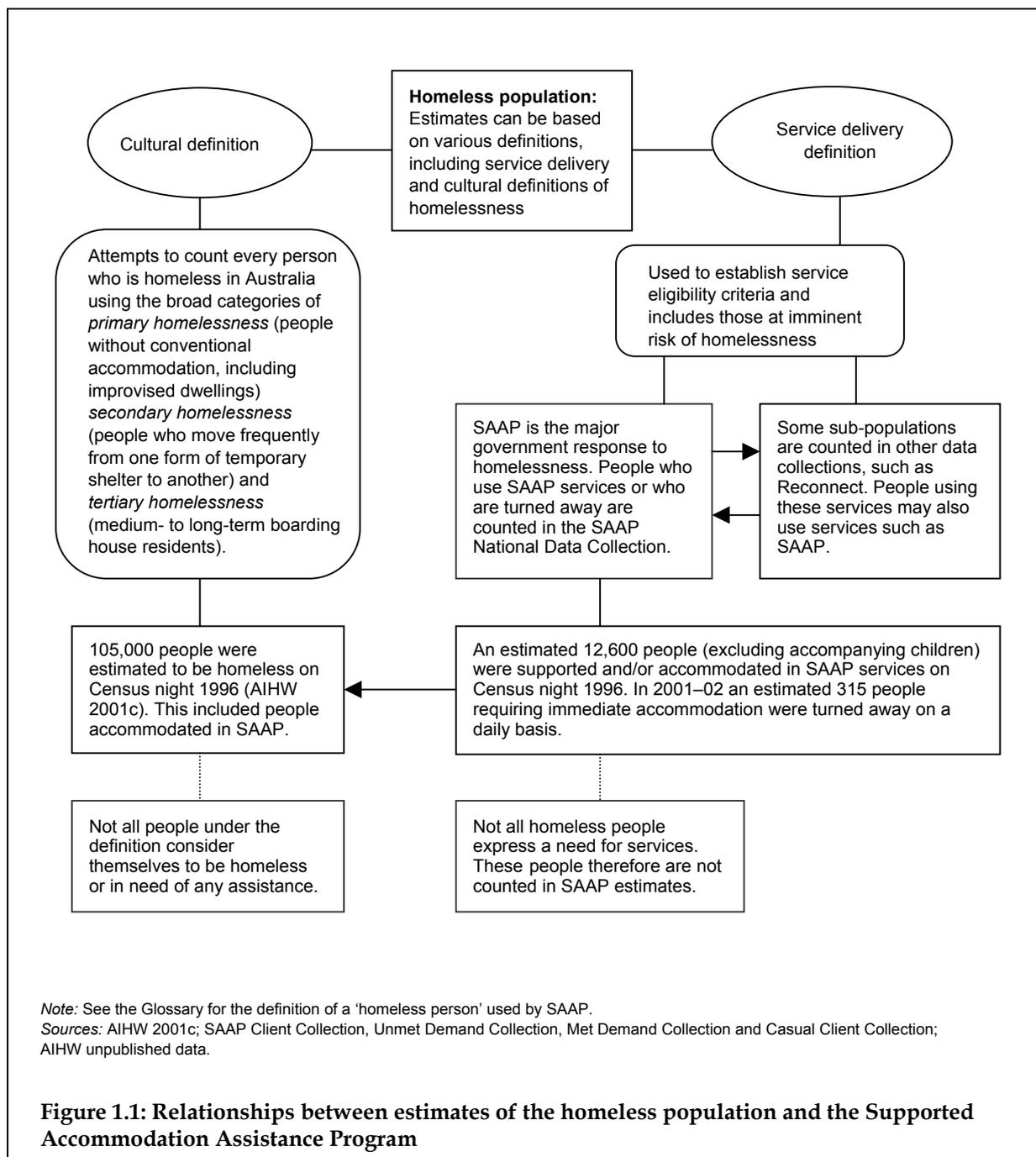
In 2001–02, 1,286 non-government, community and local government organisations were funded nationally under SAAP (AIHW 2002c:6). These organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets.

With the exception of SAAP, CAP and Reconnect, there are very few programs directed specifically at homeless people (AIHW 2001c:327). SAAP is an important part of Australia's overall response to homelessness and represents a broader social safety net designed to assist people in crisis in the community (AIHW 2001c:330). It is important to note, however, that the estimates provided on people accessing and turned away from SAAP do not represent the total homeless population. Figure 1.1 shows where SAAP fits into the bigger picture of homelessness, and the different ways of estimating the homeless population.

## Estimating the number of homeless people

Homelessness is a complex phenomenon and encompasses more than the absence of adequate shelter. A key issue for estimating its extent lies in defining it. This is problematic because of the range of circumstances people may find themselves in – from having no shelter at all, to having shelter that places them at risk of homelessness. Furthermore, there is a temporal dimension to homelessness, with experiences ranging from brief, one-off episodes to long-term transience. Such problems are not easily solved, and an all-encompassing definition of homelessness is therefore difficult to achieve (AIHW 2001c:322–3).

Estimates of the size of the homeless population and its different sub-populations are important for the development of effective policies and programs to assist homeless people. There are numerous difficulties associated with collecting quality data – the diverse circumstances of homeless people; locating and counting itinerant populations, who often wish to remain undetected and anonymous (resulting in under-counting or double-counting); lack of an agreed methodology for data collection; and inconsistent definitions of homelessness (AIHW 2001c:323).



The definition of a 'homeless person' underpinning the SAAP National Data Collection (see Glossary) is a 'service delivery' definition that establishes criteria for the provision of assistance. The estimates of the number of homeless people or people at imminent risk of homelessness accessing SAAP services are an important indicator of the performance of SAAP as the major program assisting those people. In contrast, some estimates of the total homeless population have used a 'cultural definition', such as that devised by Chamberlain and Mackenzie (AIHW 2001c:326) (see Figure 1.1).

The Australian Bureau of Statistics applied the Chamberlain and MacKenzie definition of homelessness in the 1996 Census of Population and Housing homeless enumeration strategy. The final results showed that there were 105,000 homeless people in Australia on Census

night 1996. The Census used a household-based collection methodology, which would under-count highly mobile people with no permanent residence, but includes in its count people who are inadequately housed but have not sought assistance from a homelessness program. The ABS count of the homeless includes a total of 12,600 people (adults or unaccompanied children) in SAAP accommodation on Census night 1996 (AIHW unpublished data).

There are difficulties with directly comparing the number of people in SAAP accommodation with the 1996 census because of the different definitions. The major service delivery count (that is, SAAP clients) will be smaller than the cultural definition because, as noted, there are people who need services but do not seek them. It is also not possible to give an estimate of the number of accompanying children in SAAP on a daily basis. In addition, there are people who are defined as homeless under the cultural definition but do not consider themselves as such (for example, people living in boarding houses).

### **Structure of this report**

The analysis in the remainder of this report is divided into 7 sections. Chapter 2 provides an overview of the number of people who received SAAP assistance and the number of people with unmet requests for SAAP assistance in 2001–02. Chapter 3 discusses the level of service provision to clients and accompanying children. Chapter 4 focuses on one-off assistance – that is, assistance provided to casual clients.

Chapter 5 discusses the number of unmet requests made by individuals and groups presenting at SAAP agencies in search of substantial assistance. In Chapter 6, an estimate of the number of people making these unmet requests is provided, along with demographic information about these people.

Chapter 7 provides an analysis of the daily assistance provided by SAAP agencies in the context of the level of unmet demand for SAAP accommodation. An estimate is given of the number of people unable to be accommodated by SAAP each day and the rates of turn-away.

A number of key terms used throughout this report are defined in the Glossary. Appendix 1 provides state and territory versions of selected tables included in the main chapters of the report.

Appendix 2 provides an overview of the 4 national data collections on which this report is based; it also provides a guide to interpreting the tables, which are grouped at the end of each chapter. Specific rules used when deriving a particular table in this report are described in the notes to each table. Appendix 3 shows the data-collection forms used.



## **2 Total demand for SAAP assistance**

Although SAAP agencies assist many people on a daily basis, there are still times when an agency cannot provide the support or accommodation requested by people in crisis. This chapter gives an overview of the total demand for SAAP assistance in 2001-02 and the extent to which that demand was met, particularly the demand for accommodation.

### **2.1 The SAAP National Data Collection**

The main source of data about the provision of services by SAAP is the SAAP National Data Collection. This consists of a number of distinct components, each of which can be thought of as a separate collection. There were 5 components in 2001-02: the Client Collection; the Unmet Demand Collection; the Met Demand Collection; the Casual Client Collection; and the Administrative Data Collection. This report is based on analysis of the first 4 of these collections, details of which are provided in Appendix 2. The forms used for collecting the data are shown in Appendix 3.

Figure 2.1 (page 7) shows the relationships between assistance provided by SAAP agencies and the data collected about this assistance. As is apparent, there are overlaps between all 4 collections.

#### **The Client Collection**

The Client Collection consists of information about all clients receiving SAAP support lasting more than 1 hour. The information is collected throughout the year and includes basic sociodemographic data, data on services required by and provided to each client, and information about clients' situations before and after receiving SAAP support. Information about accompanying and/or assisted children of SAAP clients is also obtained from the Client Collection.

The main findings from this Collection are published in the national and state and territory SAAP NDC annual reports (see, for example, AIHW 2002c). Both annual and daily estimates of the number of clients can be produced. Daily children's data cannot, however, be estimated (see Section 2.2). Summary information on the distinct types of services provided to clients is provided in Chapter 3 of this report.

#### **The Unmet and Met Demand Collections**

The Unmet Demand Collection covers 2 weeks each year. In 2001-02 it was conducted from 22 to 28 August 2001 and from 8 to 14 May 2002. The Collection measures the level of unmet demand for SAAP services by collecting information about requests for accommodation or substantial support that could not be provided by SAAP agencies. It should be noted that the Unmet Demand Collection has undergone significant change since its inception in 1996 (for more details, see AIHW 2002b:4). As a result, comparison between different years is not possible.

An Unmet Demand Collection form is filled out by an agency each time a person or group of people requests substantial assistance and that assistance cannot be provided by the agency during the Collection period. Requests can be for accommodation or substantial support or both. Often in such cases agencies are able to provide one-off assistance, and information is also collected about this. An Unmet Demand Collection form may also be filled out for an existing client of a SAAP agency if that client had an unmet request for ongoing support or accommodation at another SAAP agency.

When examining unmet demand in this report, analysis of unmet requests is restricted to instances where the person or group approached an appropriate agency (that is, they fitted the agency's target group), approached an agency that offers the service requested, and did not refuse an offer of accommodation (when accommodation was requested).

Only unmet requests that meet these criteria are considered valid and included in the analysis. This approach assumes that requests at an inappropriate agency are redirected to an appropriate one. Although this may generally be the case, it is not possible to redirect all inappropriate approaches to appropriate agencies. For example, an appropriate agency may be inaccessible due to distance or occupancy rates. Consequently, the number of valid unmet requests is underestimated to the extent that invalid requests cannot be redirected.

The Met Demand Collection operates over 2 weeks at the same times as the Unmet Demand Collection. The Met Demand Collection was introduced in 2001–02 in order to distinguish those people with unmet requests who eventually found SAAP accommodation by the end of a particular day from number of people who could not be accommodated. This information is essential for calculation of the turn-away rates (see Chapter 7). From 2002–03, the Unmet and Met Demand Collections will be replaced with the Demand for Accommodation Collection.

Various estimation techniques are applied to data from the Unmet and Met Demand Collections to improve the estimates. The methods used to derive the number of valid unmet requests for assistance and the number of people that made these requests are described in Appendix 2.

## **The Casual Client Collection**

The Casual Client Collection covers 2 weeks each year and consists of information about all people receiving SAAP support lasting less than 1 hour – termed 'one-off assistance'. For each casual contact, the types of one-off assistance provided are recorded. In 2001–02 the Collection was conducted during the fortnight of 21 February to 6 March.

The Casual Client Collection collects information on all cases where one-off assistance is provided, regardless of whether the person receiving that assistance requested more substantial support or accommodation. Consequently, one-off help provided to those who sought more substantial assistance is recorded in the Casual Client Collection and via a question on the Unmet Demand Collection form. Note, however, that the reference period for the Casual Client Collection differs from that for the Unmet Demand Collection.

A Casual Client Collection form may be filled out for an existing client if that client also receives one-off assistance from another agency – a soup kitchen, for example.

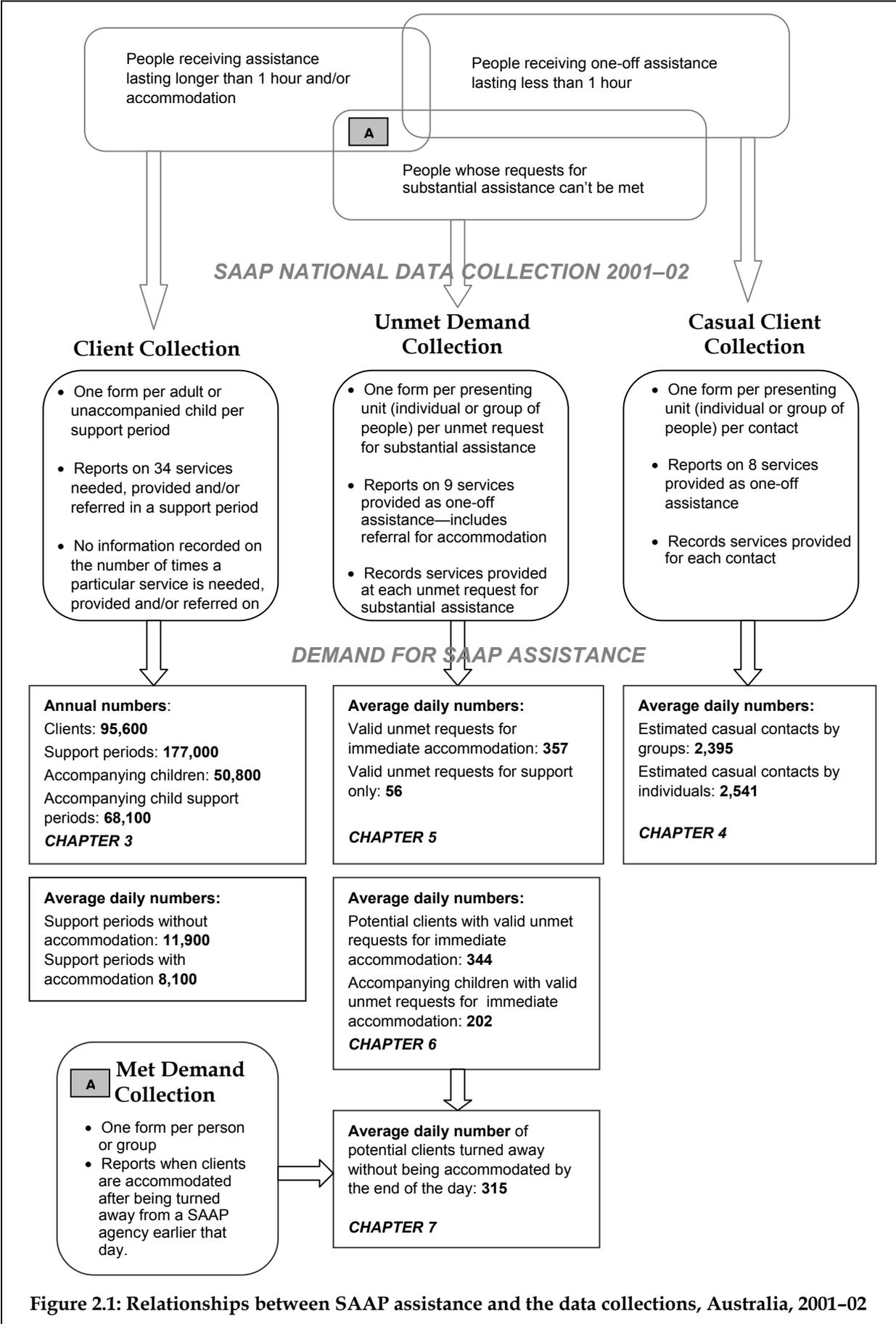


Figure 2.1: Relationships between SAAP assistance and the data collections, Australia, 2001-02

## 2.2 Total assistance provided

Data from the 2001–02 Client Collection showed that about 95,600 people received 177,000 periods of support. On a daily basis an average of 20,100 support periods were provided by SAAP agencies, with 8,100 (40%) of these being support periods with accommodation (Table 2.1). In the remaining 11,900 support periods clients received other types of substantial support.

In 2001–02, 50,800 accompanying children received 68,100 periods of support. The number of accompanying children and accompanying child support periods is actually higher than these figures. This is because an alpha code, which allows the number of accompanying children to be estimated, is not collected on the form used in high-volume SAAP agencies. When high-volume records are included, the actual number of accompanying child support periods increases to 73,300. A daily average number of children and child support periods cannot be given because support start and end dates for accompanying children are not collected. It cannot be assumed that accompanying children are assisted for the same length of time as their parent(s) or guardian(s).

During the 2 weeks of the Casual Client Collection there were 33,540 casual contacts by individuals or groups. These corresponded to approximately 35,580 contacts by individuals in which one-off assistance was provided. This equates to an estimated daily average of 2,540 contacts by individuals.

According to data from the Client Collection and the Casual Client Collection, it is estimated that on a daily basis there were between 12 and 13 people using SAAP services for every 10,000 people aged 10 years or more in the general population.<sup>1</sup> This is, however, an underestimate because it does not include accompanying children.

## 2.3 Unmet demand for accommodation

Chapter 5 discusses the number of valid requests from the Unmet Demand Collection and Chapter 6 the number of people making those requests. Table 2.1 summarises the information in those chapters. There was a daily average of 357 valid unmet requests for immediate accommodation relating to 546 people (344 potential clients and 202 accompanying children). These figures are underestimates because only data from agencies that participated in the Client Collection, Unmet Demand Collection and Met Demand Collection were used in order to facilitate comparison of the number of people who were accommodated with the number who could not be accommodated.

Around 315 people (adults or unaccompanied children) with valid unmet requests for immediate SAAP accommodation were unable to be accommodated in SAAP by the end of an average day during the 2-week Unmet Demand Collection period.<sup>2</sup> Chapter 7 expands on

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<sup>1</sup> The population aged 10 years or more as at 30 June 2002 was 17,047,000 (ABS 2003). The lower limit of use per 10,000 is derived as  $10,000 \times 20,100 / 17,047,000 = 11.8$ . (This figure should in fact be slightly lower because an individual may have multiple support periods on any day. The number of support periods is used as a rough indicator only.) The upper limit of use per 10,000 is derived as  $10,000 \times (20,100 + 2,540) / 17,047,000 = 13.3$ .

<sup>2</sup> The design of the collection instruments used to derive this figure do not allow an estimate of the number of accompanying children who could not be accommodated by the end of the day.

this information by providing two different turn-away rates for those attempting to obtain SAAP accommodation.

## 2.4 Tables

**Table 2.1: Total demand for SAAP assistance: summary table, Australia, 2001–02 (number)**

	Daily average	Total number
<b>Client Collection (ongoing)</b>		
Clients	..	95,600
Support periods		
With accommodation	8,100	110,600
Without accommodation	11,900	66,300
<i>Total support periods</i>	<i>20,100</i>	<i>177,000</i>
Accompanying children	..	50,800
Accompanying child support periods	..	68,100
Accompanying child support periods (including high-volume records)	..	73,300
<b>Casual Client Collection (21 February – 6 March 2002)</b>		
Casual client contacts by groups	2,395	33,540
Estimated casual contacts by individuals	2,541	35,580
<b>Unmet Demand Collection (22–28 August 2001 and 8–14 May 2002)</b>		
Valid unmet requests for immediate accommodation	357	4,990
Unmet requests for support only	56	780
Potential clients with valid unmet requests for immediate accommodation	344	4,820
Potential clients with valid unmet requests for immediate accommodation who did not receive SAAP accommodation by the end of the day	315	4,420
Accompanying children with valid unmet requests for immediate accommodation	202	2,820

*Notes*

1. Cases excluded due to missing data: 0 (clients and support periods).
2. Cases excluded due to missing data: 0 (accompanying children and accompanying child support periods).
3. Cases excluded due to missing data: 0 (casual client contacts by groups) and 0 (casual client contacts by individuals).
4. Cases excluded due to missing data: 0 (unmet requests, potential clients and accompanying children).
5. Adjustments have been made for missing data from the Met and Unmet Demand Collections (see Appendix 2).
6. Support periods and accompanying child support periods have been weighted to adjust for agency non-participation.
7. Client and accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
8. Figures from the Met, Unmet and Causal Client Collections are unweighted.
9. Unmet Demand Collection data and daily average data from the Client Collection includes only data from agencies that participated in all 3 Collections (the Client Collection and the Unmet Demand and Met Demand Collections). The figures thus understate the level of activity in SAAP agencies.

*Sources:* SAAP Client Collection, Casual Client Collection, Met Demand Collection and Unmet Demand Collection.



## **3 Support provided to clients and accompanying children**

The diverse nature of client needs is reflected in the considerable range of services SAAP agencies provide to people who are homeless or at imminent risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally lasting more than an hour.

During 2001-02 SAAP-funded agencies provided an estimated 95,600 people with accommodation and/or support. Thirty-two per cent of these clients received more than one period of support during the year. The total number of support periods provided was 177,000 (AIHW 2002c:9). Table 3.1 shows that one or more services were either provided or referred in at least 171,800 of these support periods (the remaining 5,200 support periods reported did not contain information relating to service requirements or provision).

Accommodation was provided directly to clients in around 110,600 support periods, and referrals for SAAP or Crisis Accommodation Program (CAP) accommodation were arranged in 8,400 support periods. In addition, assistance with obtaining other housing was provided in 61,200 support periods, and referrals for such assistance were arranged in 20,100 support periods (derived from Table 3.1).

Of the 171,800 support periods, 77,400 (45%) were for unaccompanied males. Unaccompanied females accounted for 45,000 support periods (26%) and females with children for 33,500 support periods (20%). Four other client groups between them accounted for the remaining 15,900 support periods (around 9%) (Table 3.1). Forty-five per cent of the support periods that finished between 1 July 2001 and 30 June 2002 lasted 1 week or more (AIHW 2002c:32).

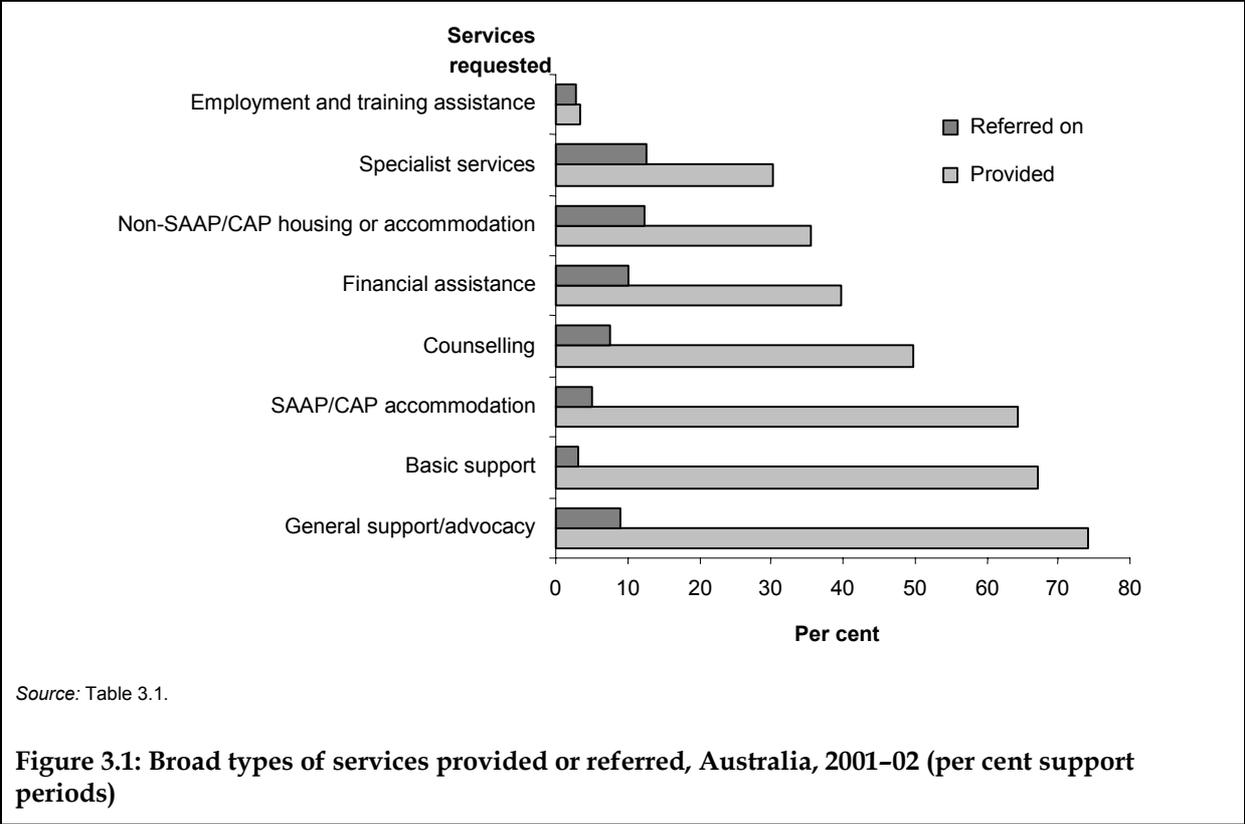
A detailed discussion of the support given to clients and accompanying children is contained in the 2001-02 national annual report (AIHW 2002c). A summary of the services clients and accompanying children received during their support periods follows, along with discussion of whether services requested by clients were provided by SAAP agencies.

