

Demand for SAAP assistance by homeless people 2000–01

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

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SAAP NDCA REPORT SERIES 6

Demand for SAAP assistance by homeless people 2000–01

A report from the SAAP National Data Collection

Australian Institute of Health and Welfare
Canberra

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Preface

This publication is one of the Series 6 reports on the Supported Accommodation Assistance Program (SAAP) National Data Collection 2000–01. The series provides information on people who were homeless and people who were at risk of being homeless who accessed the Supported Accommodation Assistance Program in 2000–01. The current report looks at the demand for SAAP services and the ability of agencies to meet these demands.

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 Data Sub-committee (formerly the SAAP Data and Research Advisory Committee). Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

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.

The fact that more than 90% of SAAP agencies in Australia provided 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 not only has 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.

Dr Richard Madden
Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

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The SAAP Data Sub-committee (comprising government, community and expert representatives) and the Commonwealth Department of Family and Community Services provided valuable support and comments throughout the development and drafting of the report. The authors also acknowledge the assistance provided by Amanda Nobbs in preparing the report for publication. Judy Heinemann undertook final editing with considerable care.

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

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

Accompanying child	A person aged under 18 years who accompanies a <i>client</i> to a SAAP agency during a <i>support period</i> .
Accompanying child requiring assistance	A child aged under 18 years who requires and/or receives <i>support</i> or <i>supported accommodation</i> from a SAAP agency and whose parent or guardian is a <i>client</i> of the same agency.
Accompanying child support period	<p>An <i>accompanying child requiring assistance</i> may require and/or receive assistance during one or more <i>support period(s)</i> provided to a parent or guardian. Each <i>support period</i> in which the child requires and/or receives assistance is termed an <i>accompanying-child 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 support period, it is not possible to assess the length of support for an <i>accompanying child requiring assistance</i>.</p>
Agency	An organisation or establishment that receives funding through SAAP.
Birthplace	<p>The country in which a person was born. Countries are divided into:</p> <ul style="list-style-type: none">• Australia;• other mainly 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• other countries (mainly non-English-speaking).
Casual client	<p>A person who:</p> <ul style="list-style-type: none">• receives assistance from a SAAP agency for less than 1 hour on a given day; and• does not establish an <i>ongoing support relationship</i> with the SAAP agency. <p>A <i>casual client</i> may receive <i>one-off assistance</i> from a SAAP agency on one or more occasions.</p>
Client	<p>A person aged 18 years or more, or a person of any age not accompanied by their parent or guardian, who:</p> <ul style="list-style-type: none">• receives <i>support</i> or assistance from a SAAP agency 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• is accommodated by a SAAP agency; or• enters into an <i>ongoing support relationship</i> with a SAAP agency.
Closed support period	A <i>support period</i> that had finished before the end of the reporting period – 30 June.

Homeless person	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> • damages, or is likely to damage, their health; or • threatens their safety; or • marginalises them through failing to provide access to: <ul style="list-style-type: none"> - adequate personal amenities; or - the economic and social supports that a home normally affords; or • places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or • has no security of tenure – that is, they have no legal right to continued occupation of their home. <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
Invalid unmet request for assistance	<p>An unmet request is invalid if:</p> <ul style="list-style-type: none"> • the request is made at an <i>agency</i> of an inappropriate target group; or • the requested service is not one that is provided by the <i>agency</i>; or • proffered assistance is refused; or • it is not a request for <i>substantial support or assistance</i>. <p>All other <i>unmet requests for assistance</i> are said to be valid.</p>
Occasion of support	<p>See <i>support period</i>.</p>
One-off assistance	<p>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 National Data Collection.</p>
Ongoing support relationship	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person, and it is agreed that future contact will occur between the person and the <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>
Potential client	<p>A <i>potential client</i> is a person aged 18 years or more, or a person of any age not accompanied by a parent or guardian, who requests <i>support or supported accommodation (i.e. 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 made at an agency of an inappropriate target group, or 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 agency may at the same time be a client of another. A potential client may receive <i>one-off assistance</i> from a SAAP agency after making an unmet request for <i>substantial support or assistance</i>.</p>
Record	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.
Referral	A (formal) <i>referral</i> occurs when a SAAP agency contacts another agency (either SAAP or non-SAAP) and that agency 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.
Substantial support or assistance	<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 agency and the <i>client</i> .
Support	Assistance, other than <i>supported accommodation</i> , provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP agency 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.
Support period	<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 agency. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> • the <i>client</i> ends the relationship with the <i>agency</i>; or • the <i>agency</i> ends the relationship with the <i>client</i>. <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 <i>agency</i> or may be purchased using SAAP funds – at a motel, for example.
Unmet request for assistance	<p>An unmet request for assistance occurs when a person requests – but does not receive – <i>support</i> or <i>supported accommodation</i>; that is, the person wishes to become a <i>client</i> of a SAAP agency but is not accepted, or the person does not accept the <i>agency's</i> offer of <i>support</i> or <i>supported accommodation</i>.</p> <p>A person whose request for <i>support</i> or <i>supported accommodation</i> cannot be fulfilled might be given <i>one-off assistance</i>. Such a person would be a <i>casual client</i>, but not a <i>client</i>, of the <i>agency</i>.</p>