### **3.1 Provision of services**

In addition to accommodation, agencies commonly offer a wide range of support services and these are reported under the 34 headings on the Client Collection form (see Appendix 3). In Table 3.1 the services are combined into 8 broad groups, with SAAP and CAP accommodation reported separately from other types of accommodation (see Note 3 to the table).

Among other things, the Client Collection obtains information on assistance that was needed and whether that assistance was provided and/or referred for existing clients. The requested services can be reported only once for a client in a particular support period: the total number of times a particular service is requested, provided or referred is not recorded. For example, a client may receive financial assistance 3 times in a support period, but the Collection shows only that financial assistance was provided, not that it was provided 3 times. The computer-based data-collection tool, SMART, has the potential to overcome this limitation.

Figure 3.1 shows the proportions of support periods in which agencies either provided various types of services or referred clients on during the year. The 3 types of assistance most commonly provided were general support or advocacy (in 74% of support periods), basic support such as meals or washing facilities (67%) and SAAP or CAP accommodation (64%). In addition, assistance with obtaining other housing – either short-term accommodation or longer term independent housing – was provided in 36% of support periods.



The range of services that may be offered by agencies reflects both the differences in service delivery between agencies and variation in clients’ needs. There is greater variation in how frequently the 34 types of support services were provided than the 8 groups in Figure 3.1 suggest. Data on individual services were reported in the 2001-02 national annual report and so are not presented here in detail. That publication shows that the 4 individual support services most often provided throughout the year were SAAP or CAP accommodation (in 64% of support periods), advice or information (64%), meals (53%) and laundry or shower facilities (51%) (AIHW 2002c:35). Emotional support was the fifth most commonly provided service (in 45% of support periods). Twelve services were provided in less than 5% of support periods each.

Clients received on average 6.1 different types of services per support period (Table 3.1). Unaccompanied females tended to receive slightly more types of support than other clients, averaging 6.3 of the 34 different types of service per support period. Overall, about 1,048,000 different services were provided to the 95,600 clients supported by SAAP during 2001-02 (derived from Table 3.1). To understand the actual extent of support, however, it should be noted that many services might have been provided more than once in a support period, while some might have been provided continuously during a client’s support.

Some types of assistance, such as general support or advocacy, were provided consistently to different client groups; for other types of assistance, however, the pattern of provision differs quite markedly (Table 3.1). Males on their own, for example, had the highest use of SAAP or CAP accommodation (provided in 76% of their support periods). Much lower provision of this type of assistance occurred among males with children (42% of their support periods) and couples without children (37%). Similar differences are evident in the use of counselling: females with children had much greater use of counselling (69% of their support periods), in contrast with couples without children (39%) and unaccompanied males (37%).

## **3.2 Referral of services**

Generally, referrals were most frequent for the services with the lowest levels of direct provision by agencies (Figure 3.1). The exception to this was employment services, which were provided and referred in almost the same number of support periods – around 3% in both cases. Among the other types of services, those most commonly referred on to other agencies were specialist services (in 13% of support periods), non-SAAP or non-CAP housing assistance (12%), financial assistance (10%), general support or advocacy (9%) and counselling (8%) (Table 3.1).

Overall, SAAP agencies arranged referrals for SAAP or CAP accommodation in 8,400 support periods (5%) and referrals for other housing assistance in 21,000 support periods (12%) (derived from Table 3.1).

For all services except employment and training assistance, unaccompanied males had the lowest proportion of support periods with referrals. On the other hand, couples with children had the highest proportion of support periods with referrals for 4 out of the 8 broad categories of services – assistance with obtaining non-SAAP or non-CAP accommodation (22%); financial assistance (20%); SAAP or CAP accommodation (9%); and employment and training assistance (5%) (Table 3.1).

On average, agencies referred each client 0.8 times during a support period, resulting in at least 137,400 referrals during the year (derived from Table 3.1). However, all these figures are likely to be underestimates because, as with service provision, a referral may have been arranged for a particular service more than once. It should also be noted that there is no information about client outcomes from referrals. In the context of the NDC, a referral means that an agency (SAAP or non-SAAP) has accepted the client for an appointment or interview, providing a client with a referral does not guarantee that their needs will then be met.

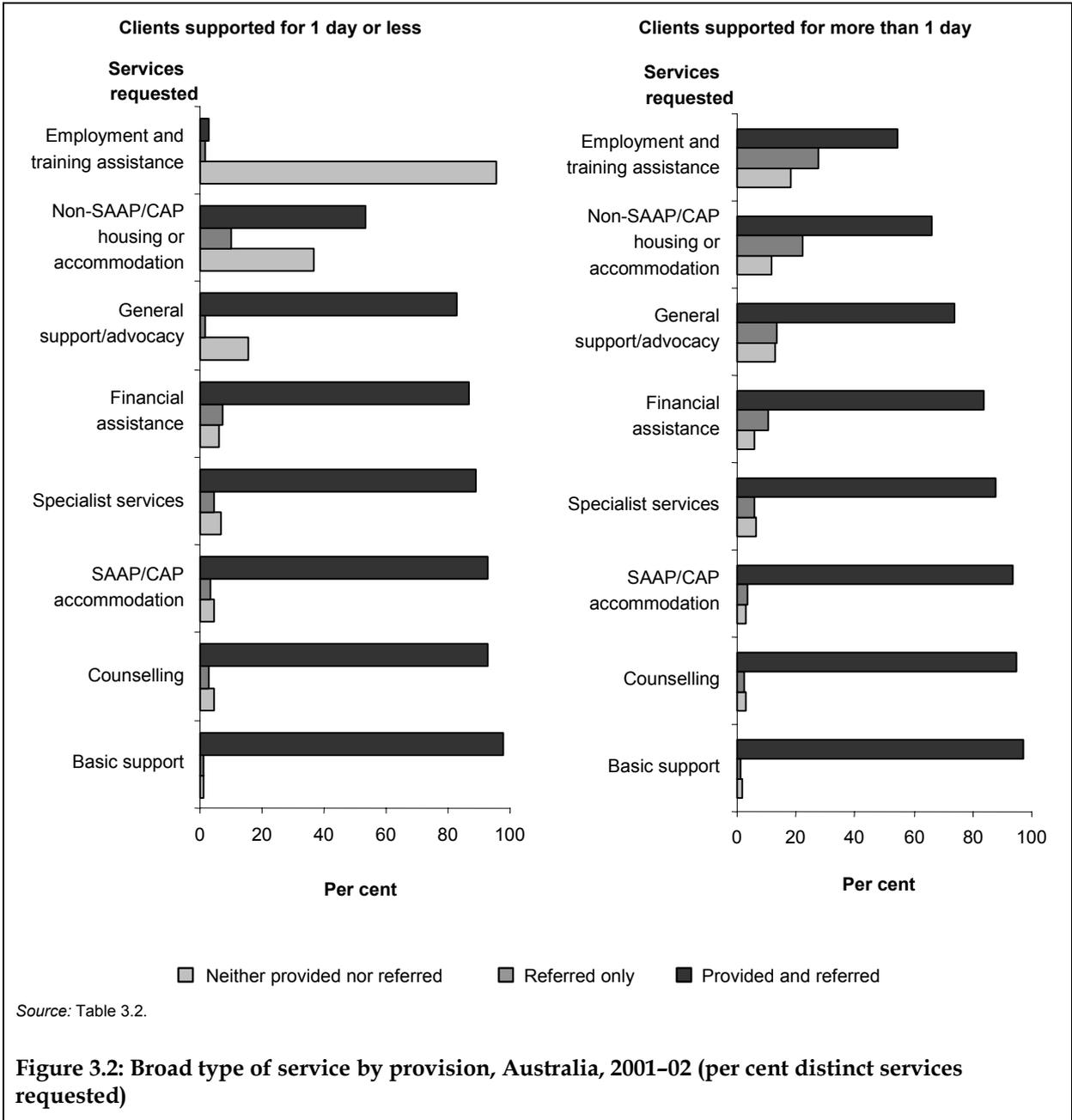
## **3.3 Expressed requests for services**

The ability of SAAP agencies to meet the needs of their clients can be measured only after a client has finished receiving support. For this reason it is necessary to look at closed support periods when examining the provision of requested services. Potential clients who were turned away – that is, who requested but did not receive substantial assistance – are not included in this analysis; they are discussed in Chapters 5, 6 and 7.

A client might request many services in a single support period, but in some cases SAAP agencies might not be able to meet all the client's requests directly. In these instances referrals to appropriate organisations might be arranged. For some requested services, however, it might not be possible to either provide the service or refer the client on.

As a means of analysing patterns of length of support and the ability of SAAP agencies to meet client requests for services, Parts A and B of Table 3.2 present data on service provision and referral activity for clients supported for 1 day or less and clients supported for more than 1 day in 2001-02. A large proportion (38% or 60,500) of closed support periods were for clients supported for one day or less (AIHW 2002c:32).

Overall, for all lengths of support, requests were not met in 7% (72,700) of the 978,100 distinct requests for services made in the 153,200 support periods that closed during 2001-02. Figure 3.2 shows the differences in the levels of service provision, referrals and unmet requests for clients supported for one day or less and more than one day.



## **Clients supported for 1 day or less**

Compared with 2000-01, there was a significant increase in the number of requests made by clients who were supported for less than one day – 319,500 requests in 2001-02 and 213,600 in 2000-01. This is a consequence of the improved reporting practices of a very high-volume agency in Queensland.

Over 84% of requests were met directly by SAAP agencies and a further 3% were referred on, resulting in 88% of needs being met at least to some extent (Table 3.2, Part A). The requested services that were most likely to be provided were basic support services (98%), counselling (93%) and SAAP or CAP accommodation (93%). The requested service least likely to be provided was assistance with employment and training (3%). Assistance with obtaining non-SAAP or non-CAP accommodation was the type of requested service most likely to be referred (10%), followed by financial assistance (7%).

Employment and training assistance was most commonly unable to be provided or referred on (for 96% of requests for this broad service type). The very large increase in unmet needs for this service type compared with 2000-01 (35%) is a result of the very high-volume agency in Queensland reporting a high proportion of unmet requests for this service. Assistance with obtaining non-SAAP or non-CAP accommodation could not be provided or referred following 37% of requests. General support and advocacy could not be provided or referred following 16% of requests for such assistance. SAAP or CAP accommodation could not be provided or referred following 4% of requests for this service.

## **Clients supported for more than 1 day**

In 2001-02 clients who were supported for more than 1 day made 658,600 requests for services. For 89% of these requests the services were provided directly by SAAP agencies. In addition to this, agencies were able to refer clients to other organisations in almost 6% of requests. Consequently, 95% of needs were met at least to some extent (Table 3.2, Part B).

The requested services that were most likely to be provided were basic support services (97%), general support and advocacy (95%) and SAAP or CAP accommodation (94%). The requested service least likely to be provided was assistance with employment and training (54%). Requested services that were most commonly referred on were employment and training assistance (27%) and specialist services (22%).

Requested services that were most commonly neither provided nor referred were for employment and training assistance (18%) and assistance with obtaining non-SAAP or non-CAP accommodation (13%). SAAP or CAP accommodation could not be provided or referred following 3% of requests for this service.

Overall, clients supported for more than 1 day were more likely to have their requests for assistance provided or referred than clients supported for 1 day or less. In particular, employment and training assistance could not be provided or referred in 96% of requests by clients supported for 1 day or less, compared with 18% for clients supported for more than 1 day. Other examples are assistance with obtaining or maintaining non-SAAP or non-CAP housing or accommodation (37% compared with 13%) and general support or advocacy (16% compared with 3%). Interestingly, clients supported for more than 1 day had greater difficulty having their needs for specialist services met: 16% of requests for these services were unmet, compared with 7% for clients supported for less than 1 day. For all other broad services types, the proportions of unmet need were similar.

### **3.4 Demand for accommodation by clients**

Provision of accommodation is one of the core activities of SAAP agencies, and this is reflected in the high proportion of clients who receive this type of assistance. Both existing clients and potential clients can have unmet requests for accommodation. Unfortunately, unmet requests for existing clients cannot be considered alongside unmet requests for potential clients because the occasions on which the unmet requests are made by existing clients are not reported. As a result, unmet demand for accommodation by existing clients is discussed here and that by potential clients is discussed in Chapters 6 and 7 of this report.

Only after a client has finished a period of SAAP support can data be collected on needs that were met and unmet. Of the 177,000 support periods reported in 2001–02, 159,300 had finished by 30 June 2002 (AIHW 2002c: 41). Therefore, when examining how the needs of clients specifically requesting help with accommodation were met, the analysis concentrates on these closed support periods.

In around 84% of closed support periods in 2001–02 clients specifically requested assistance with accommodation (AIHW 2002c:41). Because some clients request help with more than one type of accommodation service within any support period, during these closed support periods there were 194,200 requests for specific accommodation services. For 81% of these requests, the relevant accommodation services were provided directly by the SAAP agency in question (AIHW 2002c:43). In addition, agencies were able to refer clients to other services in a further 7% of cases, although the extent to which these referrals met the needs of the clients is not known. However, SAAP agencies could neither provide assistance nor refer clients on for the remaining 12% of requests for assistance with accommodation.

More specifically, 93% of the 108,700 requests for SAAP or CAP accommodation were met and a further 3% were referred on, leaving 4% of requests (3,800) unresolved by SAAP agencies (AIHW 2002c:42). It appeared somewhat more difficult to provide assistance with obtaining short-term accommodation or independent housing: services were neither provided by the agency nor referred for 10% (3,800) of requests for assistance with short-term accommodation and 33% (14,800) of requests for assistance with independent housing.

Chapter 7 of the 2001–02 national annual report (AIHW 2002c) provides a more detailed discussion of the provision of accommodation and other services requested by clients.

### **3.5 Support provided to accompanying children**

In 2001–02 approximately 50,800 children accompanied their parent or guardian to a SAAP agency or received assistance as a result of their parent or guardian being a client of an agency. These children had approximately 68,100 periods of support (Table 2.1).<sup>3</sup> It should be noted that there was a high number (22,600) of accompanying child support periods with no information on service provision.

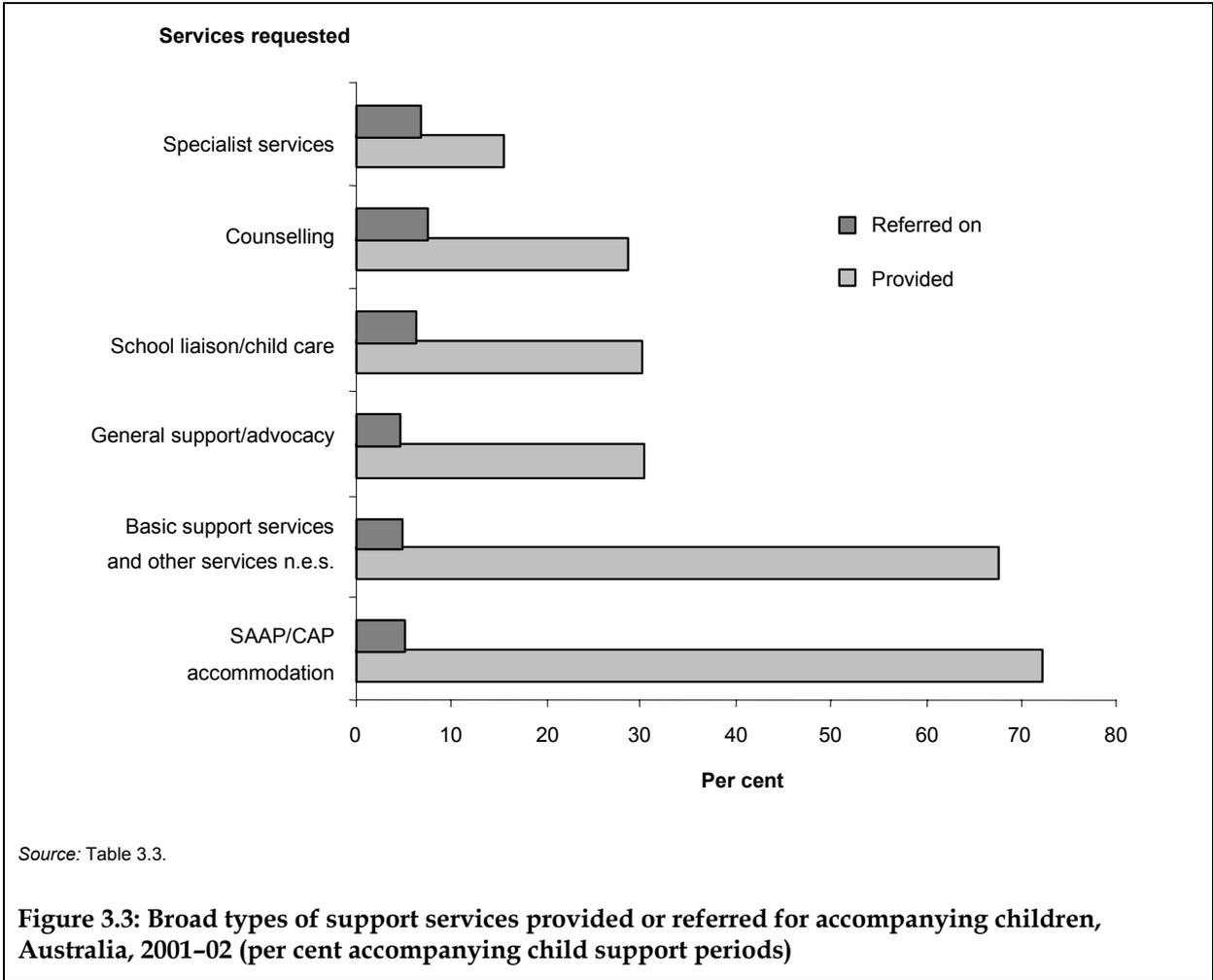
SAAP or CAP accommodation was the most commonly provided type of service, being provided in 72% of accompanying child support periods. This service was referred in 5% of accompanying child support periods (Table 3.3).

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<sup>3</sup> The total number of support periods for all accompanying children in 2001–02 was 73,300. The number of children related to all accompanying child support periods cannot be estimated because an alpha code is not used on the high volume form.

Overall, around 172,900 distinct services were provided to accompanying children in 2001–02 (derived from Table 3.3). Basic support services were the most commonly provided non-accommodation service (in 67% of accompanying child support periods). General support or advocacy and assistance with school liaison or child care were each provided in 30% of accompanying child support periods. General support or advocacy was also provided in 30% of accompanying child support periods (Figure 3.3). In contrast, specialist services were provided in only 15%.

Around 18,200 referrals were arranged for accompanying children during 2001–02 (derived from Table 3.3). Not surprisingly, services provided less often were referred on more often. Thus specialist services, which were not provided as often as other services, were referred on in almost 7% (3,000) of accompanying child support periods; this is second only to counselling which was referred in 3,300 accompanying child support periods.



In about 89% of accompanying child support periods, the child(ren) accompanied their mother or a female guardian to a SAAP agency. This group of children received, on average, more types of services per support period (4) than did children accompanying couples, males and other groups of adults. Children accompanying a female client were also more likely to be provided with accommodation than the other groups (in 73% of accompanying child support periods). Children accompanying a male client were least likely to be provided

with accommodation (59%). However, this group accounted for only 2% of the 45,500 accompanying child support periods.

In addition, children accompanying a female client were provided with non-accommodation services in larger proportions than other children accompanying clients in 4 of the 5 non-accommodation support types – basic support services (in 71% of cases), school liaison or child care (31%), counselling (30%) and specialist services (16%). Children accompanying males were more likely to receive general support or advocacy services (34%) than children accompanying female clients (30%).

### **3.6 Summary**

Throughout 2001–02 SAAP agencies provided at least 1,048,000 distinct types of services to 95,600 clients and arranged over 137,400 referrals. As part of this assistance, accommodation was provided directly to clients in around 110,600 support periods, with referrals for SAAP or CAP accommodation being arranged in 8,400. In addition, assistance with obtaining other housing was provided in 61,200 support periods and referrals for such assistance were arranged in 20,100 support periods. Furthermore, nearly 172,900 distinct services were provided to 50,800 accompanying children. Around 18,200 referrals were arranged for these children.

A total of 978,100 requests for services were made during 153,200 closed support periods in 2001–02, with requests not being met in 73,300 (7%) of cases. For clients who were supported for 1 day or less, 319,500 requests for services were made, 12% of these being unmet. Clients supported for more than 1 day had a smaller proportion of unmet needs: requests could not be met for 5% of the 658,600 distinct services requested.

Overall, unmet needs were proportionately higher for clients supported for 1 day or less. In particular, employment and training assistance could not be provided or referred for 96% of requests made by clients supported for 1 day or less, compared with 18% for clients supported for more than 1 day. Other examples are assistance with obtaining or maintaining non-SAAP or non-CAP housing or accommodation (37% compared with 13%) and general support or advocacy (16% compared with 3%).

## 3.7 Tables

Table 3.1: SAAP support periods: broad types of services provided to clients or referred, by client group, Australia, 2001–02 (per cent support periods)

Broad type of service	Male alone	Female alone	Couple without children	Male with children	Female with children	Couple with children	Other/unknown	Total
<b>Service provided</b>								
SAAP/CAP accommodation	75.8	58.3	36.9	42.2	55.1	46.2	53.7	64.4
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	34.7	33.6	52.1	45.7	36.4	49.5	28.9	35.6
Employment and training assistance	3.4	4.3	2.9	3.5	2.1	4.3	4.4	3.4
Financial assistance	37.7	39.7	50.5	45.6	41.7	49.1	31.9	39.6
Counselling	36.5	60.5	39.2	41.9	69.3	42.7	45.8	49.7
General support/advocacy	72.2	75.2	72.9	75.9	78.2	75.4	63.2	74.0
Specialist services	31.8	32.5	24.6	13.9	27.1	17.3	25.6	30.1
Basic support and services n.e.s.	78.6	64.3	43.2	38.7	55.5	37.0	55.0	67.2
<b>Mean number of individual support services provided</b>	<b>6.2</b>	<b>6.3</b>	<b>4.9</b>	<b>4.6</b>	<b>6.2</b>	<b>4.8</b>	<b>4.9</b>	<b>6.1</b>
<b>Service referred</b>								
SAAP/CAP accommodation	3.0	5.3	5.9	8.4	7.8	9.0	5.3	4.9
Assistance to obtain non-SAAP/CAP housing or accommodation	8.8	11.9	19.3	19.1	17.8	22.1	9.7	12.2
Employment and training assistance	2.6	3.5	3.8	3.1	1.9	4.5	3.2	2.8
Financial assistance	6.0	9.8	14.8	16.6	18.0	19.6	7.8	10.1
Counselling	3.3	9.4	4.9	10.1	14.6	10.6	6.5	7.5
General support/advocacy	4.6	9.3	7.7	12.2	18.0	12.1	7.9	8.9
Specialist services	10.1	15.2	9.1	10.9	16.2	14.0	10.7	12.7
Basic support and services n.e.s.	2.7	3.0	3.7	4.2	3.8	3.6	4.3	3.1
<b>Mean number of individual support services referred</b>	<b>0.5</b>	<b>0.9</b>	<b>0.8</b>	<b>1.0</b>	<b>1.3</b>	<b>1.2</b>	<b>0.7</b>	<b>0.8</b>
<b>Total (%)</b>	<b>45.1</b>	<b>26.2</b>	<b>2.5</b>	<b>1.0</b>	<b>19.5</b>	<b>2.9</b>	<b>2.8</b>	<b>100.0</b>
<b>Total (number)</b>	<b>77,400</b>	<b>45,000</b>	<b>4,300</b>	<b>1,700</b>	<b>33,500</b>	<b>5,000</b>	<b>4,900</b>	<b>171,800</b>

### Notes

- Cases excluded due to missing data: 5,180 (cases with no information on service provision).
- 'Other/unknown' includes cases where the assisted unit was reported as 'other', where it was not reported at all, or where the gender of the assisted person was unknown (where relevant).
- Clients were able to receive multiple services so percentages do not total 100. The 34 individual service types have been grouped into 8 major classifications as follows:
  - SAAP or CAP accommodation;
  - assistance to obtain/maintain non-SAAP/CAP housing or accommodation—assistance to obtain/maintain short-term accommodation and assistance to obtain/maintain independent housing;
  - employment and training assistance;
  - financial assistance—assistance to obtain/maintain a benefit or pension or other government allowance, financial assistance or material aid, and financial counselling and support;
  - counselling—incest or sexual assault counselling and support, domestic violence counselling and support, family or relationship counselling and support, emotional support and other counselling, and assistance with problem gambling;
  - general support or advocacy—living skills or personal development assistance, assistance with legal issues or court support, advice or information, retrieval, storage or removal of personal belongings, advocacy or liaison on behalf of clients, assistance with immigration issues, and brokerage services;
  - specialist services—psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and
  - basic support and services n.e.s.—meals, laundry or shower facilities, recreation, transport, and other support not elsewhere specified.
- 'Mean number of individual support services' is based on the 34 individual service types, including 'other support' (see Note 3).
- Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 3.2: SAAP services requested in closed support periods: broad type of service by provision, Australia, 2001-02 (per cent distinct services requested)**

**Part A: Clients who were supported for 1 day or less**

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal			
	% distinct services requested							Number	Number
SAAP/CAP accommodation	4.2	3.4	7.6	90.2	2.3	92.5	100.0	38,900	38,900
Assistance to obtain non-SAAP/CAP housing or accommodation	36.6	10.2	46.8	49.6	3.6	53.2	100.0	32,200	21,600
Employment and training assistance	95.5	1.7	97.2	2.3	0.5	2.8	100.0	9,800	9,800
Financial assistance	6.0	7.2	13.2	81.8	5.0	86.8	100.0	21,700	19,900
Counselling	4.5	3.0	7.5	87.8	4.8	92.6	100.0	27,500	21,000
General support/advocacy	15.8	1.5	17.3	79.7	3.0	82.7	100.0	67,400	36,400
Specialist services	6.9	4.3	11.2	86.0	2.7	88.7	100.0	34,500	16,900
Basic support and services n.e.s.	1.3	1.0	2.3	97.2	0.5	97.7	100.0	87,500	36,600
<b>Total (%)</b>	<b>12.3</b>	<b>3.3</b>	<b>15.6</b>	<b>81.9</b>	<b>2.5</b>	<b>84.4</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>39,400</b>	<b>10,500</b>	<b>49,900</b>	<b>261,700</b>	<b>7,900</b>	<b>269,600</b>	..	<b>319,500</b>	<b>58,700</b>

**Table 3.2 (continued): SAAP services requested in closed support periods: broad type of service by provision, Australia, 2001–02 (per cent distinct services requested)**

**Part B: Clients supported for more than 1 day**

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
	% distinct services requested							Number	Number
SAAP/CAP accommodation	3.0	3.3	6.3	89.6	4.0	93.6	100.0	68,900	68,900
Assistance to obtain non-SAAP/CAP housing or accommodation	12.8	13.6	26.4	57.4	16.3	73.7	100.0	52,600	42,200
Employment and training assistance	18.2	27.4	45.6	36.2	18.2	54.4	100.0	7,400	7,400
Financial assistance	6.1	10.5	16.6	68.9	14.5	83.4	100.0	57,900	41,100
Counselling	6.2	5.8	12.0	79.3	8.7	88.0	100.0	85,300	51,300
General support/advocacy	3.1	2.3	5.4	88.1	6.5	94.6	100.0	159,500	72,700
Specialist services	11.7	22.1	33.8	46.3	19.8	66.1	100.0	54,900	35,100
Basic support and services n.e.s.	1.7	0.9	2.6	95.9	1.4	97.3	100.0	172,100	65,300
<b>Total (%)</b>	<b>5.1</b>	<b>6.1</b>	<b>11.1</b>	<b>81.0</b>	<b>7.9</b>	<b>88.9</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>33,300</b>	<b>40,000</b>	<b>73,300</b>	<b>533,200</b>	<b>52,200</b>	<b>585,400</b>	..	<b>658,600</b>	<b>94,500</b>

*Notes*

1. Number excluded due to errors and omissions Part A (weighted): 1,529 closed support periods (including cases with no information on service requirements or provision).
2. Number excluded due to errors and omissions Part B (weighted): 2,021 closed support periods (including cases with no information on service requirements or provision).
3. Number excluded due to errors and omissions (weighted): 1,334 closed support periods (length of support).
4. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods.
5. Clients were able to receive multiple services in a support period, therefore the total number of associated closed support periods is not equivalent to the sum of each broad service type shown in the associated closed support periods column.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 3.3: SAAP accompanying child support periods: broad types of support services provided to accompanying children or referred, by groups with children, Australia, 2001–02 (per cent accompanying child support periods)**

Broad type of service	Couple with children	Male with children	Female with children	Other with children/unknown	Total
<b>Service provided</b>					
SAAP/CAP accommodation	62.1	58.5	73.2	67.7	72.0
School liaison/child care	18.0	19.2	30.9	27.5	29.7
Counselling	15.5	18.5	29.7	17.6	28.3
General support/advocacy	32.3	33.6	30.0	23.7	30.1
Specialist services	8.6	7.2	16.1	12.2	15.3
Basic support services and other services n.e.s.	40.5	45.6	70.5	51.1	67.4
<b>Mean number of individual support services provided</b>	<b>2.2</b>	<b>2.4</b>	<b>4.0</b>	<b>2.8</b>	<b>3.8</b>
<b>Service referred</b>					
SAAP/CAP accommodation	6.1	6.6	4.9	4.5	5.0
School liaison/child care	6.8	6.4	6.2	4.0	6.2
Counselling	6.1	7.7	7.3	5.9	7.2
General support/advocacy	4.8	5.2	4.2	4.5	4.3
Specialist services	6.1	3.7	6.8	6.5	6.6
Basic support services and other services n.e.s.	7.0	4.9	4.6	5.3	4.8
<b>Mean number of individual support services referred</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>	<b>0.4</b>
<b>Total (%)</b>	<b>6.9</b>	<b>2.4</b>	<b>88.9</b>	<b>1.8</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,100</b>	<b>1,100</b>	<b>40,400</b>	<b>800</b>	<b>45,500</b>

*Notes*

1. Cases excluded due to missing data: 22,637 (cases with no information on service provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Accompanying children were able to receive multiple services, so percentages do not total 100.
4. The 18 individual service types have been grouped into 6 major classifications as follows:
  - SAAP or CAP accommodation;
  - school liaison and child care;
  - counselling—including help with behavioural problems, sexual or physical abuse counselling or support, skills education, and general counselling or support;
  - general support or advocacy—including access arrangements, advice or information, brokerage services and advocacy;
  - specialist services—including culturally sensitive services and health or medical services;
  - basic support and services not elsewhere specified—including meals, showers or hygiene services, recreation, transport and other support not elsewhere specified;
5. 'Mean number of individual support services' is based on the 18 individual service types, including 'other support' (see Note 4).
6. Figures are weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

# 4 Casual clients

This chapter examines one-off assistance given to casual clients in 2001–02, drawing on data from the Casual Client and Unmet Demand Collections. Initially, casual contacts made during the fortnight of the Casual Client Collection are discussed. This is followed by a more detailed discussion of the types of one-off assistance provided. Finally, one-off assistance provided to potential clients is discussed.

## 4.1 The Casual Client Collection

People receiving one-off assistance may be potential clients, clients of another SAAP agency, or people who only want one-off assistance (see Figure 1.1). For example, a person might be accommodated at one SAAP agency, but seek meals from another agency. During the 2 weeks of the Casual Client Collection (21 February to 6 March 2002), there were 32,490 casual contacts by individuals and groups. This corresponded to approximately 34,480 contacts by individuals in which one-off assistance was provided (Table 4.1), and this equates to an estimated daily average of 2,540 contacts by individuals.<sup>4</sup> It is estimated that around 25% of casual client contacts were by people seeking more substantial support.<sup>5</sup>

On average, 1.9 types of one-off assistance were provided during a casual client contact (Table 4.1). However, the average number of types of assistance provided in a contact varied between the presenting groups. The highest average was 2.1, provided during contacts by individuals with children. The lowest average of 1.8 was for people presenting alone.

People presenting alone accounted for 74% of casual client contacts by individuals. Individuals presenting with children accounted for the next largest proportion of casual contacts by individuals (13%). Relatively few casual contacts were for couples either with or without children (5% of casual contacts by individuals for each group).

The most common types of one-off assistance provided to casual contacts were information (55%), meals (40%) and emotional support (22%). However, the level of provision of the 8 types of one off assistance varied between different presenting groups. Information, referrals, and emotional support were provided in larger proportions of casual contacts by groups with children than the other client groups. Information was provided most commonly to individuals and couples presenting with children (in 87% and 88% of their contacts respectively) and least commonly to people on their own (48%).

Similarly, referrals were provided most commonly to individuals and couples presenting with children (36% and 34% respectively) and least commonly to people alone (16%). Emotional support was provided most commonly to individuals with children (40%) and couples with children (30%), and least commonly to people on their own (18%).

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<sup>4</sup> The figures for casual client contacts are likely to be an underestimation because not all in-scope agencies participated in the Casual Client Collection. In February–March 2002, 63% of in-scope SAAP agencies participated in the Casual Client Collection (Table A2.3).

<sup>5</sup> This estimate is derived as  $8,140 (10,760 - 2,620, \text{ from Table 4.4}) / 32,490 (\text{from Table 4.3}) = 0.25$ . It is a very rough approximation because of the different collection periods for the Unmet Demand Collection (numerator) and the Casual Client Collection (denominator) and because of the different participation rates for the two Collections (83% and 63% respectively – Tables A2.2 and A2.3).

On the other hand, laundry and/or shower facilities were most commonly provided to individuals presenting alone (in 15% of casual contacts). Meals were also commonly provided to individuals presenting alone (48%). Both these services were provided less often to people (individuals and couples) presenting with children (9% or under).

### **Agency type**

Agencies can be categorised into 3 main types – general, high-volume and casual client. The majority of agencies (general and high-volume) provide both substantial support and one-off assistance. Casual client agencies (such as referral agencies and soup kitchens) specialise in providing one-off assistance. During the 2001–02 Casual Client Collection period, general and high-volume agencies provided the majority of contacts for one-off assistance: general agencies accounted for 64% of the contacts and high-volume agencies accounted for 25% (Table 4.2); the remaining contacts were provided by casual client agencies (12%).

The 3 types of agencies showed different levels of service provision for each type of one-off assistance. General agencies were more likely to provide referrals (25%), compared with 11% for casual client agencies and 10% for high-volume agencies. Information was provided in 64% of contacts at general agencies and 61% of contacts at casual client agencies, compared with 28% of contacts at high-volume agencies. High-volume agencies were more likely to provide meals, laundry and/or shower facilities and financial or material aid: meals were provided in around 63% of contacts at these agencies (compared with 46% in casual client agencies) and laundry and/or shower facilities were provided in around 23% of contacts (compared with 15% at casual client agencies). Financial or material aid was provided in 33% of contacts at high-volume agencies, compared with 14% at casual client agencies.

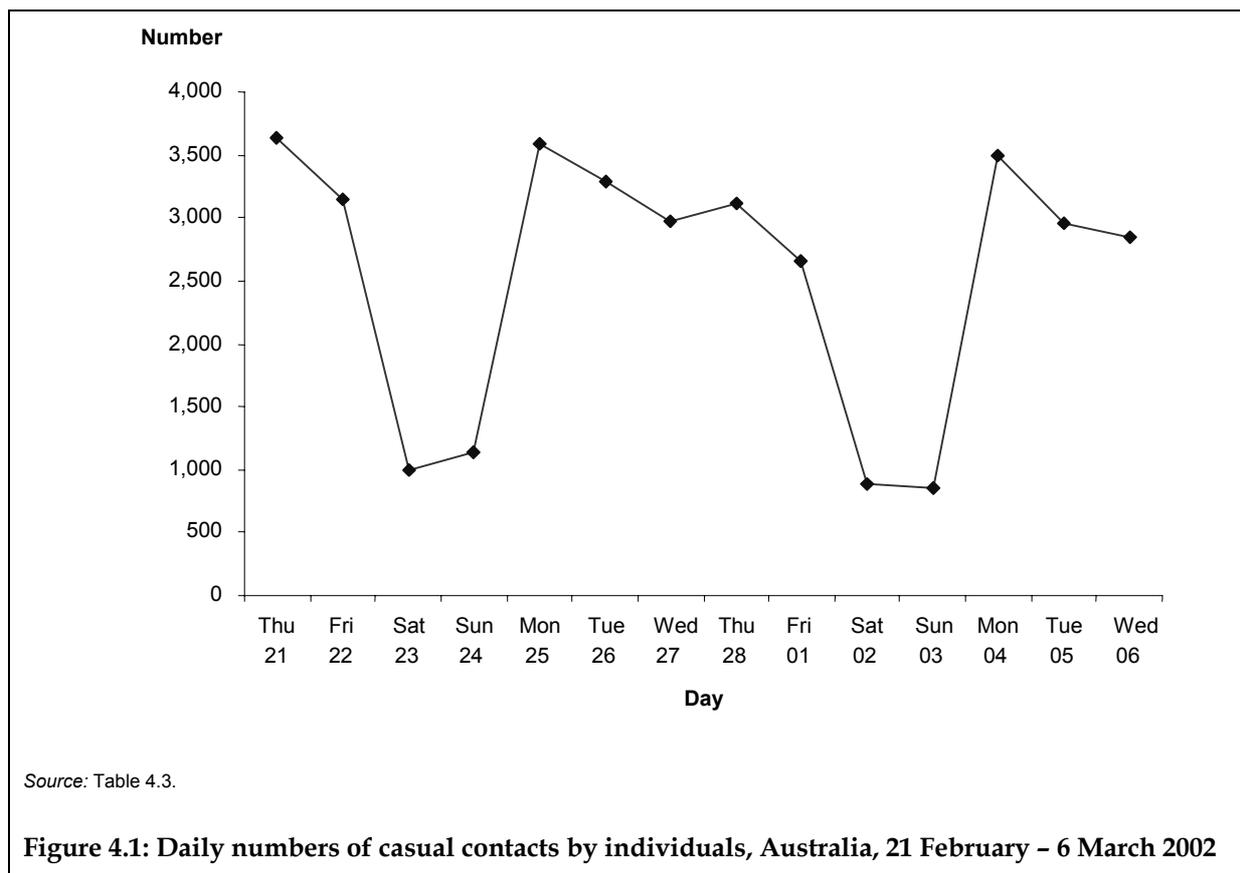
High-volume agencies provided a higher average number of types of one-off assistance per contact than general and casual client agencies. The high-volume agencies provided an average of 2.0 types of one-off assistance per contact, while general agencies provided an average of 1.9 and casual client agencies an average of 1.8.

### **Daily assistance**

Nationally, the numbers of contacts by individuals receiving one-off assistance showed significant variation and, like new accommodations (Chapter 7), were at their lowest on the weekends (Figure 4.1). However, Western Australia and the Northern Territory had some weekdays with lower numbers of casual contacts by individuals than weekends.

On weekdays there were between 2,660 and 3,640 contacts by individuals receiving one-off services across Australia; on weekends the number dropped to between 850 and 1,140. It should be noted that an individual may have more than one instance of one-off assistance on a particular day, either by approaching a number of different agencies or by approaching the same agency a number of times – for example, for meals.

Queensland had the highest proportion (34%) of casual contacts by individuals; it was followed by Victoria (24%) and New South Wales (21%). Not surprisingly, the smaller jurisdictions had much lower proportions of casual contacts by individuals: Tasmania and the Australian Capital Territory both had 2% and the Northern Territory had 1% (derived from Table 4.3). The number of casual contacts for the Northern Territory dropped considerably from last year (from 1,490 in 2000–01 to 330 in 2001–02) as a result of decreased participation by one agency in that jurisdiction.



## 4.2 The Unmet Demand Collection

As noted, casual assistance can be provided to potential clients; for example, a potential client whose request for SAAP support and/or accommodation cannot be met may still receive one-off assistance such as information or a meal. Table 4.4 shows the types of one-off assistance provided to potential clients with unmet requests for substantial SAAP assistance during the 2 weeks of the Unmet Demand Collection, from 22 to 28 August 2001 and from 8 to 14 May 2002. There were 10,760 unmet requests for substantial assistance reported during this period (including valid and invalid unmet requests for accommodation and requests for support only). At least one type of one-off assistance was provided following 8,140 (or 76%) of these unmet requests. The remaining unmet requests were not followed by any form of one-off assistance. On average, 1.5 services were provided for each unmet request by a potential client or group.

The most common type of one-off assistance was information, which was provided following 66% of unmet requests for substantial SAAP support. Referrals for accommodation were also commonly arranged – following 38% of unmet requests. It is not known, however, if these referrals were for immediate accommodation or if the referrals were acted upon. Emotional support was provided following 17% of unmet requests. All other types of assistance, such as laundry and/or shower facilities, meals and financial assistance, were each provided following 3% to 6% of unmet requests for more substantial support.

As noted, there were notable differences across presenting groups in terms of the types of one-off assistance received by casual clients. The pattern of one-off assistance provided to

potential client groups (shown by data from the Unmet Demand Collection) did not follow the same trend. In particular, differences between potential client groups were not as substantial overall. However, couples without children had the largest proportion of one-off assistance in 5 out of the 8 distinct categories of one-off assistance.

### **4.3 Summary**

On average 2,540 individuals received some type of one-off assistance from SAAP agencies on any day during the Casual Client Collection. As with the number of new accommodations and unmet requests for accommodation (see Chapter 7), casual assistance dropped considerably on weekends compared with weekdays. Information and meals were the most common forms of one-off assistance provided to casual clients. Information and referrals for accommodation were the most common forms of casual assistance received by people seeking more substantial support. Twenty-four percent of unmet requests for more substantial support were not followed by any form of one-off assistance.

## 4.4 Tables

**Table 4.1: SAAP casual contacts: one-off assistance provided, by presenting group, Australia, 21 February – 6 March 2002 (per cent contacts)**

One-off assistance provided	Person alone	Person with children	Couple without children	Couple with children	Other/unknown	Total	
						%	Number
Information	47.5	86.9	76.4	87.7	50.0	54.9	17,840
Referral arranged	16.2	35.8	27.8	34.3	17.7	19.8	6,420
Emotional support	17.9	40.3	19.9	30.3	29.2	21.7	7,040
Meals	47.9	5.6	21.6	8.6	37.0	40.0	12,980
Financial/material aid	18.3	11.1	14.4	14.0	18.7	17.1	5,550
Transport	4.3	4.7	4.9	3.2	6.5	4.3	1,410
Laundry/shower facilities	15.2	1.8	6.2	0.5	15.6	12.7	4,130
Other	17.7	21.3	20.0	18.1	20.5	18.4	5,970
<b>Mean number of types of one-off assistance provided</b>	<b>1.8</b>	<b>2.1</b>	<b>1.9</b>	<b>2.0</b>	<b>2.0</b>	<b>..</b>	<b>1.9</b>
<b>Total (% contacts)</b>	<b>78.6</b>	<b>14.2</b>	<b>2.6</b>	<b>2.5</b>	<b>2.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number of contacts)</b>	<b>25,520</b>	<b>4,620</b>	<b>850</b>	<b>820</b>	<b>680</b>	<b>..</b>	<b>32,490</b>
<b>Contacts by individuals (%)</b>	<b>74.0</b>	<b>13.4</b>	<b>4.9</b>	<b>4.7</b>	<b>2.9</b>	<b>100.0</b>	<b>..</b>
<b>Contacts by individuals (number)</b>	<b>25,520</b>	<b>4,620</b>	<b>1,700</b>	<b>1,630</b>	<b>1,010</b>	<b>..</b>	<b>34,480</b>

### Notes

1. Cases excluded due to missing data: 1,045 contacts; 1,097 contacts by individuals.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. In any casual contact, the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
4. 'Other/unknown' includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
5. Figures are unweighted.

Source: SAAP Casual Client Collection.

**Table 4.2: SAAP casual contacts: one-off assistance provided, by type of agency, Australia, 21 February – 6 March 2002 (per cent contacts)**

One-off assistance provided	General agencies	High-volume agencies	Casual client agencies	Total	
				%	Number
Information	64.0	28.4	61.0	54.9	17,840
Referral arranged	25.1	9.9	11.2	19.8	6,420
Emotional support	24.2	18.4	14.8	21.7	7,040
Meals	29.8	63.3	46.1	40.0	12,980
Financial/material aid	11.6	33.0	13.7	17.1	5,550
Transport	4.6	3.8	4.4	4.3	1,410
Laundry/shower facilities	8.5	22.7	14.8	12.7	4,130
Other	20.6	16.4	10.2	18.4	5,970
<b>Mean number of types of one-off assistance provided</b>	<b>1.9</b>	<b>2.0</b>	<b>1.8</b>	<b>..</b>	<b>1.9</b>
<b>Total (%)</b>	<b>63.8</b>	<b>24.7</b>	<b>11.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>20,720</b>	<b>8,020</b>	<b>3,750</b>	<b>..</b>	<b>32,490</b>

*Notes*

1. Cases excluded due to missing data: 1,045.
2. 'General' agencies include a small number of agencies that operate both general and high-volume outlets.
3. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. As a result, the number of contacts understates the number of contacts by individuals.
4. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
5. Figures are unweighted.

Source: SAAP Casual Client Collection.

**Table 4.3: SAAP casual contacts by individuals: daily contacts by state and territory, Australia, 21 February – 6 March 2002 (number)**

<b>Day</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
Thursday 21 Feb	720	1,100	1,160	280	240	80	50	20	3,640
Friday 22 Feb	590	840	1,110	300	170	60	50	10	3,140
Saturday 23 Feb	220	110	380	190	40	10	10	30	1,000
Sunday 24 Feb	220	70	510	210	70	20	20	30	1,140
Monday 25 Feb	770	920	1,240	290	230	50	50	40	3,590
Tuesday 26 Feb	670	940	1,060	300	190	40	50	40	3,290
Wednesday 27 Feb	620	710	1,020	230	230	70	60	30	2,970
Thursday 28 Feb	650	790	1,020	230	300	60	60	20	3,120
Friday 1 March	600	450	1,010	220	290	20	50	20	2,660
Saturday 2 March	200	100	330	170	70	10	10	10	890
Sunday 3 March	180	80	320	150	80	20	30	10	850
Monday 4 March	780	830	1,300	180	250	50	60	30	3,490
Tuesday 5 March	720	660	1,010	260	210	50	50	20	2,960
Wednesday 6 March	630	820	790	290	190	50	60	20	2,840
<b>Daily average</b>	<b>540.9</b>	<b>601.7</b>	<b>875.1</b>	<b>234.6</b>	<b>182.3</b>	<b>41.5</b>	<b>42.7</b>	<b>22.5</b>	<b>2,541.4</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
4. Figures are unweighted.

Source: SAAP Casual Client Collection.

**Table 4.4: Groups with unmet requests for SAAP support or accommodation: one-off assistance provided, by client group requiring assistance, Australia, 22–28 August 2001 and 8–14 May 2002 (per cent contacts by groups)**

One-off assistance provided	Person alone	Person with children	Couple without children	Couple with children	Other/unknown	Total	
						%	Number
Information	62.0	72.2	74.3	77.4	62.3	66.2	7,120
Referral for accommodation	36.1	41.4	43.9	36.1	36.8	37.9	4,080
Referral for non-accommodation	11.5	17.1	15.6	16.1	14.7	13.6	1,460
Emotional support	13.0	24.6	17.1	22.6	18.6	17.1	1,840
Meals	7.3	2.4	7.8	2.9	2.5	5.6	600
Financial /material aid	5.2	6.0	6.2	9.7	3.4	5.6	610
Transport	3.0	3.5	3.9	2.4	2.0	3.1	340
Laundry/shower facilities	3.9	1.2	6.0	1.5	1.5	3.0	320
Other	2.5	2.7	4.4	2.4	2.9	2.6	280
None	27.5	19.8	16.4	16.0	28.9	24.3	2,620
<b>Mean number of types of one-off assistance provided</b>	<b>1.4</b>	<b>1.7</b>	<b>1.8</b>	<b>1.7</b>	<b>1.4</b>	<b>..</b>	<b>1.5</b>
<b>Total (%)</b>	<b>60.5</b>	<b>29.0</b>	<b>3.6</b>	<b>5.1</b>	<b>1.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,510</b>	<b>3,120</b>	<b>390</b>	<b>550</b>	<b>200</b>	<b>..</b>	<b>10,760</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. Numbers exclude accompanying children.
3. Groups seeking assistance were able to receive more than one type of one-off assistance, so percentages do not total 100.
4. 'Other/unknown' includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
5. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

*Source:* SAAP Unmet Demand Collection.

# 5 Demand for accommodation: unmet requests

People who make valid unmet requests (see discussion in Section 5.1) at a SAAP agency are termed 'potential clients'. This chapter focuses on the unmet requests made by potential clients.

Information on unmet demand for services is available for only 2 weeks of the year – from 22 to 28 August 2001 and from 8 to 14 May 2002. Because of seasonal factors and because people can have several unmet requests in a year, the daily and 2-week figures for requests by potential clients cannot be used as a basis for deriving annual figures of unmet requests. Data presented in this chapter may underestimate the number of unmet requests (see Sections 2.2 and A2.2.1).

## 5.1 Valid and invalid unmet requests

People may be turned away from a SAAP agency for a variety of reasons. These reasons are classified to determine whether a request is valid or invalid. Invalid requests for accommodation include people requesting assistance from an agency with the wrong target group (for example, a married couple approaching a single men's agency); a request made at a non-accommodation agency; or where the offer of accommodation was refused by the requesting person or group. Invalid requests may be followed by a successful request at another agency, especially if a referral has been arranged.

### Invalid requests

Table 5.1 shows that 1,960 (20%) of the 9,980 unmet requests for accommodation made during the collection period were invalid requests. In particular, 67% of invalid requests for accommodation were not met because the requesting person or group was in the wrong target group for the agency they approached. This was most likely to be the case for couples without children (77%) and for invalid requests made in Tasmania (75% of invalid requests) (Tables 5.1 and 5.2).

Over one-quarter of invalid requests (28%) were unmet because the person or group refused an offer of accommodation (Table 5.1). The proportion of couples without children who had unmet requests for this reason (14%) was lower than for any other requesting group. The proportion of invalid requests where a person or group refused an offer of accommodation ranged from 20% in Queensland to 47% in South Australia (Table 5.2).

Only 5% of invalid requests for accommodation were refused because a non-accommodation agency was approached (Table 5.1). This was most likely to be the case for couples with children (15%). On a state and territory basis, the proportion was relatively low in all states and territories except Victoria, where 14% of invalid requests for accommodation were refused for this reason (Table 5.2).

## Valid requests

Valid unmet requests for accommodation accounted for 80% (8,020) of the total unmet requests for accommodation made during the collection period (Table 5.1). People who presented at SAAP agencies alone or with a group of unrelated individuals accounted for the largest proportion of valid unmet requests for accommodation (4,860 or 61%); they were followed by individuals presenting with children (2,350 or 29%). Couples with and without children accounted for only small numbers of valid unmet requests for accommodation (5% and 3% respectively). On a state and territory basis, Victoria reported the largest number of valid unmet requests for accommodation (2,420, or 30%), while the Northern Territory reported the smallest number (110, or 1%) (Table 5.2).

Overall, the most common reason for valid requests being unmet was insufficient accommodation being available (6,770 or 84%) (Table 5.1). Couples with children and individuals with children had the highest proportions of valid unmet requests due to this reason (91% and 90% respectively). The Northern Territory had the lowest proportion of valid requests for accommodation being unmet because insufficient accommodation was available (67%), while this reason was cited in nearly 94% of valid unmet requests in the Australian Capital Territory (Table 5.2).

Valid unmet requests resulting from the type of accommodation requested not being provided by the agency accounted for 5% of valid unmet requests overall (Table 5.1). On a state and territory basis, however, 14% of valid requests for accommodation in the Northern Territory were unmet due to this reason (Table 5.2).

Unavailability of facilities designed to meet disability, cultural and other special needs not being available accounted for only 2% of valid unmet requests. This reason did not vary greatly in terms of the requesting group, but it was cited in 15% of valid unmet requests for accommodation in the Northern Territory. This was significantly higher than in the other jurisdictions.

Insufficient staff to provide support accounted for only 2% of valid unmet requests for accommodation and did not vary significantly by requesting group or across the states and territories.

## 5.2 The immediacy of need for accommodation

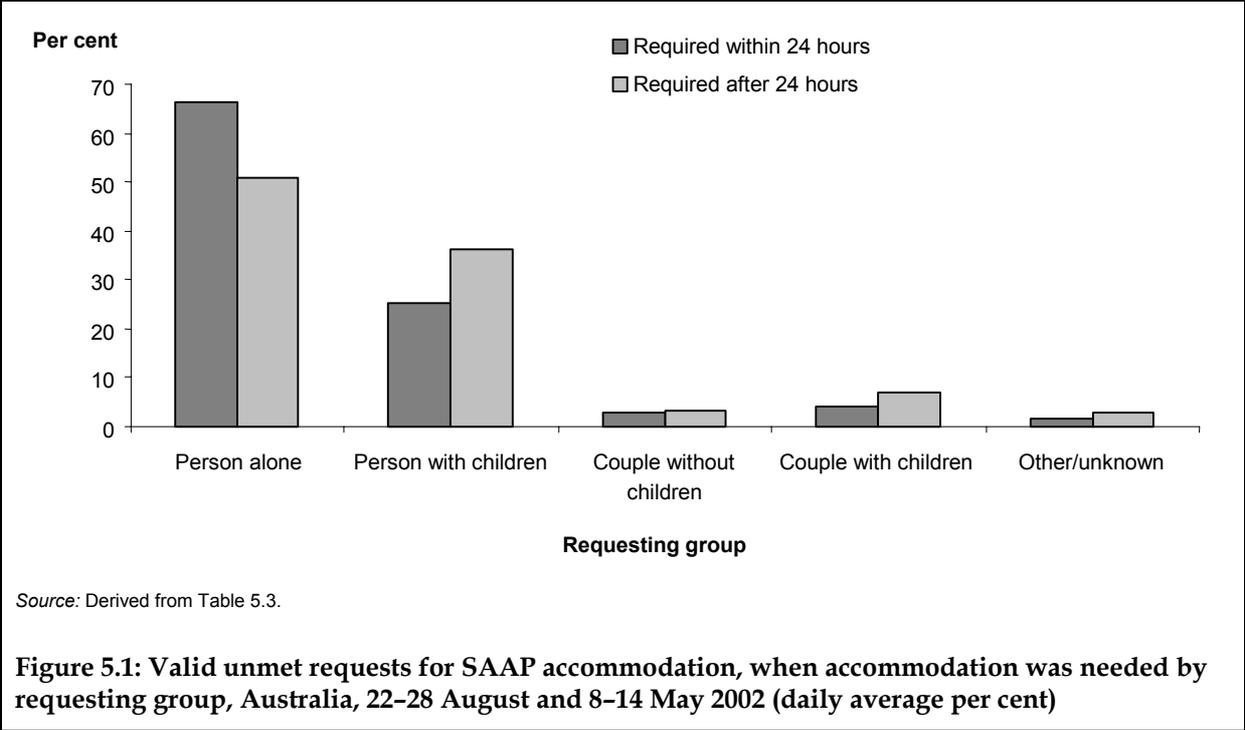
On any day during the Unmet Demand Collection period an average of 573 valid unmet requests for accommodation were made (Table 5.3). Of these requests 198 (35%) were made by individuals or couples with children.

In the context of homelessness, the level of unmet requests for immediate accommodation (that is, accommodation required within 24 hours) is of particular importance: around 62% of all valid unmet requests for accommodation were for immediate accommodation. A significant proportion of the total was for accommodation required after 48 hours (26%). Only about 12% of valid unmet requests were for accommodation required within 24 to 48 hours.

On a daily basis, SAAP agencies made an average of 232 referrals to other accommodation services during the Unmet Demand Collection period (Table 5.4); that is, referrals to other accommodation services were made for about 41% of valid unmet requests for accommodation (derived from Table 5.4). People requesting immediate accommodation were given referrals to other accommodation services in 39% of valid unmet requests for

immediate accommodation. This compares with 43% for people requiring accommodation in more than 24 hours.

People who presented alone or with a group of unrelated individuals made a daily average of 237 valid unmet requests for immediate accommodation, accounting for 66% of valid unmet requests for immediate accommodation (Figure 5.1). This group was referred on to other accommodation in 36% of valid unmet requests they made for immediate accommodation (Table 5.4).



People presenting alone or with a group of unrelated individuals also accounted for the largest proportion of valid unmet requests where accommodation was required after 24 hours (51%). They were referred on to other accommodation in 42% of their valid unmet requests for accommodation required after 24 hours.

Individuals or couples presenting with a child or children accounted for 29% of all valid unmet requests for immediate accommodation, with referrals to other accommodation services being made in around 44% of valid unmet requests for immediate accommodation made by these groups (derived from Table 5.4).

A significant proportion of valid unmet requests for accommodation required after 24 hours were for individuals or couples who presented with a child or children. Of the 216 average daily valid unmet requests where accommodation was required after 24 hours, 93 requests (43%) were made by these two groups (derived from Table 5.3). Referrals to other accommodation were made for these people in about 45% of their valid unmet requests for accommodation required after 24 hours.

While couples who presented without children accounted for around only 3% of valid unmet requests for immediate accommodation and the same for accommodation required after 24 hours, referrals to other accommodation were made in 44% of cases needing immediate accommodation and in 53% of cases needing accommodation after 24 hours (Table 5.4).

Referrals for non-accommodation support services were made in around 12% of valid unmet requests for accommodation, with slightly more referrals being made for people who required accommodation within 24 hours than for those who required it after 24 hours.

### **5.3 Requests for support only**

Apart from unmet requests for accommodation, individuals or groups may have unmet requests for substantial non-accommodation support services only. There were 780 unmet requests for support only reported during the 2 weeks of the 2001–02 Unmet Demand Collection (Table 5.1). The majority of such requests were made by people presenting at a SAAP agency alone or with an unrelated person (51%). On a state and territory basis, Victoria had the highest number of unmet requests for support only, with around 34% of unmet requests for substantial non-accommodation support services being made in this State (Table 5.2).

### **5.4 Summary**

Valid unmet requests for accommodation accounted for 80% (8,020) of the total unmet requests for accommodation made during the collection period. People who presented to SAAP agencies alone or with a group of unrelated individuals made up the largest proportion of such requests (4,860 or 61%). Individuals or couples presenting with child(ren) made 2,770 (35%) valid unmet requests for accommodation. There were 780 unmet requests for support only reported for the 2 weeks of the 2001–02 Unmet Demand Collection.

Overall, the most common reason for unmet valid requests was insufficient accommodation being available (6,770 or 84%). Couples with children and individuals with children had the highest proportions of valid unmet requests due to this reason (91% and 90% respectively).

Of all requests for SAAP accommodation during the Unmet Demand Collection period, 1,960 requests (20%) were invalid. In particular, 67% of invalid requests for accommodation were not met because the requesting person or group was in the wrong target group for the agency they approached.

On any day during the Unmet Demand Collection an average of 573 valid unmet requests for accommodation were made. About 62% of these were for accommodation required within 24 hours. A significant proportion of the total was for accommodation required after 48 hours (26%), while only around 12% of valid unmet requests were for accommodation required within 24 to 48 hours.

On a daily basis, SAAP agencies made an average of 232 referrals to other accommodation services during the Unmet Demand Collection period; that is, referrals to other accommodation services were made in around 41% of valid unmet requests for accommodation.

## 5.5 Tables

**Table 5.1: Unmet requests for SAAP accommodation: main reason why request was not met, by requesting group, Australia, 22–28 August 2001 and 8–14 May 2002 (per cent requests by groups)**

Main reason	Person alone	Person with children	Couple without children	Couple with children	Other/ unknown	Total	
						%	Number
<b>Valid requests</b>							
Insufficient accommodation available	81.1	90.0	85.6	90.7	83.8	84.4	6,770
Type of accommodation requested is not provided	5.7	4.0	8.2	5.0	7.1	5.3	420
Insufficient staff to provide support	2.5	1.9	2.9	2.9	3.2	2.4	190
Facilities for disability needs, cultural needs and other special needs not available	3.0	0.8	1.2	0.2	1.9	2.1	170
Other	7.6	3.4	2.1	1.2	3.9	5.8	460
<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>..</i>
<b>Total (%)</b>	<b>60.5</b>	<b>29.3</b>	<b>3.0</b>	<b>5.2</b>	<b>1.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>4,860</b>	<b>2,350</b>	<b>240</b>	<b>420</b>	<b>150</b>	<b>..</b>	<b>8,020</b>
<b>Invalid requests</b>							
Agency inappropriate—wrong target group	68.3	62.4	77.3	65.9	66.7	67.2	1,320
Agency inappropriate—non-accommodation agency	4.3	4.8	9.1	14.6	—	5.1	100.0
Potential client refused offer of accommodation	27.4	32.8	13.6	19.5	33.3	27.7	540
<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>..</i>
<b>Total (%)</b>	<b>63.9</b>	<b>24.6</b>	<b>5.6</b>	<b>4.2</b>	<b>1.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,250</b>	<b>480</b>	<b>110</b>	<b>80</b>	<b>30</b>	<b>..</b>	<b>1,960</b>
<b>Total requests for accommodation</b>	<b>6,110</b>	<b>2,830</b>	<b>350</b>	<b>500</b>	<b>190</b>	<b>..</b>	<b>9,980</b>
Unmet requests for support only	51.3	37.1	4.1	5.4	2.2	100.0	780

### Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made to allow for missing data (see Appendix 2).
3. In a small number of cases requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
4. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table 5.2: Unmet requests for SAAP accommodation: main reason why request was not met, by state and territory, Australia, 22–28 August 2001 and 8–14 May 2002 (per cent requests by groups)**

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
<b>Valid requests</b>									%	Number
Insufficient accommodation available	80.3	87.7	84.3	79.8	87.8	87.3	93.6	67.3	84.4	6,770
Type of accommodation requested is not provided	5.0	5.8	5.8	3.5	5.1	4.2	2.1	14.0	5.3	420
Insufficient staff to provide support	3.2	2.4	3.2	0.6	—	1.3	0.6	0.9	2.4	190
Facilities for disability needs, cultural needs and other special needs not available	3.1	0.8	2.1	2.3	1.3	5.5	0.9	15.0	2.1	170
Other	8.4	3.3	4.7	13.7	5.9	1.7	2.7	2.8	5.8	460
<i>Total</i>	<i>100.0</i>	<i>..</i>								
<b>Total (%)</b>	<b>25.0</b>	<b>30.2</b>	<b>22.8</b>	<b>7.7</b>	<b>5.9</b>	<b>2.9</b>	<b>4.1</b>	<b>1.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,010</b>	<b>2,420</b>	<b>1,830</b>	<b>620</b>	<b>470</b>	<b>240</b>	<b>330</b>	<b>110</b>	<b>..</b>	<b>8,020</b>
<b>Invalid requests</b>										
Agency inappropriate—wrong target group	70.0	62.8	72.9	66.7	47.1	75.4	62.3	63.0	67.2	1,320
Agency inappropriate—non-accommodation agency	0.8	13.6	7.2	0.5	5.9	—	4.3	1.9	5.1	100.0
Potential client refused accommodation	29.2	23.7	19.9	32.8	47.1	24.6	33.3	35.2	27.7	540
<i>Total</i>	<i>100.0</i>	<i>..</i>								
<b>Total (%)</b>	<b>32.8</b>	<b>19.2</b>	<b>22.1</b>	<b>10.4</b>	<b>6.1</b>	<b>3.1</b>	<b>3.5</b>	<b>2.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>640</b>	<b>380</b>	<b>430</b>	<b>200</b>	<b>120</b>	<b>60</b>	<b>70</b>	<b>50</b>	<b>..</b>	<b>1,960</b>
<b>Total requests for accommodation</b>	<b>2,650</b>	<b>2,800</b>	<b>2,260</b>	<b>820</b>	<b>590</b>	<b>300</b>	<b>400</b>	<b>160</b>	<b>..</b>	<b>9,980</b>
Unmet requests for support only	21.7	33.5	16.9	4.0	12.1	3.3	0.6	7.8	100.0	780

*Notes*

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. In a small number of cases requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
4. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table 5.3: Estimated valid unmet requests for SAAP accommodation, by requesting group and when accommodation was needed, Australia, 22–28 August 2001 and 8–14 May 2002 (daily average)**

Requesting group	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total
<b>Daily average number of requests</b>				
Person alone	236.9	32.3	77.7	346.9
Person with children	89.5	26.6	51.5	167.6
Couple without children	10.1	1.8	5.5	17.4
Couple with children	14.9	5.1	10.0	30.1
Other/unknown	5.2	1.4	4.4	11.0
<b>Total</b>	<b>356.6</b>	<b>67.2</b>	<b>149.1</b>	<b>572.9</b>
<b>Total (%)</b>	<b>62.2</b>	<b>11.7</b>	<b>26.0</b>	<b>100.0</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. 'Other/unknown' group includes cases where the requesting group was reported as 'other' or where it was not reported at all.
4. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
5. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection, and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table 5.4: Estimated valid unmet requests for SAAP accommodation, by selected variables and requesting group, Australia, 22–28 August 2001 and 8–14 May 2002 (daily average)**

Valid unmet requests	Person alone	Person with children	Couple without children	Couple with children	Other/unknown	Daily average (number)
<b>Accommodation required within 24 hours</b>						
<b>Total valid unmet requests (number)</b>	<b>236.9</b>	<b>89.5</b>	<b>10.1</b>	<b>14.9</b>	<b>5.2</b>	<b>356.6</b>
Percentage of valid unmet requests						
—due to insufficient accommodation	79.8	89.7	85.8	92.3	76.7	295.8
—referred to other accommodation	36.2	44.9	44.0	36.8	37.0	137.8
—referred to other support services	9.8	12.2	16.3	12.4	11.0	38.1
<b>Accommodation required after 24 hours</b>						
<b>Total valid unmet requests (number)</b>	<b>110.0</b>	<b>78.1</b>	<b>7.3</b>	<b>15.1</b>	<b>5.8</b>	<b>216.3</b>
Percentage of valid unmet requests						
—due to insufficient accommodation	84.0	90.3	85.3	89.2	90.1	187.8
—referred to other accommodation	42.3	45.2	52.9	41.0	42.0	94.4
—referred to other support services	11.9	18.7	14.7	13.7	9.9	31.4

*Notes*

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Unmet Demand Collection.



# 6 Demand for accommodation: potential clients

People can make more than one request for SAAP accommodation. As Figure 6.1 shows, they can make a request for SAAP accommodation and either be successful on the first attempt, make subsequent requests until they are accommodated, have their needs met elsewhere, or give up trying altogether. How often people have their needs met by other means and no longer require SAAP assistance cannot at present be measured.

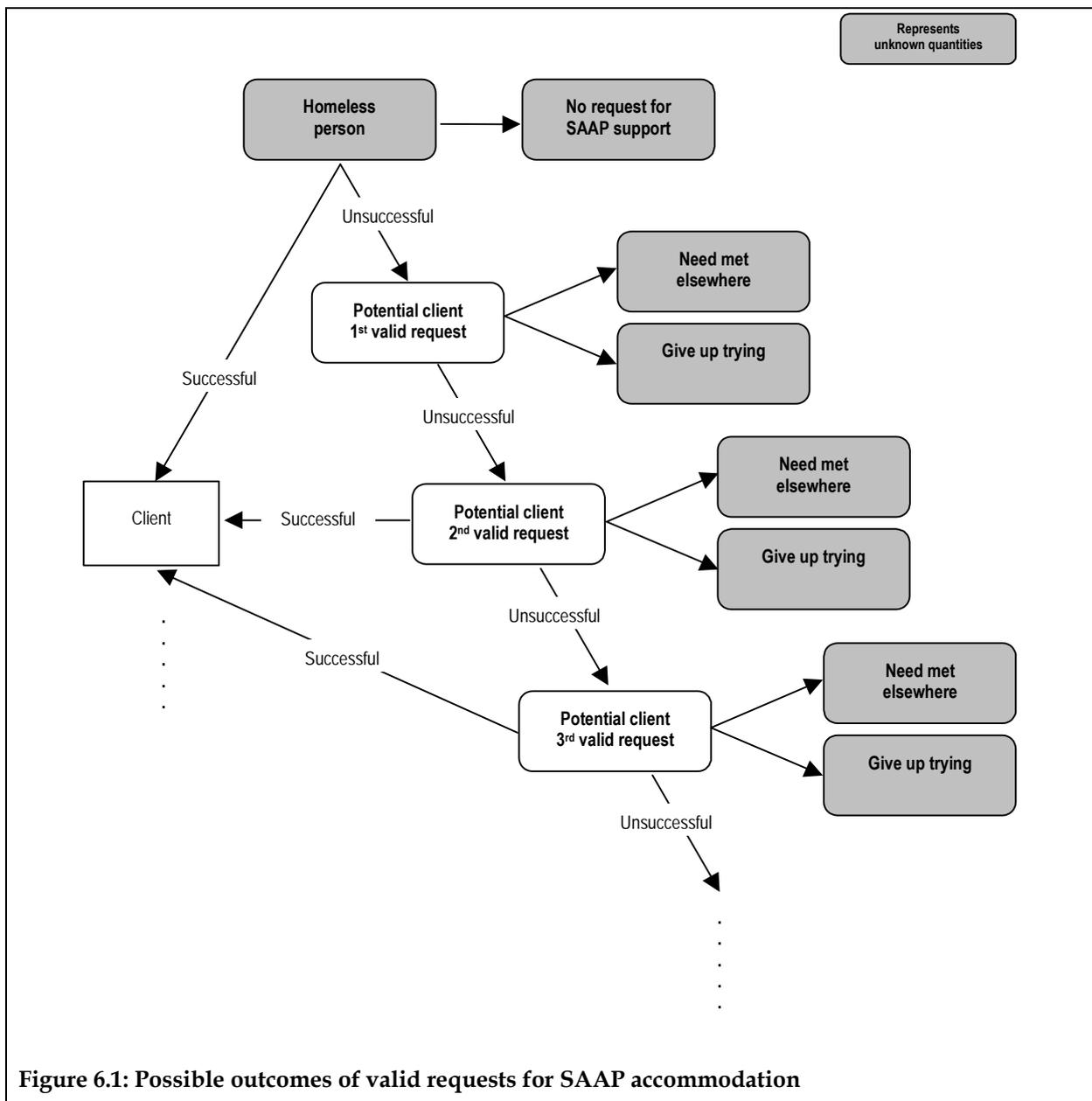


Figure 6.1: Possible outcomes of valid requests for SAAP accommodation

This chapter discusses the characteristics of potential clients who request accommodation at a SAAP agency. Potential clients are adults or children unaccompanied by a parent or guardian who request substantial assistance from a SAAP agency but do not receive it: that is, they have made valid unmet request(s) (see Chapter 5). Each request is attributed to an individual using a question on the Unmet Demand Collection form that asks if the person had been turned away from a SAAP agency earlier that day, so numerous requests can be attributed to an estimated number of individuals.

Information on unmet demand by potential clients is available for only 2 weeks of the year – from 22 to 28 August 2001 and from 8 to 14 May 2002. As with data on requests, because of seasonal factors and because people can make several unmet requests in a year, the daily and 2-week figures for potential clients cannot be used as a basis for deriving annual figures. The data presented in this chapter may underestimate the number of potential clients (see Sections 2.2 and A2.2.1).

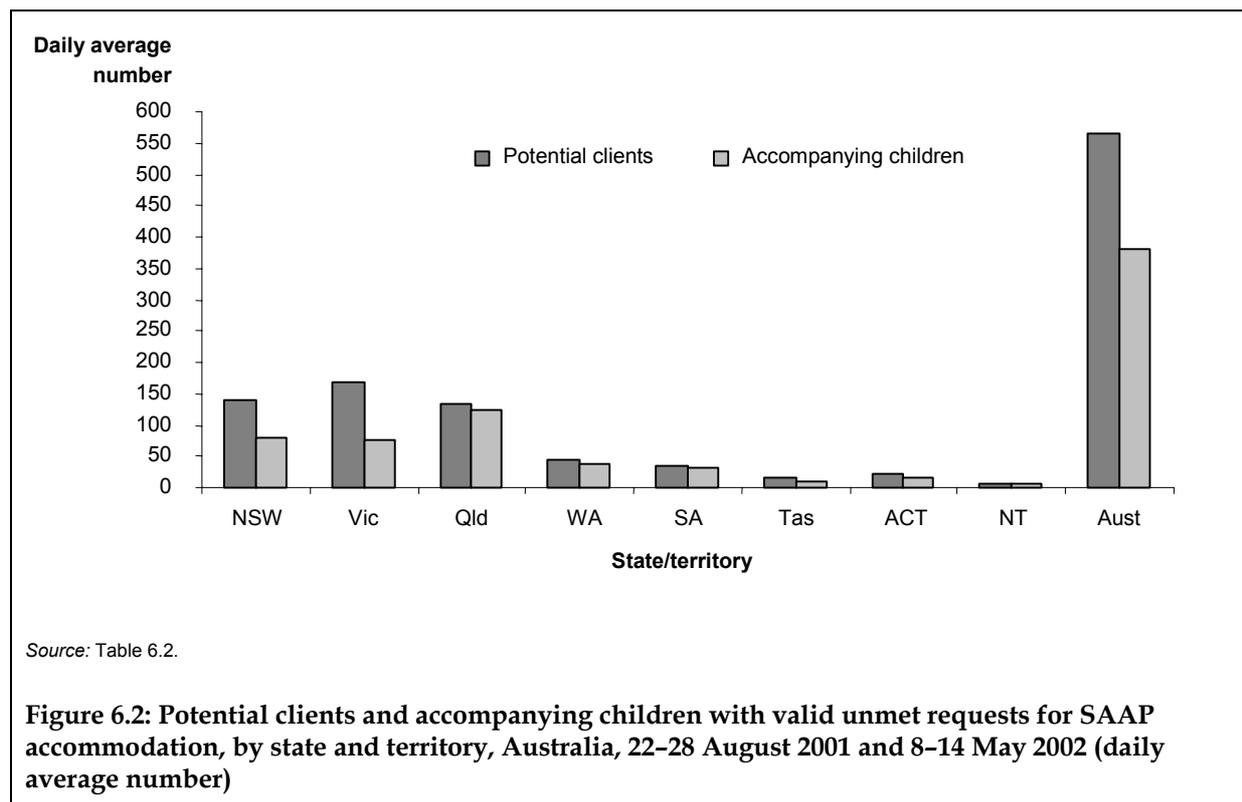
## **6.1 The number of people making unmet requests for accommodation**

People may make more than one request for accommodation in a day. Additionally, in at least 39% of the 573 valid unmet requests for accommodation reported each day the request involved more than one person (Table 5.3). On average, on any day during the collection period 567 potential clients and 383 accompanying children were associated with valid unmet requests for accommodation, totalling 949 people per day (Table 6.1).

There was a daily average of 315 potential clients requesting accommodation who presented alone or with an unrelated person(s), 151 potential clients who presented alone with children, 52 potential clients who presented as a couple with children, and 33 potential clients who presented as a couple with no children. Only around 16 people presented in an 'other or unknown' type of group.

When children were involved, there was an average of 2 per group (derived from Table 6.1). The daily average number of accompanying children was highest for children who presented with one potential client (318). A daily average of 61 children accompanied a couple. Only 3 children a day presented as part of an 'other' group (Table 6.1).

Figure 6.2 shows the number of potential clients and accompanying children who made valid unmet requests for accommodation during the Unmet Demand Collection period by state and territory. Victoria reported the highest number of potential clients requesting accommodation on any given day during the period (168), accounting for 29% of the total number of potential clients requesting accommodation (Table 6.2). However, when considering accompanying children and potential clients together, Victoria had the lowest proportion of accompanying children as a percentage of all people making valid unmet requests for accommodation in the state (31%) (derived from Table 6.2). Queensland reported the largest number of accompanying children (125): nearly half (48%) of all people with valid requests who were refused accommodation in this state were accompanying children. South Australia also recorded that 48% of all people making valid unmet requests for accommodation were accompanying children.



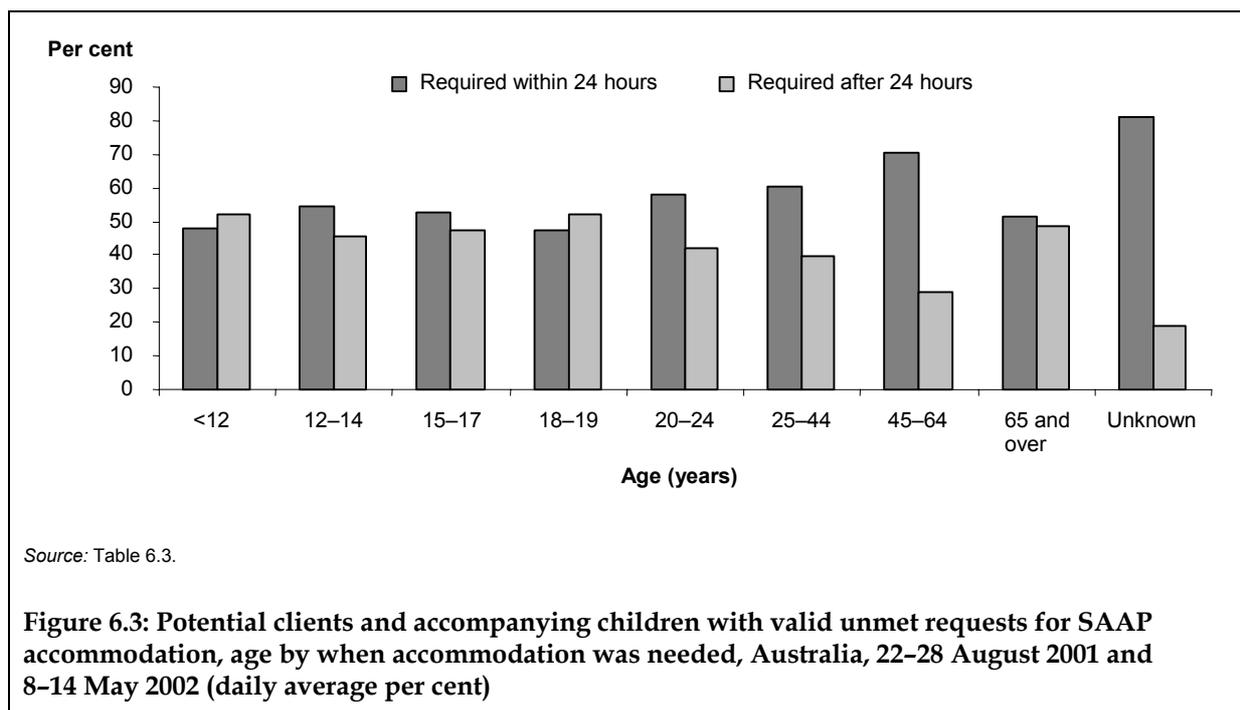
## 6.2 The immediacy of need for accommodation

As with the number of requests made (see Chapter 5), the majority of people making valid unmet requests for accommodation required accommodation within 24 hours – 61% of potential clients and 53% of accompanying children (Table 6.1). It is interesting to note that significantly more people required accommodation in 5 or more days of making their request (19% of potential clients and 20% of accompanying children) compared with those needing accommodation 24 to 48 hours after making their request (12% of potential clients and 17% of accompanying children) and 3 to 4 days after making their request (8% and 11%). This may indicate that many people try to make arrangements for an anticipated occasion of homelessness or some other type of insecurity before their situation reaches crisis point.

People or couples who presented with children had differing requirements in relation to how soon they needed accommodation compared with people who presented without children. Nearly half (48%) of potential clients who presented as an individual with children or as a couple with children were seeking accommodation after 24 hours (derived from Table 6.1). This was higher than the figure for potential clients who presented without children, of whom around 34% required accommodation after 24 hours.

### Demographic characteristics

Table 6.3 shows demographic information for people with valid unmet requests for accommodation by the immediacy of their need for accommodation. The data include accompanying children because the design of the 2001–02 Unmet Demand Collection instrument does not allow demographic information on potential clients and accompanying children to be analysed separately. Figure 6.3 shows the immediacy of need for accommodation by the age group of people requesting accommodation.



For the majority of age groups, people making valid unmet requests for accommodation were more likely to require accommodation within 24 hours, with older potential clients generally having higher proportions requiring immediate accommodation than younger potential clients or accompanying children (Table 6.3). In particular people aged 45-64 years had the highest proportion requiring immediate accommodation (71%), with the exception of the 'unknown' category. Interestingly, potential clients or accompanying children aged under 12 years and 18-19 years were slightly more likely to require accommodation after 24 hours (52% each).

For the majority of males, with the exception of those aged under 12 years, accommodation was more likely to be required within 24 hours. This was particularly apparent for males aged 45-64 years, where 81% required accommodation within 24 hours. In contrast, females aged under 12 years (51%) and 15-17 years (53%), 18-19 years (56%) and 65 years and over (69%) were more likely to request accommodation after 24 hours.

The majority (60%) of potential clients and accompanying children were Australian-born. A further 2% were born in other predominantly English-speaking countries, and 5% were born in predominantly non-English speaking countries. Information on birthplace was not recorded for 33% of people making valid unmet requests for accommodation (derived from Table 6.3).

People who were born in Australia or in other English-speaking countries were more likely to require accommodation within 24 hours (54% and 58% respectively). People from non-English speaking countries were more likely to require accommodation after 24 hours (63%). This trend also applied to males, with those born in Australia or other English speaking countries more likely to require accommodation within 24 hours, and those born in non-English speaking countries after 24 hours. With the exception of females whose country of birth was unknown, females were more likely to request accommodation after 24 hours, particularly those born in non-English speaking countries (67%).

Table 6.3 also shows data on Aboriginal and Torres Strait Islander people making valid unmet requests for accommodation; however, caution should be exercised in drawing conclusions on the basis of this data because of the large proportion of people of 'unknown' status and the large amount of missing information: Aboriginal and/or Torres Strait Islander status was unknown for 32% of people requiring accommodation within 24 hours and for 19% of people requiring accommodation after 24 hours (or in 27% of valid unmet requests for accommodation) (derived from Table 6.3). In addition, data on Indigenous status were missing for an average of 34% of people per day.

The available data show, however, that 15% of people making valid unmet requests for accommodation were of Aboriginal and/or Torres Strait Islander background (derived from Table 6.3). Aboriginal and/or Torres Strait Islander people were more likely to request accommodation within 24 hours (56%) than after 24 hours (Table 6.3). Non-Indigenous and Indigenous males had similar proportions for accommodation required within 24 hours (59% and 58% respectively) and after 24 hours. Female Indigenous people were more likely to require accommodation within 24 hours (54%) than non-Indigenous females (45%).

### **6.3 Summary**

On average, on any day during the Unmet Demand Collection period, 567 adults or unaccompanied children and 383 accompanying children were associated with valid unmet requests for accommodation, totalling 949 people per day. The majority of potential clients presented alone or with unrelated people (315).

The majority of people making valid unmet requests for accommodation required accommodation within 24 hours (61% of potential clients and 53% of accompanying children). Significantly more people required accommodation in 5 or more days of making their request (19% of potential clients and 20% of accompanying children) than those needing accommodation 24 to 48 hours after making their request (12% of potential clients and 17% of accompanying children) and 3 to 4 days after making their request (8% and 11%).

Nearly half (48%) of potential clients who presented as an individual with children or as a couple with children were seeking accommodation after 24 hours. Around 34% of potential clients who presented without children required accommodation after 24 hours.

For the majority of males, with the exception of those aged under 12 years, accommodation was more likely to be required within 24 hours. In contrast, females aged under 12 years (51%) and aged 15–17 years (53%), 18–19 years (56%) and 65 years and over (69%) were more likely to request accommodation after 24 hours.

People who were born in Australia or in other English-speaking countries were more likely to require accommodation within 24 hours (54% and 58% respectively). People from non-English speaking countries were likely to require accommodation after 24 hours (63%).

Data on Indigenous status were missing or 'unknown' for a large proportion of potential clients. The available data show, however, that 15% of people making valid unmet requests for accommodation were of Aboriginal and/or Torres Strait Islander background.

## 6.4 Tables

**Table 6.1: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and requesting group, Australia, 22–28 August 2001 and 8–14 May 2002 (daily average)**

Requesting group	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total
<b>Daily average number of potential clients needing accommodation</b>					
Person alone	213.2	29.1	20.2	52.6	315.1
Person with children	80.1	24.2	16.4	29.9	150.5
Couple without children	19.9	2.6	3.0	7.7	33.1
Couple with children	24.6	9.4	6.3	11.6	51.9
Other/unknown	6.6	2.0	1.4	6.0	15.9
<b>Total (number)</b>	<b>344.3</b>	<b>67.3</b>	<b>47.2</b>	<b>107.8</b>	<b>566.6</b>
<b>Total (%)</b>	<b>60.8</b>	<b>11.9</b>	<b>8.3</b>	<b>19.0</b>	<b>100.0</b>
<b>Daily average number of accompanying children needing accommodation</b>					
Person with children	173.9	50.6	32.9	60.5	317.9
Couple with children	26.5	13.1	7.4	14.3	61.3
Other/unknown with children	1.2	0.4	0.8	0.9	3.3
<b>Total (number)</b>	<b>201.6</b>	<b>64.1</b>	<b>41.1</b>	<b>75.6</b>	<b>382.5</b>
<b>Total (%)</b>	<b>52.7</b>	<b>16.8</b>	<b>10.8</b>	<b>19.8</b>	<b>100.0</b>

### Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. The 'other/unknown' requesting group includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
4. People may make more than one request for accommodation in a day. Data are based on the first valid request made by the person or group (see Glossary).
5. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included in this table. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table 6.2: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and state and territory, 22–28 August 2001 and 8–14 May 2002 (daily average)**

State/territory	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total
<b>Daily average of number of potential clients needing accommodation</b>					
NSW	91.6	15.0	8.8	23.4	138.8
Vic	78.9	21.9	16.6	50.3	167.6
Qld	88.6	18.1	12.6	14.8	134.1
WA	32.1	3.1	2.9	6.1	44.3
SA	18.3	3.8	3.7	9.9	35.6
Tas	12.8	2.1	0.7	1.1	16.6
ACT	15.8	2.3	1.6	1.9	21.6
NT	6.3	1.0	0.3	0.4	7.9
<b>Total (number)</b>	<b>344.3</b>	<b>67.3</b>	<b>47.2</b>	<b>107.8</b>	<b>566.6</b>
<b>Total (%)</b>	<b>60.8</b>	<b>11.9</b>	<b>8.3</b>	<b>19.0</b>	<b>100.0</b>
<b>Daily average of number of accompanying children needing accommodation</b>					
NSW	43.7	11.4	7.3	15.7	78.1
Vic	25.6	13.4	9.1	28.6	76.6
Qld	65.4	27.4	16.4	15.9	125.1
WA	26.2	3.2	2.0	6.4	37.9
SA	18.4	4.1	4.3	6.4	33.2
Tas	7.2	1.4	0.2	0.5	9.4
ACT	11.1	2.4	1.9	2.0	17.4
NT	4.1	0.6	0.1	0.0	4.8
<b>Total (number)</b>	<b>201.6</b>	<b>64.1</b>	<b>41.1</b>	<b>75.6</b>	<b>382.5</b>
<b>Total (%)</b>	<b>52.7</b>	<b>16.8</b>	<b>10.8</b>	<b>19.8</b>	<b>100.0</b>

*Notes*

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid request made by the person or group (see Glossary).
4. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table 6.3: Potential clients and accompanying children with valid unmet requests for SAAP accommodation: age, birthplace and Indigenous status, by gender and when accommodation was needed, Australia, 22–28 August 2001 and 8–14 May 2002 (average per cent daily)**

	Male			Female			Total			Total number
	Accommodation									
	Required within 24 hours	Required after 24 hours	Total	Required within 24 hours	Required after 24 hours	Total	Required within 24 hours	Required after 24 hours	Total	
<b>Age</b>										
Under 12 years	46.8	53.2	100.0	49.1	50.9	100.0	48.0	52.0	100.0	228.9
12–14 years	53.6	46.4	100.0	55.3	44.7	100.0	54.5	45.5	100.0	39.7
15–17 years	60.7	39.3	100.0	46.7	53.3	100.0	52.9	47.1	100.0	98.5
18–19 years	51.9	48.1	100.0	44.0	56.0	100.0	47.6	52.4	100.0	49.6
20–24 years	66.4	33.6	100.0	51.8	48.2	100.0	57.8	42.2	100.0	96.9
25–44 years	69.4	30.6	100.0	53.7	46.3	100.0	60.6	39.4	100.0	185.6
45–64 years	81.2	18.8	100.0	52.8	47.2	100.0	70.7	29.3	100.0	27.8
65 years and over	68.4	31.6	100.0	31.3	68.8	100.0	51.4	48.6	100.0	2.5
Unknown	83.5	16.5	100.0	79.6	20.4	100.0	81.0	19.0	100.0	52.4
<b>Total (%)</b>	<b>60.3</b>	<b>39.7</b>	<b>100.0</b>	<b>52.7</b>	<b>47.3</b>	<b>100.0</b>	<b>56.1</b>	<b>43.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>215.4</b>	<b>141.9</b>	<b>..</b>	<b>223.5</b>	<b>200.9</b>	<b>..</b>	<b>438.9</b>	<b>342.9</b>	<b>..</b>	<b>781.8</b>
<b>Birthplace</b>										
Australia	59.1	40.9	100.0	49.0	51.0	100.0	53.7	46.3	100.0	570.7
Other English-speaking countries	69.7	30.3	100.0	46.7	53.3	100.0	57.6	42.4	100.0	16.5
Non-English speaking countries	42.0	58.0	100.0	32.6	67.4	100.0	36.9	63.1	100.0	47.6
Unknown	72.5	27.5	100.0	75.3	24.7	100.0	74.2	25.8	100.0	107.9
<b>Total (%)</b>	<b>60.0</b>	<b>40.0</b>	<b>100.0</b>	<b>52.1</b>	<b>47.9</b>	<b>100.0</b>	<b>55.7</b>	<b>44.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>201.8</b>	<b>134.4</b>	<b>..</b>	<b>211.6</b>	<b>194.9</b>	<b>..</b>	<b>413.4</b>	<b>329.4</b>	<b>..</b>	<b>742.8</b>
<b>Indigenous status</b>										
Not Indigenous	59.0	41.0	100.0	45.3	54.7	100.0	52.0	48.0	100.0	362.6
Indigenous	58.1	41.9	100.0	54.4	45.6	100.0	55.9	44.1	100.0	93.6
Unknown	69.7	30.3	100.0	68.4	31.6	100.0	68.9	31.1	100.0	167.4
<b>Total (%)</b>	<b>61.5</b>	<b>38.5</b>	<b>100.0</b>	<b>53.5</b>	<b>46.5</b>	<b>100.0</b>	<b>57.1</b>	<b>42.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>175.6</b>	<b>110.1</b>	<b>..</b>	<b>180.8</b>	<b>157.3</b>	<b>..</b>	<b>356.4</b>	<b>267.4</b>	<b>..</b>	<b>623.7</b>

*Notes*

1. Data on age were missing for an estimated 167.3 people per day out of 949.1.
2. Data on birthplace were missing for an estimated 206.3 people per day out of 949.1.
3. Data on Indigenous status were missing for an estimated 325.4 people per day out of 949.1.
4. Adjustments have been made for missing data (see Appendix 2).
5. People may make more than one request for accommodation in a day. Data are based on the first valid request made by the person or group (see Glossary).
6. Data include accompanying children.
7. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

# 7 Meeting the demand for accommodation

As noted in Chapter 6, some of the potential clients with valid unmet requests for SAAP accommodation might subsequently receive accommodation from another SAAP agency on the same day as making a request. The Met Demand Collection was introduced in 2001–02 in order to distinguish between people with unmet requests who could not be accommodated at all and people with unmet requests who eventually found SAAP accommodation by the end of each day of the Unmet Demand Collection period (22 to 23 August 2001 and 8 to 14 May 2002). Such information is essential for the calculation of turn-away rates.

This chapter provides two turn-away rates to assess whether there is sufficient SAAP accommodation to meet demand. First, the turn-away rate for daily requests gives the average daily percentage of people who cannot be accommodated relative to all people making a valid request for immediate SAAP accommodation on a particular day during the collection period.

Second, the turn-away rate for total demand for accommodation gives the average daily percentage of people who cannot be accommodated relative to all people making requests for SAAP accommodation, and who are continuing their accommodation from the previous day. Daily patterns are also discussed, with the second turn-away rate examined for each day of the Unmet Demand Collection period.

The data presented in this chapter will be underestimates because agencies must participate in all 3 collections – the Client, Unmet Demand and Met Demand Collections – to allow for the calculation of turn-away rates. In addition, turn-away rates are provided for adults or unaccompanied children. Turn-away rates for accompanying children cannot be given because daily information on accompanying children is not collected in the Client Collection.

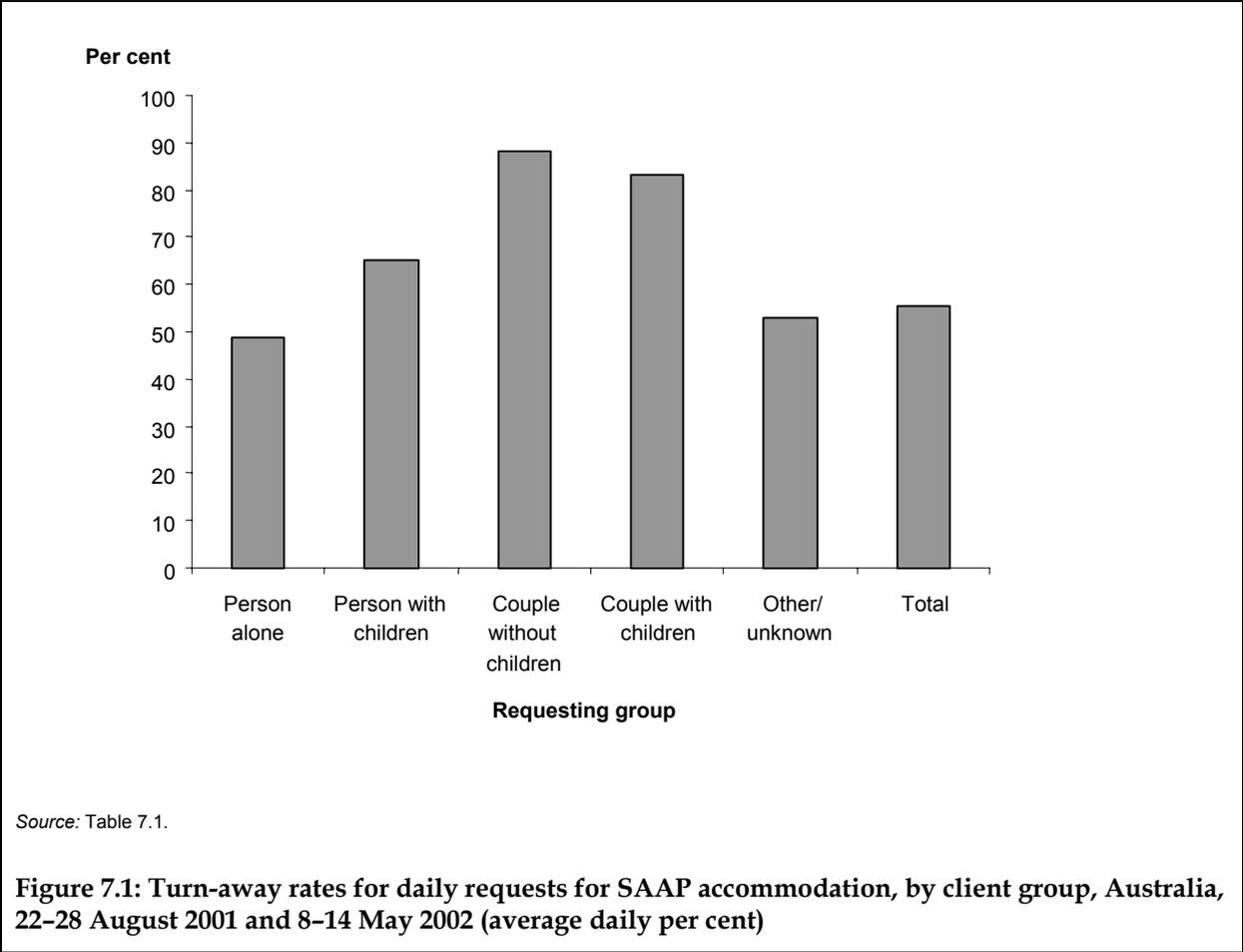
## 7.1 The turn-away rate for daily requests

Table 7.1 shows the number of people requesting SAAP accommodation on a daily basis, and the percentage of people turned away without being accommodated. On average, of the 570 people requesting immediate accommodation, 55% (315) were unable to be accommodated by the end of the day. Data from Chapter 5 show that the most likely reason for this was that there was insufficient accommodation at the SAAP agency in question.

Only 29 people obtained SAAP accommodation after making an unsuccessful attempt(s) earlier in the day. The remaining 226 people obtained SAAP accommodation on their first attempt. These newly accommodated clients may have come from a variety of sources – for example, supported clients being newly accommodated, clients of one SAAP agency being referred to another for accommodation; potential clients taking up referrals arranged on a previous day, people referred by special referral centres, and people approaching a SAAP agency directly for the first time.

The turn-away rates for different requesting groups suggest that, overall, SAAP is more able to provide accommodation for people who present on their own: these people had the lowest daily turn-away rate (49%) (Figure 7.1). Although they represented only a small proportion of the total number of people requesting accommodation, couples with and without children

had by far the greatest difficulty obtaining SAAP accommodation: 80% of couples without children were turned away at the end of each day, and 83% of couples with children were turned away. Sixty-five per cent of individuals presenting with children were turned away.



On a state and territory basis, the Australian Capital Territory and Victoria had the highest average daily turn-away rates for people requesting SAAP accommodation (73% and 72% respectively) (Table 7.2). New South Wales and the Northern Territory were the only jurisdictions where the number of people who were successful in obtaining accommodation on an average day was higher than the number of people who could not be accommodated. Their turn-away rates were therefore the lowest, at 49% and 40% respectively.

## 7.2 The turn-away rate for total demand for accommodation

The analysis in Section 7.1 shows that obtaining SAAP accommodation can be difficult, with 55% of average daily requests for immediate accommodation left unmet at the end of the day. The second turn-away rate discussed here examines this level of unmet demand for accommodation in relation to SAAP’s overall capacity to provide that accommodation.

Table 7.3 shows that on a national basis SAAP agencies are operating to capacity, with the total demand for SAAP accommodation unable to be completely met. On an average day

during the Unmet Demand Collection period, 7,825 people either requested SAAP accommodation or were continuing their accommodation. Of this total:

- 315 people made a valid unmet request for immediate accommodation and did not obtain SAAP accommodation by the end of the day;
- 255 were newly accommodated; and
- 7,255 were continuing their accommodation from the previous day and into the next day.

This gives a total demand for accommodation turn-away rate of 4%. That is, 315 people out of 7,825 were unable to be accommodated.

People requesting accommodation on a daily basis made up only 7% of the total daily demand for accommodation, with 3% obtaining accommodation and 4% being turned away. This suggests that a 4% increase in bed capacity could satisfy reported unmet demand for accommodation, although this assumes that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent across geographical locations and target groups. There is sufficient evidence to suggest that this is not the case.

The large number of homeless people enumerated in the 1996 Census (only a small proportion of whom were accommodated in SAAP – see Chapter 1) suggests a significant level of hidden need. The low percentage of new requests for SAAP accommodation on a daily basis suggests that people in need of accommodation may not be approaching SAAP agencies because they are aware of the difficulty of obtaining SAAP accommodation.

That the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that people seeking SAAP accommodation do not make repeated attempts if they fail initially. In fact, Tables 5.3 and 6.1 suggest that few potential clients seeking immediate accommodation make more than one attempt at appropriate SAAP agencies (requests made by individuals [326.4] divided by the number of individuals [293.3] = 1.11).<sup>6</sup>

Furthermore, the difficulty of obtaining a referral once a person has not been successful – each day, on average, only 138 referrals for accommodation were arranged for 357 unmet requests for immediate accommodation – may be telling many potential clients that SAAP accommodation is difficult to obtain and that trying at another agency is unlikely to prove successful on that day (Table 5.4). They might, however, try again on subsequent days.

Turn-away rates varied across presenting groups and states and territories, indicating that the demand for accommodation is not uniform across the country. As with the first turn-away rate, people presenting alone had the lowest overall turn-away rate (4%). People presenting with children also had a 4% turn-away rate, and couples with children had a rate of 5%. Couples presenting without children had the highest overall turn-away rate (13%).

On a state and territory basis, South Australia had the lowest overall turn-away rate (2%); it was followed by New South Wales (3%) (Table 7.4). Victoria and the Northern Territory both had a rate of 4%, Western Australia had a rate of 5%, and Queensland and Tasmania both had a rate of 6%. The Australian Capital Territory had the highest turn-away rate of all the States and Territories at 7%.

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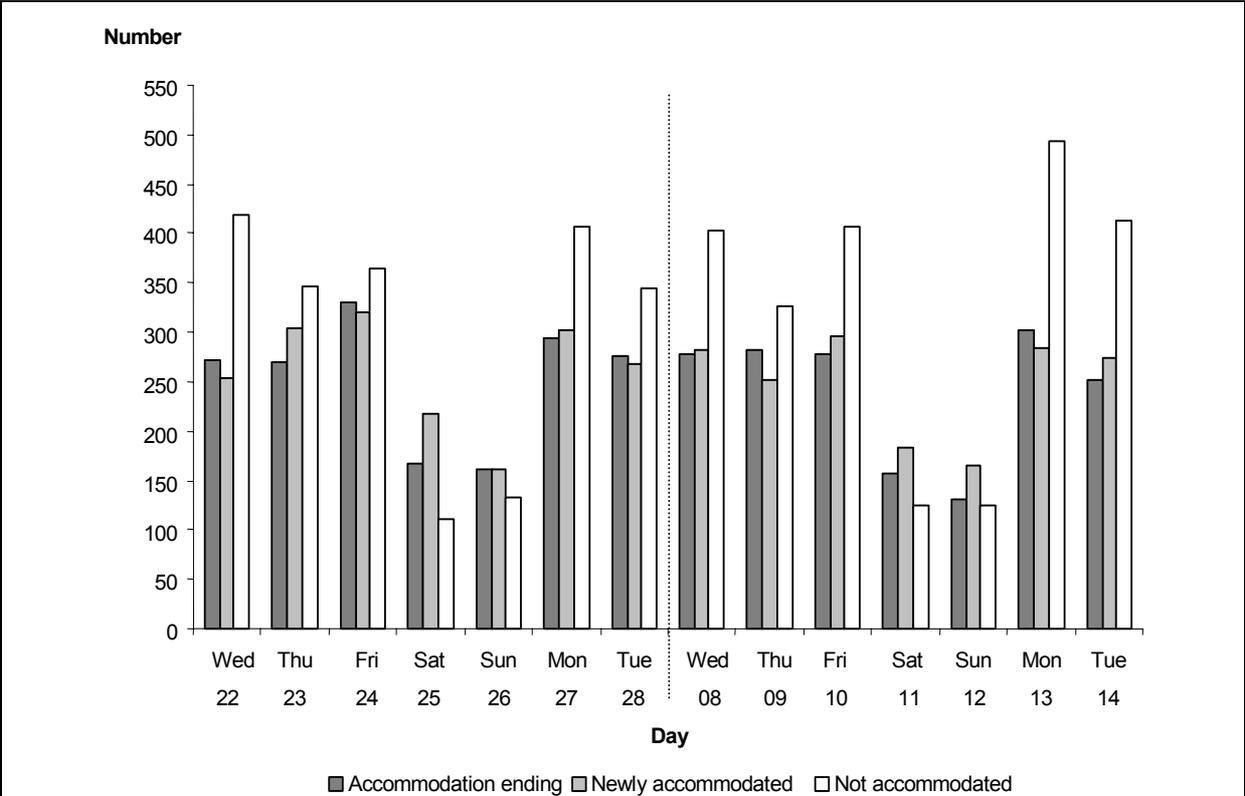
<sup>6</sup> From Table 5.3 – estimated number of valid unmet requests for SAAP accommodation required within 24 hours by the requesting groups ‘person alone’ and ‘person with children’. From Table 6.1 – number of potential clients requesting accommodation required within 24 hours presenting in the groups ‘person alone’ and ‘person with children’.

Further analysis of unmet demand at a finer level would help determine if particular geographical locations or sub-populations are experiencing significantly higher or lower levels of unmet demand for accommodation. Such an analysis, however, would not be able to determine the extent of any hidden need caused by people not seeking assistance when they need it. It must also be noted that there is the possibility that demand for SAAP accommodation varies throughout the year, and the figures presented here are for two separate weeks of the year only.

### 7.3 Daily demand for SAAP accommodation

Whether there is sufficient SAAP accommodation to meet demand can also be examined by looking at demand on a daily basis. Table 7.5 shows the overall demand for SAAP accommodation for each day in the 2 weeks covered by the Unmet Demand Collection.

As observed in previous *Demand for SAAP assistance* reports (AIHW 2001a:12; AIHW 2002b:25), in general, the fortnightly patterns are similar for clients starting accommodation, clients ending their accommodation and potential clients (Figure 7.2). Interestingly, weekends saw the smallest numbers of clients beginning their stay, clients leaving their accommodation and potential clients – dropping to around half of their weekday averages or lower. For clients continuing their accommodation for another day, the pattern was reversed: these numbers increased at weekends, rising on Saturday and again on Sunday before dropping on Monday.



Source: Table 7.5.

Figure 7.2: Daily numbers of clients starting accommodation, clients ending accommodation and potential clients, Australia, 22-28 August 2001 and 8-14 May 2002

The increase in the number of clients continuing their accommodation is consistent with the drop in the number of newly accommodated clients on weekends, assuming that accommodation is difficult to obtain (Table 7.5). The fall in the number of potential clients is surprising, however, since a greater scarcity of accommodation resulting from people staying on in their accommodation would be expected to lead to a rise in the number of potential clients. Apart from weekends, the number of potential clients was always higher than the number of clients starting accommodation on that day – a range of 43 to 208 more people being turned away than being accommodated.

The number of clients accommodated on any particular day fluctuated by only 2% during the 2-week collection period, ranging from 7,411 to 7,584, with a daily average of 7,510. On average, 255 clients began their accommodation each day, 247 finished, and an average of 7,255 were continuing their accommodation. During the collection period the maximum number of clients beginning their accommodation on any day was 321, on Friday 24 August. This date also had the highest number of clients finishing their accommodation (330). Monday 13 May had the maximum number of people unable to be accommodated (493) and the second-highest number of clients finishing their accommodation (303).

## 7.4 Summary

SAAP agencies are operating to capacity with respect to accommodation. The high turn-away rate for daily requests (55%), the low daily turnover rate for accommodation (there are relatively few people leaving their accommodation and taking up accommodation compared with those continuing their accommodation) and the relatively low referral rate for those requiring immediate accommodation suggest that finding accommodation in a SAAP agency is difficult for some.

The relatively small turn-away rate for total demand for accommodation (4%) suggests, however, that a small increase in capacity could have a significant impact on the level of unmet demand for accommodation – assuming that all those who need SAAP accommodation are currently approaching SAAP agencies and that this level of unmet demand is uniform across geographical locations and target groups and throughout the year. A regional analysis of unmet demand would help to determine whether accommodation agencies are generally operating at capacity or whether there is a problem in locating any spare capacity on a particular day in particular locations. This type of analysis, however, would not reveal the extent of any hidden need caused by people not seeking assistance when they need it.

## 7.5 Tables

**Table 7.1: People requesting SAAP accommodation and percentage of people turned away, by client group, Australia, 22–28 August 2001 and 8–14 May 2002 (daily average number)**

	Person alone	Person with children	Couple without children	Couple with children	Other/unknown	Total
<b>Potential clients (not accommodated) <sup>(a)</sup></b>	<b>190.3</b>	<b>77.1</b>	<b>18.9</b>	<b>23.1</b>	<b>6.0</b>	<b>315.4</b>
<b>Newly accommodated clients <sup>(b)</sup></b>	<b>200.9</b>	<b>41.3</b>	<b>2.5</b>	<b>4.6</b>	<b>5.4</b>	<b>254.6</b>
People making a successful first request	178.0	38.4	1.5	3.2	4.8	225.8
People accommodated in subsequent request(s) <sup>(a)</sup>	22.9	2.9	1.0	1.4	0.6	28.9
<b>Total number of people making requests for accommodation</b>	<b>391.1</b>	<b>118.4</b>	<b>21.4</b>	<b>27.7</b>	<b>11.4</b>	<b>570.1</b>
<b>Turn-away rate (%)</b>	<b>48.6</b>	<b>65.1</b>	<b>88.3</b>	<b>83.3</b>	<b>52.8</b>	<b>55.3</b>

(a) People with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that a client will not start more than one period of accommodation on the same day.

### Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data from the Met and Unmet Demand Collections (see Appendix 2).
3. 'Other/unknown' includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
4. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, if the requested service (for example, accommodation) is not provided by the agency, or where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
5. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Sources: SAAP Client Collection, Met Demand Collection and Unmet Demand Collection.

**Table 7.2: People requesting SAAP accommodation and percentage of people turned away, by state and territory, Australia, 22–28 August 2001 and 8–14 May 2002 (daily average number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Potential clients (not accommodated) <sup>(a)</sup></b>	<b>80.6</b>	<b>72.1</b>	<b>83.2</b>	<b>29.2</b>	<b>17.3</b>	<b>12.0</b>	<b>15.3</b>	<b>5.8</b>	<b>315.4</b>
<b>Newly accommodated clients <sup>(b)</sup></b>	<b>83.7</b>	<b>27.6</b>	<b>79.1</b>	<b>28.1</b>	<b>16.0</b>	<b>5.6</b>	<b>5.8</b>	<b>8.6</b>	<b>254.6</b>
People making a successful first request	72.7	20.8	73.7	25.2	15.0	4.8	5.3	8.1	225.7
People accommodated in subsequent request(s) <sup>(a)</sup>	11.0	6.8	5.4	2.9	1.0	0.8	0.5	0.5	28.9
<b>Total number of people making requests for accommodation</b>	<b>164.3</b>	<b>99.7</b>	<b>162.3</b>	<b>57.3</b>	<b>33.3</b>	<b>17.6</b>	<b>21.1</b>	<b>14.4</b>	<b>570.0</b>
<b>Turn-away rate (%)</b>	<b>49.1</b>	<b>72.3</b>	<b>51.3</b>	<b>50.9</b>	<b>52.0</b>	<b>68.0</b>	<b>72.6</b>	<b>40.2</b>	<b>55.3</b>

(a) People with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that a client will not start more than one period of accommodation on the same day.

*Notes*

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data from the Met and Unmet Demand Collections (see Appendix 2).
3. 'Other/unknown' includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
4. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, if the requested service (for example, accommodation) is not provided by the agency, or where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
5. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Sources: SAAP Client Collection, Met Demand Collection and Unmet Demand Collection.

**Table 7.3: Demand for SAAP accommodation and people turned away as a percentage of total average daily demand, by client group, Australia, 22–28 August 2001 and 8–14 May 2002 (daily average number of people)**

	Person alone	Person with children	Couple without children	Couple with children	Other/ unknown	Total
<b>Potential clients (not accommodated) <sup>(a)</sup></b>	<b>190.3</b>	<b>77.1</b>	<b>18.9</b>	<b>23.1</b>	<b>6.0</b>	<b>315.4</b>
<b>Clients <sup>(b)</sup></b>						
Accommodation ending	196.9	39.0	2.5	3.8	4.6	246.8
Newly accommodated	200.9	41.3	2.5	4.6	5.4	254.6
Continuing accommodation	4,675.5	1,794.7	122.7	436.1	226.2	7,255.2
<b>Total accommodated</b>	<b>4,876.4</b>	<b>1,836.0</b>	<b>125.2</b>	<b>440.7</b>	<b>232.6</b>	<b>7,509.9</b>
<b>Total demand for accommodation</b>	<b>5,066.6</b>	<b>1,913.1</b>	<b>144.1</b>	<b>463.9</b>	<b>237.6</b>	<b>7,825.3</b>
<b>Turn-away rate (%)</b>	<b>3.8</b>	<b>4.0</b>	<b>13.1</b>	<b>5.0</b>	<b>2.5</b>	<b>4.0</b>

(a) People with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.

*Notes*

1. Met and Unmet Demand Collection cases excluded due to missing data: 0.
2. Client Collection cases excluded due to missing data: 49.
3. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period.
4. Clients may start and end accommodation on the same date.
5. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, if the requested service (for example, accommodation) is not provided by the agency, or where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
6. Table excludes accompanying children.
7. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection, Met Demand Collection and Unmet Demand Collection.

**Table 7.4: Demand for SAAP accommodation and people turned away as a percentage of total average daily demand, by state and territory, Australia, 22–28 August 2001 and 8–14 May 2002 (daily average number of people)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Potential clients (not accommodated) <sup>(a)</sup></b>	<b>80.6</b>	<b>72.1</b>	<b>83.2</b>	<b>29.2</b>	<b>17.3</b>	<b>12.0</b>	<b>15.3</b>	<b>5.8</b>	<b>315.4</b>
<b>Clients <sup>(b)</sup></b>									
Accommodation ending	80.4	26.1	74.9	28.6	16.7	6.3	4.9	8.9	246.8
Newly accommodated	83.7	27.6	79.1	28.1	16.0	5.6	5.8	8.6	254.6
Continuing accommodation	2,389.6	1,849.1	1,181.1	574.2	744.8	174.9	206.4	135.0	7,255.2
<b>Total Accommodated</b>	<b>2,473.4</b>	<b>1,876.8</b>	<b>1,260.2</b>	<b>602.4</b>	<b>760.8</b>	<b>180.5</b>	<b>212.2</b>	<b>143.6</b>	<b>7,509.9</b>
<b>Total demand for accommodation</b>	<b>2,553.9</b>	<b>1,948.9</b>	<b>1,343.4</b>	<b>631.6</b>	<b>778.1</b>	<b>192.5</b>	<b>227.5</b>	<b>149.4</b>	<b>7,825.3</b>
<b>Turn-away rate (%)</b>	<b>3.2</b>	<b>3.7</b>	<b>6.2</b>	<b>4.6</b>	<b>2.2</b>	<b>6.2</b>	<b>6.7</b>	<b>3.9</b>	<b>4.0</b>

(a) People with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.

#### Notes

1. Met and Unmet Demand Collection cases excluded due to missing data: 0.
2. Client Collection cases excluded due to missing data: 49.
3. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period.
4. Clients may start and end accommodation on the same date.
5. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, if the requested service (for example, accommodation) is not provided by the agency, or where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
6. Table excludes accompanying children.
7. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection, Met Demand Collection and Unmet Demand Collection.

**Table 7.5: Daily demand for SAAP accommodation, people turned away as a percentage of total daily demand, Australia, 22–28 August 2001 and 8–14 May 2002 (number of people per day)**

	Wed 22 Aug	Thu 23 Aug	Fri 24 Aug	Sat 25 Aug	Sun 26 Aug	Mon 27 Aug	Tue 28 Aug	Wed 8 May	Thu 9 May	Fri 10 May	Sat 11 May	Sun 12 May	Mon 13 May	Tue 14 May	Daily Average
<b>Potential clients (not accomm.)<sup>(a)</sup></b>	<b>419</b>	<b>347</b>	<b>364</b>	<b>111</b>	<b>132</b>	<b>406</b>	<b>344</b>	<b>403</b>	<b>327</b>	<b>406</b>	<b>125</b>	<b>125</b>	<b>493</b>	<b>414</b>	<b>315.4</b>
<b>Clients<sup>(b)</sup></b>															
Accommodation Ending	272	269	330	168	162	294	277	279	282	278	158	131	303	252	246.8
Newly Accommodated	254	304	321	218	162	303	268	282	251	296	183	165	285	273	254.6
Continuing Accommodation	7,249	7,234	7,237	7,366	7,416	7,281	7,312	7,174	7,160	7,142	7,272	7,322	7,189	7,219	7,255.2
<b>Total accommodated</b>	<b>7,503</b>	<b>7,538</b>	<b>7,558</b>	<b>7,584</b>	<b>7,578</b>	<b>7,584</b>	<b>7,580</b>	<b>7,456</b>	<b>7,411</b>	<b>7,438</b>	<b>7,455</b>	<b>7,487</b>	<b>7,474</b>	<b>7,492</b>	<b>7,509.9</b>
<b>Total demand for accommodation</b>	<b>7,922</b>	<b>7,885</b>	<b>7,922</b>	<b>7,695</b>	<b>7,710</b>	<b>7,990</b>	<b>7,924</b>	<b>7,859</b>	<b>7,738</b>	<b>7,844</b>	<b>7,580</b>	<b>7,612</b>	<b>7,967</b>	<b>7,906</b>	<b>7,825.3</b>
<b>Turn-away rate (%)</b>	<b>5.3</b>	<b>4.4</b>	<b>4.6</b>	<b>1.4</b>	<b>1.7</b>	<b>5.1</b>	<b>4.3</b>	<b>5.1</b>	<b>4.2</b>	<b>5.2</b>	<b>1.6</b>	<b>1.6</b>	<b>6.2</b>	<b>5.2</b>	<b>4.0</b>

(a) People with valid unmet requests for immediate accommodation.

(b) Figures are based on support periods with accommodation. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.

*Notes*

1. Met and Unmet Demand Collection cases excluded due to missing data: 0.
2. Client Collection cases excluded due to missing data: 49.
3. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period.
4. Clients may start and end accommodation on the same date.
5. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, if the requested service (for example, accommodation) is not provided by the agency, or where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
6. Table excludes accompanying children.
7. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection, and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection, Met Demand Collection and Unmet Demand Collection.

# Appendix 1 Additional state and territory tables

**Table A1.1: Total demand for SAAP assistance: summary table, by state and territory, Australia, 2001-02 (daily average number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<b>Client Collection (ongoing)</b>									
Clients	..	..	..	..	..	..	..	..	..
Support periods									
With accommodation	2,700	2,000	1,400	600	800	200	200	200	8,100
Without accommodation	2,500	4,700	1,300	1,000	1,500	700	200	200	11,900
<i>Total support periods</i>	<i>5,200</i>	<i>6,800</i>	<i>2,600</i>	<i>1,600</i>	<i>2,300</i>	<i>900</i>	<i>400</i>	<i>300</i>	<i>20,100</i>
Accompanying children	..	..	..	..	..	..	..	..	..
Accompanying child support periods (including high-volume records)	..	..	..	..	..	..	..	..	..
<b>Casual Client Collection (21 February – 6 March 2002)</b>									
Casual contacts by groups	516	563	822	226	171	38	39	20	2,395
Casual contacts by individuals	541	602	875	235	182	42	43	23	2,541
<b>Unmet Demand Collection (22–28 August 2001 and 8–14 May 2002)</b>									
Valid unmet requests for immediate accommodation	97	85	88	32	18	13	17	6	357
Unmet requests for support only	12	19	9	2	7	2	—	4	56
Potential clients with valid unmet requests for immediate accommodation	92	79	89	32	18	13	16	6	344
Potential clients with valid unmet requests for immediate accommodation who did not receive SAAP accommodation by the end of the day	81	72	83	29	17	12	15	6	315
Accompanying children with valid unmet requests for immediate accommodation	44	26	65	26	18	7	11	4	202

*Notes*

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data for data from the Met and Unmet Demand Collections (see Appendix 2).
3. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Support periods and accompanying child support periods have been weighted to adjust for agency non-participation.
5. Client and accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
6. Figures from the Met Demand, Unmet Demand and Casual Client Collections are unweighted.

*Sources:* SAAP Client Collection, Casual Client Collection, Met Demand Collection and Unmet Demand Collection.

**Table A1.2: Total demand for SAAP assistance: summary table, by state and territory, Australia, 2001–02 (annual number).**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<b>Client collection (ongoing)</b>									
Clients	25,200	28,200	17,300	8,600	8,200	3,500	1,700	2,900	95,600
Support periods									
With accommodation	36,500	13,200	33,200	11,600	7,400	2,700	2,100	3,900	110,600
Without accommodation	11,400	32,000	8,100	3,000	7,100	3,200	500	900	66,300
<i>Total support periods</i>	<i>47,900</i>	<i>45,200</i>	<i>41,400</i>	<i>14,700</i>	<i>14,400</i>	<i>5,800</i>	<i>2,700</i>	<i>4,800</i>	<i>177,000</i>
Accompanying children	10,000	17,900	7,900	5,700	4,800	1,800	800	1,800	50,800
Accompanying child support periods (including high-volume records)	13,500	23,900	13,200	7,700	9,200	2,300	1,000	2,500	73,300
<b>Casual Client Collection (21 February – 6 March 2002)</b>									
Casual contacts by groups	7,220	7,880	11,510	3,160	2,400	530	550	290	33,530
Casual contacts by individuals	7,570	8,420	12,250	3,290	2,550	580	600	320	35,580
<b>Unmet Demand Collection (22–28 August 2001 and 8–14 May 2002)</b>									
Valid unmet requests for immediate accommodation	1,360	1,190	1,240	450	250	180	240	90	4,990
Unmet requests for support only	170	260	130	30	100	30	10	60	780
Potential clients with valid unmet requests for immediate accommodation	1,280	1,100	1,240	450	260	180	220	90	4,820
Potential clients with valid unmet requests for immediate accommodation who did not receive SAAP accommodation by the end of the day	1,130	1,010	1,170	410	240	170	210	80	4,420
Accompanying children with valid unmet requests for immediate accommodation	610	360	920	370	260	100	160	60	2,820

*Notes*

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data for data from the Met and Unmet Demand Collections (see Appendix 2).
3. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Support periods and accompanying child support periods have been weighted to adjust for agency non-participation.
5. Client and accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
6. Figures from the Met Demand, Unmet Demand and Casual Client Collections are unweighted.

*Sources:* SAAP Client Collection, Casual Client Collection, Met Demand Collection and Unmet Demand Collection.

**Table A1.3: SAAP support periods: support services provided to clients or referred on, by broad service type and state and territory, Australia, 2001–02 (per cent support periods)**

Broad type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Service provided</b>									
SAAP/CAP accommodation	78.6	30.5	81.8	81.7	52.2	47.2	81.3	82.0	64.4
Other assistance with housing/accommodation	23.7	42.8	47.0	21.3	35.9	37.0	52.1	18.9	35.6
Employment	3.4	4.0	2.2	3.7	3.9	1.6	13.6	3.4	3.4
Financial	27.8	42.0	53.4	35.9	31.6	36.2	54.9	43.3	39.6
Counselling	37.0	48.8	59.5	48.4	60.2	55.4	76.5	50.4	49.7
General support/advocacy	70.4	77.3	77.2	59.1	82.1	68.0	89.2	72.7	74.0
Specialist services	23.0	20.0	51.8	34.3	19.1	10.9	45.1	39.8	30.1
Basic support and services n.e.s.	80.8	42.0	79.4	74.1	51.2	57.6	87.8	87.4	67.2
<b>Mean number of individual support services provided</b>	<b>5.8</b>	<b>4.8</b>	<b>7.9</b>	<b>5.8</b>	<b>5.6</b>	<b>4.8</b>	<b>9.5</b>	<b>6.9</b>	<b>6.1</b>
<b>Service referred</b>									
SAAP/CAP accommodation	3.5	10.5	1.8	2.6	6.1	2.2	4.5	1.5	4.9
Other assistance with housing/accommodation	10.6	19.4	6.1	5.6	17.1	11.4	36.4	5.7	12.2
Employment	3.1	4.0	1.6	1.7	2.7	2.0	9.2	1.9	2.8
Financial	7.7	16.0	4.8	7.2	14.9	14.2	23.2	8.1	10.1
Counselling	7.6	10.9	4.5	4.3	7.2	6.4	17.4	7.0	7.5
General support/advocacy	9.2	12.9	4.6	5.4	10.9	5.5	23.6	6.3	8.9
Specialist services	13.9	15.4	8.7	9.9	11.4	9.6	38.4	14.1	12.7
Basic support and services n.e.s.	3.0	4.3	1.2	4.7	3.4	3.0	5.9	3.7	3.1
<b>Mean number of individual support services referred</b>	<b>0.8</b>	<b>1.2</b>	<b>0.4</b>	<b>0.5</b>	<b>0.9</b>	<b>0.6</b>	<b>2.3</b>	<b>0.6</b>	<b>0.8</b>
<b>Total (%)</b>	<b>27.0</b>	<b>25.2</b>	<b>23.6</b>	<b>8.3</b>	<b>8.2</b>	<b>3.3</b>	<b>1.5</b>	<b>2.8</b>	<b>100.0</b>
<b>Total (number)</b>	<b>46,400</b>	<b>43,300</b>	<b>40,600</b>	<b>14,300</b>	<b>14,100</b>	<b>5,700</b>	<b>2,600</b>	<b>4,800</b>	<b>171,800</b>

*Notes*

1. Cases excluded due to missing data: 5,180 (cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100. See Note 3 to Table 3.1 for services included in the broad service types.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table A1.4: SAAP accompanying child support periods: support services provided to accompanying children or referred on, by broad service type and state and territory, Australia, 2001-02 (per cent accompanying child support periods)**

<b>Broad type of service</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
<b>Service provided</b>									
SAAP/CAP accommodation	73.2	45.0	86.4	86.9	72.3	66.5	77.4	87.8	72.0
School liaison/child care	44.8	22.7	28.0	21.3	29.5	43.2	31.4	12.5	29.7
Counselling	30.6	24.7	39.3	13.6	31.4	31.4	43.9	12.7	28.3
General support/advocacy	36.6	44.2	17.4	13.6	37.1	27.7	47.3	16.6	30.1
Specialist services	21.4	11.5	9.3	13.2	14.5	5.9	21.0	42.2	15.3
Basic support and services n.e.s.	75.3	47.2	72.5	75.9	60.5	63.3	81.4	90.1	67.4
<b>Mean number of individual support services provided</b>	<b>4.6</b>	<b>2.8</b>	<b>4.1</b>	<b>3.6</b>	<b>3.5</b>	<b>3.2</b>	<b>4.9</b>	<b>4.7</b>	<b>3.8</b>
<b>Service referred on</b>									
SAAP/CAP accommodation	3.8	14.4	1.4	1.2	2.8	1.6	1.7	0.9	5.0
School liaison/child care	7.4	9.3	3.7	2.2	8.2	3.2	16.0	2.4	6.2
Counselling	8.1	13.1	3.2	3.4	7.6	4.7	16.7	1.7	7.2
General support/advocacy	6.3	6.5	1.6	2.0	4.3	1.7	11.0	0.7	4.3
Specialist services	9.3	7.8	3.8	4.4	7.6	2.0	17.9	3.7	6.6
Basic support and services n.e.s.	5.5	6.7	2.7	2.8	5.0	2.0	8.6	7.0	4.8
<b>Mean number of individual support services referred</b>	<b>0.5</b>	<b>0.7</b>	<b>0.2</b>	<b>0.2</b>	<b>0.4</b>	<b>0.2</b>	<b>0.9</b>	<b>0.2</b>	<b>0.4</b>
<b>Total (%)</b>	<b>23.4</b>	<b>22.7</b>	<b>21.2</b>	<b>13.9</b>	<b>9.7</b>	<b>2.6</b>	<b>1.7</b>	<b>4.6</b>	<b>100.0</b>
<b>Total (number)</b>	<b>10,700</b>	<b>10,300</b>	<b>9,600</b>	<b>6,300</b>	<b>4,400</b>	<b>1,200</b>	<b>800</b>	<b>2,100</b>	<b>45,500</b>

*Notes*

1. Cases excluded due to missing data: 22,637 (cases with no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Accompanying children were able to receive multiple services, so percentages do not total 100. See Note 4 to Table 3.3 for services included in the broad service types.
4. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

**Table A1.5: SAAP casual contacts: one-off assistance provided, by state and territory, Australia, 22–28 August 2001 and 8–14 May 2002 (per cent contacts)**

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	No.
Information	72.6	66.8	38.4	46.5	46.0	80.0	58.3	63.0	54.9	17,840
Referral arranged	26.2	27.5	9.4	20.0	17.6	36.5	31.0	28.8	19.8	6,420
Emotional support	21.2	27.5	17.0	21.5	21.1	32.1	39.1	17.8	21.7	7,040
Meals	21.6	37.0	58.1	55.9	6.7	6.4	36.8	24.6	40.0	12,980
Financial/ material aid	6.3	31.1	11.0	17.7	35.0	11.2	12.2	14.6	17.1	5,550
Transport	4.8	2.5	4.7	7.1	2.1	6.2	3.6	13.9	4.3	1,410
Laundry/shower facilities	9.2	17.3	13.6	17.0	1.5	2.8	11.7	7.1	12.7	4,130
Other	17.2	24.9	11.3	17.4	34.9	16.2	19.7	27.4	18.4	5,970
<b>Mean number of types of one-off assistance provided</b>	<b>1.8</b>	<b>2.3</b>	<b>1.6</b>	<b>2.0</b>	<b>1.6</b>	<b>1.9</b>	<b>2.1</b>	<b>2.0</b>	<b>..</b>	<b>1.9</b>
<b>Total (%)</b>	<b>21.6</b>	<b>23.4</b>	<b>34.2</b>	<b>9.6</b>	<b>7.2</b>	<b>1.5</b>	<b>1.6</b>	<b>0.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>7,010</b>	<b>7,590</b>	<b>11,120</b>	<b>3,100</b>	<b>2,340</b>	<b>500</b>	<b>530</b>	<b>280</b>	<b>..</b>	<b>32,490</b>

*Notes*

1. Cases excluded due to missing data: 1,045.
2. In the Casual Client Collection casual contacts are reported for the group receiving assistance. As a result, the number of contacts understates the number of contacts by individuals.
3. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
4. Figures are unweighted.

*Source:* SAAP Casual Client Collection.

**Table A1.6: Groups with unmet requests for SAAP support or accommodation: one-off assistance provided, by state and territory, Australia, 22–28 August 2001 and 8–14 May 2002 (per cent contacts by groups)**

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	No.
Information	60.1	72.6	69.0	56.0	70.3	49.8	68.7	68.9	66.2	7,120
Referral for accommodation	38.7	36.7	34.6	37.7	38.5	40.9	54.2	46.8	37.9	4,080
Referral for non-accommodation	12.6	15.3	12.0	10.3	12.9	15.8	18.2	23.4	13.6	1,460
Emotional support	16.4	19.2	15.8	13.8	20.8	12.4	17.2	20.3	17.1	1,840
Meals	4.6	5.6	7.5	3.7	5.4	3.4	2.7	14.9	5.6	600
Financial assistance/ material aid	2.2	8.8	5.4	3.5	8.7	4.0	1.7	15.8	5.6	610
Transport	2.7	3.0	3.6	2.5	1.9	1.2	1.0	18.0	3.1	340
Laundry/shower facilities	2.6	1.9	5.6	2.0	1.9	0.3	0.2	12.6	3.0	320
Other	2.9	2.6	1.8	2.1	3.5	3.7	2.2	5.4	2.6	280
None	29.9	20.6	21.3	30.8	20.3	33.1	22.4	16.7	24.3	2,620
<b>Mean number of types of assistance provided</b>	<b>1.4</b>	<b>1.7</b>	<b>1.6</b>	<b>1.3</b>	<b>1.6</b>	<b>1.3</b>	<b>1.7</b>	<b>2.3</b>	<b>..</b>	<b>1.5</b>
<b>Total (%)</b>	<b>26.2</b>	<b>28.4</b>	<b>22.2</b>	<b>7.9</b>	<b>6.4</b>	<b>3.0</b>	<b>3.7</b>	<b>2.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,820</b>	<b>3,060</b>	<b>2,390</b>	<b>860</b>	<b>690</b>	<b>320</b>	<b>400</b>	<b>220</b>	<b>..</b>	<b>10,760</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. Groups seeking assistance were able to receive more than one type of one-off assistance, so percentages do not total 100.
4. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table A1.7: Estimated valid unmet requests for SAAP accommodation, by state and territory and when accommodation was needed, 22–28 August 2001 and 8–14 May 2002 (daily average)**

State/Territory	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total
<b>Daily average (number of requesting individuals/groups)</b>				
NSW	96.9	15.1	31.4	143.4
Vic	85.3	22.5	65.3	173.1
Qld	88.3	17.6	24.5	130.4
WA	32.1	3.3	8.9	44.3
SA	17.5	3.4	12.9	33.9
Tas	13.0	2.1	1.7	16.9
ACT	17.3	2.5	3.6	23.4
NT	6.3	0.7	0.6	7.6
<b>Total (number)</b>	<b>356.6</b>	<b>67.2</b>	<b>149.1</b>	<b>572.9</b>
<b>Total (%)</b>	<b>62.2</b>	<b>11.7</b>	<b>26.0</b>	<b>100.0</b>

*Notes*

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. 'Valid unmet requests' excludes requests made at an agency of an inappropriate target group, those where the requested service (for example, accommodation) is not provided by the agency, or those where proffered assistance is refused. An adjustment for missing information on validity of request has been made (see Appendix 2).
4. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table A1.8: Estimated valid unmet requests for SAAP accommodation by selected variables and state and territory, Australia, 22–28 August 2001 and 8–14 May 2002 (daily average)**

Valid unmet requests	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Daily average (number)
<b>Accommodation required within 24 hours</b>									
<b>Total valid unmet requests (number)</b>	<b>96.9</b>	<b>85.3</b>	<b>88.3</b>	<b>32.1</b>	<b>17.5</b>	<b>13.0</b>	<b>17.3</b>	<b>6.3</b>	<b>356.6</b>
Percentage of valid unmet requests									
—due to insufficient accommodation	78.8	87.9	82.4	75.5	88.2	87.4	93.8	71.6	295.8
—referred to other accommodation	38.8	38.1	32.6	40.3	37.1	40.1	59.1	64.8	137.8
—referred to other support services	9.2	13.2	9.8	7.6	7.8	12.1	20.2	6.8	38.1
<b>Accommodation required after 24 hours</b>									
<b>Total valid unmet requests (number)</b>	<b>46.5</b>	<b>87.8</b>	<b>42.1</b>	<b>12.2</b>	<b>16.4</b>	<b>3.9</b>	<b>6.1</b>	<b>1.4</b>	<b>216.3</b>
Percentage of valid unmet requests									
—due to insufficient accommodation	83.4	87.4	88.3	91.2	87.3	87.0	93.0	47.4	187.8
—referred to other accommodation	49.0	39.9	41.6	34.5	55.0	42.6	57.0	52.6	94.4
—referred to other support services	18.3	13.4	13.4	13.5	11.4	18.5	16.3	21.1	31.4

*Notes*

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection, and the Met Demand Collection) are included. Consequently the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table A1.9: Unmet requests for SAAP support only, requesting group by state and territory, 22–28 August 2001 and 8–14 May 2002 (daily average number)**

Requesting group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Daily average (number of requesting individuals/groups)</b>									
Person alone	7.1	8.6	6.2	0.7	2.8	1.3	0.1	1.8	28.6
Person with children	4.2	7.3	2.4	1.4	2.6	0.4	0.1	2.3	20.7
Couple without children	0.4	1.1	0.1	—	0.4	0.1	0.1	—	2.3
Couple with children	0.2	1.1	0.6	0.1	0.7	—	—	0.2	3.0
Other/unknown	0.1	0.5	0.1	—	0.3	—	0.1	0.1	1.2
<b>Total</b>	<b>12.1</b>	<b>18.7</b>	<b>9.4</b>	<b>2.2</b>	<b>6.8</b>	<b>1.9</b>	<b>0.4</b>	<b>4.4</b>	<b>55.9</b>

*Notes*

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection, and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Unmet Demand Collection.

**Table A1.10: Potential clients and accompanying children requiring SAAP accommodation within 24 hours: gender, age, birthplace and Indigenous status, by state and territory, Australia, 22–28 August 2001 and 8–14 May 2002 (average per cent daily)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total number
<b>Gender</b>									
Male	47.3	57.4	47.4	50.3	42.9	38.5	53.7	30.8	215.4
Female	52.7	42.6	52.6	49.7	57.1	61.5	46.3	69.2	223.5
<i>Total</i>	<i>100.0</i>	<i>..</i>							
<b>Total number</b>	<b>113.4</b>	<b>88.9</b>	<b>122.4</b>	<b>42.0</b>	<b>29.0</b>	<b>12.4</b>	<b>21.3</b>	<b>9.5</b>	<b>438.9</b>
<b>Age</b>									
Under 12 years	20.7	17.4	29.9	27.9	38.4	14.9	32.2	27.8	109.8
12–14 years	7.3	2.4	5.7	5.4	2.0	2.9	3.4	3.0	21.6
15–17 years	14.0	8.9	15.2	11.4	5.4	5.2	7.4	12.0	52.1
18–19 years	4.2	7.2	5.3	4.8	4.4	5.2	5.4	9.0	23.6
20–24 years	9.7	19.1	11.4	11.6	14.0	18.4	10.1	7.5	56.0
25–44 years	22.2	34.8	24.3	24.0	21.4	25.3	23.2	24.1	112.4
45–64 years	8.4	4.3	2.7	2.7	2.0	1.7	1.7	6.8	19.6
65 years and over	0.6	0.2	0.2	—	—	—	0.7	0.8	1.3
Unknown	13.0	5.5	5.3	12.2	12.3	26.4	16.1	9.0	42.4
<i>Total</i>	<i>100.0</i>	<i>..</i>							
<b>Total number</b>	<b>113.4</b>	<b>88.9</b>	<b>122.4</b>	<b>42.0</b>	<b>29.0</b>	<b>12.4</b>	<b>21.3</b>	<b>9.5</b>	<b>438.9</b>
<i>Missing data (age and gender)</i>	<i>21.9</i>	<i>15.6</i>	<i>31.6</i>	<i>16.3</i>	<i>7.7</i>	<i>7.6</i>	<i>5.6</i>	<i>0.9</i>	<i>107.0</i>
<b>Birthplace</b>									
Australia	68.2	73.1	82.6	65.7	79.5	54.5	73.0	89.0	306.3
Other English-speaking countries	3.2	3.1	2.1	1.8	0.8	—	0.7	0.7	9.5
Non-English speaking countries	5.4	9.2	1.5	3.4	0.8	0.6	4.1	0.7	17.6
Unknown	23.2	14.6	13.8	29.2	18.9	44.8	22.2	9.6	80.1
<i>Total</i>	<i>100.0</i>	<i>..</i>							
<b>Total number</b>	<b>105.4</b>	<b>81.6</b>	<b>117.9</b>	<b>39.9</b>	<b>26.1</b>	<b>11.8</b>	<b>20.9</b>	<b>9.7</b>	<b>413.4</b>
<i>Missing data</i>	<i>29.9</i>	<i>22.9</i>	<i>36.1</i>	<i>18.4</i>	<i>10.6</i>	<i>8.2</i>	<i>6.0</i>	<i>0.7</i>	<i>132.5</i>
<b>Indigenous status</b>									
Aboriginal and/or Torres Strait Islander	10.5	3.1	14.5	26.9	25.2	1.9	20.5	57.9	52.4
Not Aboriginal and/or Torres Strait Islander	54.2	66.4	56.9	37.9	47.9	21.7	46.5	34.3	188.6
Unknown	35.3	30.5	28.6	35.2	26.8	76.4	33.1	7.9	115.4
<i>Total</i>	<i>100.0</i>	<i>..</i>							
<b>Total number</b>	<b>90.1</b>	<b>61.9</b>	<b>103.7</b>	<b>39.0</b>	<b>22.4</b>	<b>11.2</b>	<b>18.1</b>	<b>10.0</b>	<b>356.4</b>
<i>Missing data</i>	<i>45.2</i>	<i>42.6</i>	<i>50.3</i>	<i>19.3</i>	<i>14.3</i>	<i>8.8</i>	<i>8.8</i>	<i>0.4</i>	<i>189.5</i>

*Notes*

1. Data include accompanying children.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data in this table are based on the first valid request made by the person/group (see Glossary).
4. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection, and the Met Demand Collection) are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Unmet Demand Collection.

**Table A1.11: Potential clients and accompanying children requiring SAAP accommodation after 24 hours: gender, age, birthplace and Indigenous status by state and territory, Australia, 22–28 August 2001 and 8–14 May 2002 (average per cent daily)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total number
<b>Gender</b>									
Male	42.5	40.5	41.5	37.4	43.0	44.9	42.3	51.7	141.9
Female	57.5	59.5	58.5	62.6	57.0	55.1	57.7	48.3	200.9
<i>Total</i>	<i>100.0</i>	<i>..</i>							
<b>Total number</b>	<b>69.4</b>	<b>123.0</b>	<b>84.1</b>	<b>19.5</b>	<b>29.1</b>	<b>5.6</b>	<b>10.1</b>	<b>2.1</b>	<b>342.9</b>
<b>Age</b>									
Under 12 years	31.7	27.5	46.7	40.3	35.1	24.4	40.1	24.1	119.1
12–14 years	6.3	4.5	6.2	4.4	3.7	9.0	4.2	3.4	18.1
15–17 years	15.9	14.1	8.0	23.1	15.2	14.1	13.4	13.8	46.4
18–19 years	7.2	9.5	4.5	5.5	12.0	3.8	4.2	13.8	26.0
20–24 years	11.0	16.0	8.3	10.3	10.8	6.4	9.9	3.4	40.9
25–44 years	21.3	22.4	22.0	13.6	17.9	34.6	19.0	34.5	73.2
45–64 years	2.0	2.7	2.4	0.7	3.4	3.8	0.7	—	8.1
65 years and over	0.3	0.6	0.2	0.7	—	—	—	—	1.2
Unknown	4.3	2.8	1.8	1.5	1.7	3.8	8.5	6.9	9.9
<i>Total</i>	<i>100.0</i>	<i>..</i>							
<b>Total number</b>	<b>69.4</b>	<b>123.0</b>	<b>84.1</b>	<b>19.5</b>	<b>29.1</b>	<b>5.6</b>	<b>10.1</b>	<b>2.1</b>	<b>342.9</b>
<i>Missing data (age and gender)</i>	<i>12.2</i>	<i>16.9</i>	<i>21.1</i>	<i>4.2</i>	<i>3.1</i>	<i>0.4</i>	<i>2.0</i>	<i>0.3</i>	<i>60.2</i>
<b>Birthplace</b>									
Australia	79.3	72.5	86.3	84.3	91.1	94.8	80.4	83.3	264.4
Other English-speaking countries	2.2	3.3	1.5	0.7	1.0	—	—	3.3	7.0
Non-English speaking countries	9.3	16.4	2.7	9.7	1.6	1.3	3.4	3.3	30.1
Unknown	9.2	7.8	9.5	5.2	6.3	3.9	16.2	10.0	27.9
<i>Total</i>	<i>100.0</i>	<i>..</i>							
<b>Total number</b>	<b>67.6</b>	<b>114.2</b>	<b>83.0</b>	<b>19.1</b>	<b>27.2</b>	<b>5.5</b>	<b>10.6</b>	<b>2.1</b>	<b>329.4</b>
<i>Missing data</i>	<i>14.0</i>	<i>25.7</i>	<i>22.2</i>	<i>4.6</i>	<i>5.0</i>	<i>0.5</i>	<i>1.5</i>	<i>0.3</i>	<i>73.7</i>
<b>Indigenous status</b>									
Aboriginal and/or Torres Strait Islander	19.8	4.0	16.5	42.2	23.0	0.0	15.4	72.4	41.3
Not Aboriginal and/or Torres Strait Islander	62.3	75.7	61.0	40.8	64.7	69.6	66.4	20.7	174.0
Unknown	17.9	20.3	22.5	17.0	12.3	30.4	18.2	6.9	52.1
<i>Total</i>	<i>100.0</i>	<i>..</i>							
<b>Total number</b>	<b>58.4</b>	<b>84.6</b>	<b>70.4</b>	<b>15.6</b>	<b>22.1</b>	<b>4.0</b>	<b>10.2</b>	<b>2.1</b>	<b>267.4</b>
<i>Missing data</i>	<i>23.2</i>	<i>55.3</i>	<i>34.8</i>	<i>8.1</i>	<i>10.1</i>	<i>2.0</i>	<i>1.9</i>	<i>0.3</i>	<i>135.7</i>

*Notes*

1. Data include accompanying children.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data in this table are based on the first valid request made by the person/group (see Glossary).
4. Only data from agencies that participated in all 3 collections (the Client Collection, the Unmet Demand Collection, and the Met Demand Collection) are included in this table. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

*Source:* SAAP Unmet Demand Collection.

# Appendix 2 Collection participation and estimation methods

The analysis in this report uses information collected in 4 of the 5 collections conducted for the SAAP National Data Collection in 2001–02. An overview of the 4 collections follows. The level of agency participation in the collections is discussed and estimation methods used to allow for missing data in the Unmet Demand and Met Demand Collections are outlined. A note on interpretation of the report's tables is also provided.

## A2.1 The Client Collection

A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996 and the Collection proper began on 1 July 1996. The Collection has continued, with some refinements to data items being introduced in July each year.

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

A high level of participation among SAAP-funded agencies is necessary to ensure that the data accurately reflect the work done under the auspices of the Program. Overall, the participation rate for the Client Collection has been very satisfactory: in 2001–02, 95% of SAAP agencies providing support and/or accommodation participated in the Collection (Table A2.1); this is up slightly from the 94% participation rate obtained for 2000–01.

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

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

Nationally, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 87% and 85% of support periods respectively (Table A2.1). These rates were the highest since the inception of the National Data Collection in July 1996. In all

states and territories valid consent was obtained in the majority of cases, ranging from 73% in South Australia to 87% in Queensland. Compared with 2000–01, the 2001–02 valid consent rates were higher for all jurisdictions except South Australia and for every primary target group.

It should also be noted that some participating SAAP agencies are classified as ‘high-volume’ agencies. These agencies, characterised by a high client turnover, complete high-volume data-collection forms that collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items; other tables are restricted to information from general agencies. There were 40,099 high-volume forms returned (24% of the total) during 2001–02 (Table A2.1, Note 4). Appendix 3 contains copies of the general client form and the high-volume client form.

The Australian Institute of Health and Welfare has developed a scheme – primarily for use when deriving annual estimates – that adjusts for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation, for clients who give valid consent for some support periods but not for others (referred to as ‘mixed consent’), and for clients who do not give consent in any of their periods of support. A description of the scheme is given in the 2001–02 national annual report (AIHW 2002c:79–81). In this current report only Tables 2.1, 3.1, 3.2, 3.3, A1.1, A1.2, A1.3, and A1.4 present annual client data, so only those tables have been adjusted.

**Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group for 2001–02, and by reporting period, Australia**

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/territory (2001–02)	No.	%	No.	%	%
NSW	385	93.8	44,791	86.9	85.6
Vic	348	96.0	43,133	88.0	86.5
Qld	191	92.7	38,354	90.1	87.3
WA	104	97.1	14,257	88.2	86.3
SA	82.0	92.7	13,349	75.2	73.2
Tas	40.0	92.5	5,405	81.9	80.4
ACT	31.0	96.8	2,583	86.4	84.3
NT	30.0	96.7	4,663	90.9	84.3
<b>Total</b>	<b>1,211</b>	<b>94.5</b>	<b>166,535</b>	<b>87.0</b>	<b>85.1</b>
<b>Primary target group (2001–02)</b>					
Young people	458	93.7	33,308	82.8	80.7
Single men only	95.0	93.7	29,277	93.1	92.4
Single women only	45.0	95.6	3,819	85.7	84.5
Families	114	97.4	8,234	81.8	80.5
Women escaping domestic violence	280	96.1	35,731	80.7	76.8
Cross-target/multiple/general	219	93.2	56,166	91.3	89.9
<b>Total</b>	<b>1,211</b>	<b>94.5</b>	<b>166,535</b>	<b>87.0</b>	<b>85.1</b>
<b>Reporting period</b>					
1997–98	1,159	94.6	156,589	75.4	72.0
1998–99	1,163	95.0	155,005	75.0	71.5
1999–00	1,159	93.2	146,793	79.0	76.5
2000–01	1,178	94.1	160,512	81.5	78.8
2001–02	1,211	94.5	166,535	87.0	85.1

*Notes*

1. 'Agencies' refers to the number of agencies that were 'in scope'— that is, agencies that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection.
3. 'Valid consent' here refers to all forms with a valid alpha code that were completed with consent, where the alpha code is a predetermined combination of letters from a client's name together with a letter designating the client's gender. It is 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 support period without requiring the actual name of the client to be recorded.
4. Of the 166,535 forms returned in 2001–02, 40,099 were high-volume forms.
5. Figures are unweighted.

Sources: AIHW 1997, 1999, 2000a, 2000b, 2001b, 2002c.

## A2.2 The Unmet Demand Collection

The Unmet Demand Collection is conducted annually (in two 1-week periods) to gather information on homeless people and people at risk of homelessness who are not accepted as clients of a SAAP agency. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation that are not met, for whatever reason. In 2001–02 the Collection was held between 22 and 28 August 2001 and 8 and 14 May 2002. All SAAP-funded agencies that provide support or accommodation to clients were asked to record each unsuccessful request for assistance during the Collection period; a form was completed for each person (adult or unaccompanied child) or group of people (including accompanying children). In August 2001 and May 2002, 10,941 forms were received (Table A2.2).

The participation rate for the Unmet Demand Collection was lower than that for the Client Collection and lower than the participation rate recorded in 2000–01. Nationally, 83% of agencies returned forms following the 2 weeks of the collection period – slightly lower than the 87% recorded for the previous year (Table A2.2). The majority of jurisdictions recorded a decrease in the participation rate compared with 2000–01; however, New South Wales, Queensland, and South Australia reported slight increases in participation. The participation rate for 2001–02 ranged from a high of 88% in Queensland and South Australia to a low of 73% in the Northern Territory and Western Australia.

Compared with 2000–01, the 2001–02 participation rates were lower for almost every primary target group, with the largest decrease in participation being from agencies targeting families, from 94% in 2000–01 to 84% in 2001–02. In 2001–02, agencies targeting single women had the highest participation rate (91%), an increase from 84% in 2000–01. Cross-target, multiple-target or general agencies recorded the lowest participation rate (74%).

It is not known whether agencies that did not participate in the Unmet Demand Collection received requests they could not meet. Consequently, it is possible that findings from this Collection may understate the true extent of unmet demand. In addition, only data for agencies that participated in the 3 collections used to calculate the turn-away rate in this report – the Unmet, Met and Client Collections – are presented in the tables in Chapters 5, 6 and 7. These agencies accounted for 10,760 Unmet Demand Collection forms, and the analysis in those chapters is based on this reduced number of forms and associated people.

**Table A2.2: SAAP Unmet Demand Collection: agency participation rates and forms returned, by state and territory and primary target group for 22–28 August 2001 and 8–14 May 2002 and by reporting period, Australia**

	Agencies	Participation rate	Forms returned
<b>State/territory</b>			
(22–28 August 2001 and 8–14 May 2002)	<b>Number</b>	<b>(%)</b>	<b>Number</b>
NSW	394	86.8	2,844
Vic	376	79.5	3,199
Qld	195	88.2	2,390
WA	124	73.4	873
SA	84.0	88.1	688
Tas	41.0	85.4	323
ACT	35.0	80.0	402
NT	37.0	73.0	222
<b>Total</b>	<b>1,286</b>	<b>83.0</b>	<b>10,941</b>
<b>Primary target group</b>			
(22–28 August 2001 and 8–14 May 2002)			
Young people	476	83.4	3,454
Single men only	97.0	86.6	1,084
Single women only	46.0	91.3	371
Families	121	84.3	1,642
Women escaping domestic violence	289	87.9	1,796
Cross-target/multiple/general	257	73.5	2,594
<b>Total</b>	<b>1,286</b>	<b>83.0</b>	<b>10,941</b>
<b>Reporting period</b>			
13–26 November 1997	1,152	76.3	7,239
12–25 November 1998	1,168	78.6	7,001
11–24 November 1999	1,164	70.9	7,394
29 November – 5 December 2000 and 9–15 May 2001	1,236	86.5	10,685
22–28 August 2001 and 8–14 May 2002	1,286	83.0	10,941

*Notes*

1. Based on forms returned from agencies in scope for the Unmet Demand Collection.
2. 'Agencies' refers to the number of agencies that were 'in scope'— that is, agencies that should have been participating in the reference period.
3. In August 2001 and May 2002, 543 forms were returned for people who refused assistance.
4. Figures are unweighted.

*Sources:* SAAP Administrative Data Collection and Unmet Demand Collection; AIHW 1997, 1999, 2000a, 2000b, 2001b, 2002c.

## Estimation methods

During the 2001–02 Unmet Demand Collection period, SAAP agencies across Australia reported 10,398 requests for support or accommodation that were not met, excluding those in which people refused to accept assistance (Table A2.2). However, many of these requests were made at inappropriate agencies; this includes requests for accommodation at agencies that do not provide accommodation or where the person did not fall within the agency's target group. Invalid requests may be followed by successful requests at another agency, especially if a referral has been arranged. Consequently, the number of valid unmet requests is a more useful measure of unmet demand. In addition, not all valid unmet requests involve accommodation. In the context of homelessness, the level of unmet requests for immediate accommodation is of particular importance. It must also be emphasised that the number of valid unmet requests does not represent the actual number of people, since a person can make requests on more than one occasion and of more than SAAP agency. There are thus two types of estimates of primary interest: numbers of valid unmet requests and numbers of people with valid unmet requests.

Several difficulties are associated with estimating both the number of valid unmet requests and the number of people who make these requests but who, for various reasons, do not receive the assistance sought. First, a proportion of people who make an unsuccessful request for support or accommodation may subsequently receive ongoing support or accommodation from another SAAP agency, quite possibly soon after the initial request. Use of a linkage key (the alpha code) has proved unworkable in the context of unmet need, so previously it was not possible to identify when this situation occurred. Second, people may have their needs met by other means and no longer require SAAP assistance. Third, a person may make several requests for the same assistance; again, without a linkage key related requests cannot be identified with certainty. Finally, data required to identify valid unmet requests may be missing from returned forms. These possibilities pose 4 main problems:

- Estimates of the number of unmet requests obtained from the Collection may overstate the actual level of unmet demand.
- Estimates of the number of valid unmet requests may be too low as a result of missing data.
- The number of people making valid unmet requests cannot be obtained directly from the collection.
- An accurate final turn-away rate for those seeking assistance cannot be calculated.

Although it is not currently possible to resolve the first of these problems, a method has been developed for deriving estimates of both the number of valid unmet requests and the number of individuals, or potential clients, whose valid requests were not met each day of the 2-week collection period. It should be noted, however, that the resulting estimate of potential clients would overstate the number of people involved if people make requests for different services on different approaches to SAAP agencies within the collection period. Additionally, because people might make several approaches on the same day to SAAP agencies throughout the year, the daily figure cannot be pro-rated up to give an estimate of the number of people turned away from SAAP agencies annually. People often approach SAAP services more than once within 12 months, as is illustrated by the fact that nationally 32% of SAAP clients had more than one support period in 2001–02 (AIHW 2002c).

On any day from 22 to 28 August 2001 and from 8 to 14 May 2002 there was an estimated daily average of 357 valid unmet requests for immediate SAAP accommodation (Table 5.3).

Furthermore, it is estimated that a daily average of 344 potential clients made these requests and that these people were accompanied by a total of 202 children (Table 6.1). The method used to derive these estimates is outlined in the following section.

To address the fourth concern, it was decided to implement a new collection, the Met Demand Collection (see Section A2.3). Using the estimated number of people mentioned above in conjunction with the Met Demand and Client Collections, it is now possible to estimate the number of people with a valid prior request on a particular day who successfully gained SAAP accommodation later that day as well as the estimated number of people who were turned away with their needs unmet. This analysis is provided in Chapter 7.

### **Adjusting for missing information**

The foregoing discussion makes it clear that two types of estimates from the Unmet Demand Collection are particularly important:

- numbers of valid unmet requests for immediate accommodation; and
- numbers of potential clients.

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

The information used to derive these estimates is elicited through 4 questions on the Unmet Demand Collection form (see Appendix 3):

- question 6, asking about immediacy of the need for accommodation;
- question 7, asking whether or not the same request for accommodation had been made and turned away earlier that day and if the request was made at a SAAP agency;
- question 8, asking if the person refused an offer of accommodation; and
- question 9, asking if the person made a valid request – that is, sought support from an appropriate agency (in terms of target group and type of assistance provided by the agency).

Missing information for any of these questions affects estimates of valid unmet requests and/or estimates of potential clients.

To maximise the utility of estimates from the Unmet Demand Collection, an answer was imputed where information was missing for one of these key questions. The imputation itself was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions.

An estimate of the total number of valid unmet requests can then be derived by identifying forms that correspond to valid unmet requests. This is done using both the original and the imputed answers: initially valid requests are identified using question 9, then any requests in which an offer of assistance was refused are excluded using the results of question 8.

Question 6 can then be used to divide these valid unmet requests into requests for immediate accommodation and other requests.

Potential clients are identified by finding those valid unmet requests that correspond to first valid unmet requests. This can partly be done by excluding repeat requests at SAAP agencies

(identified via question 7) from identified valid unmet requests (estimated as described). In addition to this, however, to estimate the number of potential clients one further piece of information is needed – whether a first (invalid) request at an inappropriate agency later becomes an unmet (valid) request at an appropriate agency. This information is very difficult to obtain and is not available from the current Collection. In reports before the 1999–00 *Demand for SAAP assistance* report (AIHW 2001a), adjustments were made for this gap in information at the state and territory level. The adjustments were based on the ratio of valid second (or further) unmet requests to the total number of first unmet requests. In the current analysis this ratio was also applied, but it was used at the form level to provide an estimate of the probability of an invalid first unmet request later becoming a valid unmet request. Using this probability, a proportion of invalid first unmet requests were imputed to become first valid unmet requests. These imputed first valid unmet requests can then be combined with observed first valid unmet requests to estimate the total number of potential clients. This ‘unit-level’ approach allows for greater flexibility in the tables that can be produced than the ‘state-level’ adjustments.

In this report imputed data are included in all tables that use information from questions 6 to 9 on the Unmet Demand Collection form or that present information on potential clients.

## **A2.3 The Met Demand Collection**

The Met Demand Collection was conducted for the first time in 2001–02 and was designed to work in conjunction with the Unmet Demand Collection. It was conducted at the same time as the Unmet Demand Collection, between 22 and 28 August 2001 and 8 and 14 May 2002, and gathered information on clients starting their accommodation during the collection period. All SAAP-funded agencies that provide accommodation were asked to record each successful request for accommodation during the specified Collection period. A form was completed for each person (adult or unaccompanied child) or group of people (including accompanying children) that started accommodation during this period. The purpose was to measure the number of instances where a person or group was newly accommodated on a particular day after being turned away from a SAAP agency earlier in that day. With this information it is possible to estimate the number of people who required accommodation and were not accommodated by SAAP on a particular day (see Chapter 7).

In order that the 3 collections used to calculate the turn-away rate can be used in conjunction, only data from agencies that participated in the Met Demand, Unmet Demand and Client Collections are presented in the tables in Chapters 5, 6 and 7. During the Met Demand Collection period SAAP agencies across Australia reported 4,577 met requests for accommodation. When considering only those agencies that participated in the Met Demand, Unmet Demand and Client Collections, this number dropped to 4,504. The analysis in Chapter 7 is based on the reduced number of forms and associated people.

Since the Met Demand Collection is essentially a subset of the Client Collection, the participation rates are similar to those recorded for the Client Collection (see Table A2.1).

### **Estimation methods**

A proportion of people who make an unsuccessful request for accommodation might subsequently receive accommodation from another SAAP agency on the same day. This is why the Met Demand form was used to count the number of times this occurred, so that a turn-away rate could be calculated (see Chapter 7). In order for the Met Demand Collection

to be used as part of the calculation of the turn-away rate, the number of people who had a valid unmet request earlier in the day but were subsequently accommodated later that day needed to be estimated. Accompanying children are excluded from the analysis in Chapter 7 since the design of the 3 collection instruments do not allow turn-away rates to be calculated for accompanying children.

The information used to derive the estimated number of clients who were potential clients earlier on the same day is elicited through question 4 on the Met Demand form (see Appendix 3) which asks whether the person or group had made a request for accommodation at a SAAP agency earlier that day and whether that request was valid. For the purposes of this report, only people who had a valid unmet request earlier in the day are considered. Whether the request was valid is determined on the basis of the response recorded against the second part of question 4 on the Met Demand form. Invalid requests include those made for accommodation at agencies that do not provide accommodation or where the person did not fall within the agency's target group.

### **Adjusting for missing information**

Missing information about whether a client was previously turned away affects estimates of the number of people who successfully gained accommodation later in the day on which they had made an unmet request. Therefore, to maximise the utility of estimates from the Met Demand Collection, an answer was imputed for question 4 where information was missing for this question. The imputation was done at the form level by randomly assigning an answer for the missing response using the distribution of answers for that question.

In this report, imputed data are included in all tables that use information from the Met Demand Collection.

## **A2.4 The Casual Client Collection**

The two-week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people and people at risk of homelessness. In 2001–02 it was conducted from 21 February to 6 March. A total of 33,530 records were returned for the collection period (Table A2.4).

The participation rate for this collection was relatively low, with 63% of agencies across Australia returning forms. This was a decrease from 67% in 2000–01. It should be noted that the methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections during the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client Collection forms had also participated in the Casual Client Collection. For the years 1997 to 2000, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because this latter rate is based only on agencies that returned data for the Casual Client Collection (see, for example, AIHW 2001a).

There was some variation in participation across states and territories: 73% of agencies in Tasmania participated, compared with 58% of agencies in both the Australian Capital Territory and South Australia. The participation rates in the majority of jurisdictions decreased from those recorded for 2000–01, with the exception of New South Wales, Tasmania and the Northern Territory, which had slight increases in participation. The largest

decrease in participation was recorded in South Australia, where the rate dropped from 72% in 2000–01 to 58% in 2001–02.

Variation also occurred across target groups. Participation was highest among agencies targeting families (69%) and lowest among agencies targeting single men (59%). Compared with 2000–01, the 2001–02 participation rates were lower for every primary target group, except for young people where the rate was the same. In particular, the participation of agencies targeting single women dropped significantly, from 76% in 2000–01 to 62% in 2001–02.

**Table A2.3: SAAP Casual Client Collection: participation rates and forms returned, by state and territory and primary target group for 21 February – 6 March 2002, and by reporting period, Australia**

	Agencies	Participation rate	Records returned
<b>State/territory</b>			
(21 February – 6 March 2002)	<b>Number</b>	<b>(%)</b>	<b>Number</b>
NSW	390	62.3	7,220
Vic	353	61.8	7,884
Qld	194	66.5	11,509
WA	111	66.7	3,157
SA	83.0	57.8	2,398
Tas	40.0	72.5	528
ACT	33.0	57.6	549
NT	30.0	70.0	285
<b>Total</b>	<b>1,234</b>	<b>63.3</b>	<b>33,530</b>
<b>Primary target group</b>			
(21 February – 6 March 2002)			
Young people	462	61.0	5,590
Single men only	95.0	58.9	3,840
Single women only	45.0	62.2	1,449
Families	114	69.3	2,324
Women escaping domestic violence	281	61.6	3,451
Cross target/multiple/general	237	68.8	16,876
<b>Total</b>	<b>1,234</b>	<b>63.3</b>	<b>33,530</b>
<b>Reporting period</b>			
22 May – 4 June 1997	1,127	n.a.	40,762
21 May – 3 June 1998	1,175	n.a.	25,257
20 May – 2 June 1999	1,183	n.a.	27,050
18 May – 31 May 2000	1,173	n.a.	30,050
22 February – 7 March 2001	1,196	66.5	30,302
21 February – 6 March 2002	1,234	63.3	33,530

*Notes*

1. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
2. The methodology used to calculate agency participation was changed for 2000–01. In previous years participation was based on the number of agencies that participated in both the Client and the Casual Client Collections for the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client forms had also participated in the Casual Client Collection. For the years 1997 to 2000, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because the latter rate is based only on agencies that returned data for the Casual Client Collection.
3. Figures are unweighted.

*Sources:* SAAP Administrative Data Collection and Casual Client Collection; AIHW 1997, 1999, 2000a, 2000b; 2001b, 2002c.

## A2.5 Interpretation of the tables

When interpreting the tables in this report, a number of points should be noted:

- The reference period for the table is specified in the title. This may vary from table to table, depending on the collection being used.
- The population to which the table refers is specified in the title. A number of tables use data from more than one collection, so a table may have two reference populations. This is specified in the title.
- The main unit used in the table (for example, percentages or numbers) is usually shown at the end of the table title; if no unit is given there, the units used are given in the body of the table. Two-week estimates based on the Unmet Demand Collection and all figures from the Casual Client Collection are rounded to the nearest 10. Annual estimates derived from the Client Collection are rounded to the nearest 100. Daily figures on demand for accommodation are not rounded. Average daily estimates are rounded to 1 decimal place.
- Adjustments have been made for agency non-participation in Tables 2.1, 3.1, 3.2, 3.3, A1.1, A1.2, A1.3, and A1.4 (see A2.1).
- Adjustments have been made for agency non-participation and client non-consent in Tables 2.1, A1.1, and A1.2 (see A2.1).
- Unless otherwise indicated, records with missing data (resulting from errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high – as a rule of thumb, more than one-third as big as the number of records included in the table.
- Components may not add to totals due to rounding.
- In a number of tables people may have had more than one response, so percentages do not total 100. A note to the table indicates whether this is the case.
- Where percentages sum to 100, the rows above the 'Total' row sum to 100. In the 'Total (%)' row, the figures to the left of '100.0' sum to 100.

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

- the number of records excluded from the table because of missing data. The number missing for each collection used in the table is given separately;
- whether an adjustment for non-participation and/or client non-consent has been made;
- whether any imputed data have been used (see Section A2.2.2); and
- any additional information needed to interpret the table.

# **Appendix 3 Collection forms**



# CLIENT FORM

JULY 2001 – JUNE 2002



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

## CHANGES TO THE CLIENT FORM

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

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

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

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

## REMINDER

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

**1. Source of referral/information**

*please tick one box only*

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

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

*please tick one box only*

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

**3. Gender of client**

- female  1
- male  2

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

**4. Country of birth of client**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**No Income**

- no income  1
- registered/awaiting benefit  2

**Government Payments**

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

**Other Income**

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

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

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

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

**12. Presenting reasons for seeking assistance**

please tick as many circles as apply

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

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

Please write the appropriate code number from Question 12

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

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

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

state

suburb/town

postcode

overseas  9998

don't know/no information  0

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

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

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

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

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

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

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

**Before**    **After**

no  1

*OR tick as many circles as apply*

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

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

*please tick one box only*

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

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

*please tick one box only*

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

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

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

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

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

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

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

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

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

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

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

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

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

**22. Support to client**

*please tick as many circles as apply*

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

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

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

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

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

please tick one box only

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

**24.**

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

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

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

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

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

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

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

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

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

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

no assistance

OR tick as many circles as apply

	Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
culturally sensitive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
showers/hygiene support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
general counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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

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

CHILD 4	CHILD 5	CHILD 6	CHILD 7																
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																
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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

## RETURNING FORMS TO THE NDCA

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

## 30 JUNE 2001 AND 31 DECEMBER 2001

- Twice a year (in the first week of July 2001 and in the first week of January 2002), you should notify the NDCA of clients who are still being supported as at 30 June 2001 and 31 December 2001.
- For clients who are ongoing at 30 June 2001, transfer the information from the old 2000–2001 form to the new 2001–2002 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2001. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

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

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# CLIENT FORM

## HIGH VOLUME AGENCIES

JULY 2001 – JUNE 2002



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

### 1. Person(s) receiving assistance

please tick one box only

#### WITH child(ren)

person with child(ren)  3

couple with child(ren)  4

#### WITHOUT child(ren)

person alone or with unrelated person(s)  1

couple without child(ren)  2

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

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

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

please tick one box only

Yes, child(ren) recorded on this form  1

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

not applicable  3

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

0 – 4 years  1

5 – 12 years  2

13 – 15 years  3

16 – 17 years  4

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

### 4. Gender of client

female  1

male  2

### 5. Main income source at commencement

please tick one box only in each column

#### No Income

no income  1

registered/awaiting benefit  2

#### Government Payments

newstart allowance  4

youth allowance  33

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

community development employment program (CDEP)  8

ABSTUDY  31

disability support pension  12

age pension  13

parenting payment (single) - formerly sole parent pension  14

parenting payment (partnered)  32

special benefit  15

sickness allowance  16

partner allowance  17

DVA support pension  29

DVA disability pension  30

other type of allowance or benefit  18

#### Other Income

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

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

don't know/no information  0

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**6. Country of birth of client**

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

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

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

**8. Cultural identity of the client**

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

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

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

**10. Support to client**

*please tick as many circles as apply*

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

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# UNMET DEMAND FORM

8 - 14 MAY 2002



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DATE ASSISTANCE REQUESTED	D D <input type="text"/>	M M 0 5	Y Y Y Y 2 0 0 2	
<i>Please tick one box only</i>				
CONTACT MADE	by a third party	<input type="checkbox"/>	1	
	in person	<input type="checkbox"/>	2	
	by telephone	<input type="checkbox"/>	3	

## IF A REQUEST FOR ACCOMMODATION OR SUPPORT FROM AN ADULT OR YOUNG PERSON CANNOT BE MET, PLEASE FILL OUT THIS FORM.

**1.** Person(s) requesting assistance  
please tick one box only

**WITH** child(ren)

person with child(ren)  3

couple with child(ren)  4

**WITHOUT** child(ren)

person alone or with unrelated person(s)  1

couple without child(ren)  2

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

**2.** What type of assistance has the person/group requested?

please tick one box only

accommodation only  5

accommodation and support  6

support only  3 go to question **10**

**3.** What type of accommodation does the person/group require?

please tick one box only

crisis/short-term accommodation  1

medium/long-term accommodation  2

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

**4.** How many 'accompanying and/or assisted' children require accommodation?

please specify number \_\_\_\_\_

OR

tick the box if NONE

**5.** How many adults require accommodation?

(this includes young people and children who present without an adult)

please specify number \_\_\_\_\_

OR

tick the box if NONE

**6.** If accommodation was requested, how soon is the accommodation needed?

please tick one box only

tonight (within 24 hours)  1

tomorrow night  
(between 24 and 48 hours)  2

in 3-4 days  6

in 5-6 days  7

in 7-14 days  4

in more than 14 days  5

**7.** Has anybody made the same request<sup>1</sup> for this person/group for accommodation<sup>2</sup> earlier today, at your agency or any other agency, and been turned away?

(Note 1: 'same request' = for period indicated in Question 6.

Note 2: Refers to accommodation that **cannot** be provided by the agency, rather than **refused** by the client.)

please tick one box only

no  2

yes  1

don't know  0

if yes, was the agency a SAAP agency?

yes  1

no  2

don't know  0

**8.** Was an offer of accommodation refused by the potential client/group?

(this includes a person/group who fails to take up an offer of accommodation)

please tick one box only

no  2 go to question **9**

yes  1

if yes, why was the offer of accommodation refused?

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

\_\_\_\_\_ go to question **10**

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**9. Main reason request for accommodation was not met**

*please tick one box only*

- insufficient accommodation available  3
- agency inappropriate – wrong target group  4
- agency inappropriate – non-accommodation agency  10
- type of accommodation requested is not provided  11
- insufficient staff to provide support  2
- facilities for disability needs not available  5
- facilities for cultural needs not available  6
- facilities for other special needs not available  7
- age of male child (applicable for DV agencies)  8
- other (please specify) \_\_\_\_\_  999

**10. What type of accommodation was the person/group staying in last night?**

*please tick one box only*

- SAAP or other emergency accommodation (including THMs in Victoria)  2
- a car/tent/park/street/squat  1
- own home  13
- rent-free in house or flat  8
- rented private/public/community housing  9
- caravan  10
- rooming house/hostel  16
- hotel/motel  17
- boarder in a private home  12
- other non-SAAP housing/accommodation  14
- institutional setting  15
- travelling  18
- other (please specify) \_\_\_\_\_  999
- no information/don't know  0

**11. Who was the person/group staying with last night?**

*please tick one box only*

- alone  1
- alone with child(ren)  2
- with parent(s) or guardian  3
- with foster family  4
- with friend(s) or relative(s) — temporary or long-term  5
- with spouse/partner  6
- with spouse/partner and child(ren)  7
- living with other unrelated persons  8
- other (please specify) \_\_\_\_\_  999
- no information/don't know  0

**12. Has any support been provided?**

no  1

yes  2

*if yes, please tick as many circles as apply*

- information  1
- referral for accommodation  2
- referral for other non-accommodation support services  3
- meals  4
- financial assistance/material aid  5
- transport  6
- laundry/shower facilities  7
- emotional support/counselling  10
- other (please specify) \_\_\_\_\_  999

**13. Age and sex**

*please write the number of people requiring assistance in each age group (do not tick the spaces)*

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

**14. Country of birth**

*please write the number of people in each category (do not tick the spaces)*

	Male	Female
Australia	___	___
other English-speaking countries	___	___
non-English-speaking countries	___	___
don't know	___	___

**15. How many of the group identify as Aboriginal or Torres Strait Islander origin?**

*please write the number of people in each category (do not tick the spaces)*

	Male	Female
not Aboriginal or Torres Strait Islander	___	___
Aboriginal	___	___
Torres Strait Islander	___	___
both	___	___
don't know	___	___

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# MET DEMAND FORM

ONLY FOR PEOPLE STARTING ACCOMMODATION DURING 8 - 14 MAY 2002



AGENCY NUMBER

DATE ACCOMMODATION STARTED

REMEMBER TO FILL OUT A CLIENT FORM. See Note below.

## PLEASE COMPLETE THIS FORM FOR EACH PERSON/GROUP WITH ACCOMMODATION STARTING 8 - 14 MAY 2002

**1. Person(s) receiving accommodation**  
please tick one category only

**WITH** child(ren)

person with child(ren)  3

couple with child(ren)  4

**WITHOUT** child(ren)

person alone or with unrelated person(s)  1

couple without child(ren)  2

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

**2. How many 'accompanying and/or assisted' children are to be accommodated?**  
please specify number \_\_\_\_\_

OR

tick the box if NONE

**3. How many adults are to be accommodated?**  
(this includes young people and children who present without an adult)

please specify number \_\_\_\_\_

OR

tick the box if NONE

**4. Has the person/group made a request for this accommodation earlier today and been turned away either by your agency or another SAAP agency?**  
please tick one box only

yes, all persons in group  1

yes, some persons in group  2

no  3

don't know  0

**if yes, why were they turned away from accommodation earlier today?**  
please tick one box only

insufficient accommodation available  1

agency inappropriate - wrong target group  2

agency inappropriate - non-accommodation agency  3

other  999

don't know  0

**Note:** Client Forms should still be completed. Please ensure that you also continue to fill out a general Client Form (lilac form), a High Volume Client Form (green form) or a SMART record for each adult or unaccompanied child who receives assistance from your agency.

See instructions on reverse of form.

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

**N.B. Referral and Non-accommodation agencies**

Do not fill in this form.

Record **zero** forms to return on the Met Demand Form Return Sheet and return to the NDCA.

## **MET DEMAND FORM**

This form is to be completed for all clients starting accommodation during the week of 8 – 14 May 2002. It is essential to the success of the Unmet Demand Collection and is designed to work in conjunction with the Unmet Demand Collection Form.

The purpose of this form is to count the number of instances where a person/group was newly accommodated on a particular day after being turned away from a SAAP agency earlier in the day. With this information it will be possible to estimate the number of people who required accommodation and were not accommodated by SAAP on a particular day.

When using this form it is important to remember that the data being gathered is based on daily information, therefore the word 'today' is of key significance.

### **For whom do you complete a Met Demand Form?**

Complete one form for each family group or each person attending either alone or with unrelated individuals. A group of people may consist of a couple, a person with children, an extended family group, etc and should be recorded on one form. However, if several unrelated friends attend an agency together a separate form should be filled out for each person.

**Fill out a new form each time a person alone or group STARTS a period of ACCOMMODATION during 8 – 14 May with your agency including THM's (Victoria) or any other SAAP managed properties. Note that the person or group of people may have been accommodated previously by your agency.**

### **Instructions**

#### **Question 1**

The definitions used for this question are the same as those used in the Client Collection and can be found on page 5–7 of the *SAAP National Data Collection - Collectors Manual July 2001*.

#### **Question 2**

Specify in the box provided the number of accompanying children that are to be accommodated by your agency. If you are unsure about the definition of an 'accompanying and/or assisted child' please refer to page 1–1 of the *SAAP National Data Collection - Collectors Manual July 2001*.

#### **Question 3**

An adult refers to a person who is 18 years and over or is an unaccompanied child under the age of 18.

#### **Question 4**

Please ensure that you only tick one of the 'yes' categories for this question if the person(s) presenting at your agency has been turned away when requesting accommodation from:

- your agency previously today, or
- another SAAP agency previously today.

If the answer is yes continue on to the next part of the question. This shows why the client(s) was turned away. Please refer to the SAAP Unmet Demand Collection Section 7 of the *SAAP National Data Collection - Collectors Manual July 2001*. If the reason the client was turned away is not listed then please tick the 'other' category.

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# Casual Client Form

22 February – 7 March 2001

Please complete only one line for each family unit and each unrelated person



Agency number:

Today's Date:   0  2 0 0 1  
 Day Month Year

	PERSON(S) RECEIVING ASSISTANCE <small>(please tick only one box)</small>					NUMBER OF PERSONS AGED:		PRIMARY CONTACT		ASSISTANCE PROVIDED <small>(please tick as many circles as apply)</small>							
	Person alone	Couple, no children	Person with children	Couple with children	Other family unit	18 and over	Under 18	Gender (M/F)	Age	Information	Referral arranged	Emotional support	Meals	Financial/material aid	Transport	Laundry shower	Other
eg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	F	32	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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