**Valid unmet request
for assistance**

An *unmet request* 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 2000-01, 1,238 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. This report also contains 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. An analysis of one-off or casual assistance provided by SAAP agencies on a daily basis is also included.

Substantial support

- In 2000-01 agencies provided an estimated 93,000 people with accommodation and/or support lasting more than 1 hour. Thirty-three per cent of these people received more than one period of support during the year, leading to a total of 170,700 occasions of support (Chapter 2).¹
- In total, clients received at least 962,200 distinct services and were provided with more than 132,700 referrals to meet their needs (derived from Table 2.1).
- Accommodation was provided directly to clients in 108,200 support periods, with referrals to SAAP or CAP accommodation being arranged in 7,800 support periods. In addition, assistance to obtain other housing was provided in 51,800 support periods and referrals for such assistance were arranged in 20,200 support periods (derived from Table 2.1).
- During the 6 months between 1 January and 30 June 2001, 26,800 accompanying child support periods were reported (Table 2.2). SAAP or CAP accommodation was provided in 65% of accompanying child support periods, and referrals were made in 5% for such accommodation. Overall, nearly 99,200 distinct services were provided to accompanying children and around 45,600 referrals were made.
- Clients supported by SAAP agencies for 1 day or less were less likely to have all of their needs met. For these clients, 9% of requested services were neither provided nor referred on, compared with 6% for clients supported for more than 1 day (Table 2.3).
- For clients supported for 1 day or less, non-provision or non-referral of SAAP/CAP accommodation occurred in 5% of support periods in which this service was requested, compared to 3% for clients supported for more than 1 day (Table 2.3).

Meeting the demand for accommodation

Existing clients and those not yet receiving ongoing support can both have unmet requests for accommodation (Chapter 3).

¹ See Box 1.1 on page 1 for information relating to the revision of 2000-01 SAAP National Data Collection annual report data.

Existing clients

- For existing clients with support periods that finished between 1 July 2000 and 30 June 2001, SAAP or CAP accommodation was provided in 93% of the 107,500 support periods in which it was requested (Section 3.1). A referral was arranged in a further 4%, leaving 4% (3,900 support periods) with requests for SAAP or CAP accommodation unmet.
- Assistance in obtaining short-term accommodation or independent housing was neither provided by the agency nor referred on in 17% and 19%, respectively, of support periods in which it was requested (Section 3.1).

Unmet requests

- During the Unmet Demand Collection period (29 November – 5 December 2000 and 9–15 May 2001), 7,930 valid unmet requests for accommodation were reported (Table 3.1). The most common reason for unmet requests was that insufficient accommodation was available.
- On any day, there was an average of 567 unmet requests for accommodation by individuals and groups (Table 3.2). Around 62% of these requests were for accommodation required within 24 hours.

Number of people making unmet requests

- On average, there were 558 potential clients and 366 accompanying children seeking accommodation on any day during the Unmet Demand Collection (Table 3.3).
- Among agencies participating in both the Client Collection and the Unmet Demand Collection, during the periods 29 November – 5 December 2000 and 9–15 May 2001, an average of just under 4% of accommodated clients left their SAAP or CAP accommodation on any day (Table 3.5). An average of 262 clients left their accommodation and 261 clients started their accommodation each day.
- There was a daily average of 320 potential clients with valid unmet requests for *immediate* accommodation. An average of 136 of those people received referrals for accommodation.
- At most, 52% of 261 newly accommodated clients were accommodated as a result of that day's referrals. This leaves a daily average of at least 184 people who did not receive a referral for SAAP accommodation on making a valid unmet request, and therefore were potentially unsuccessful in receiving any type of SAAP accommodation on the day of making a request.
- The number of clients either ending or starting their SAAP accommodation and the number of people with unmet requests for accommodation and with referrals for accommodation were at their lowest on weekends (Figure 3.1).

Total daily assistance

In the period 22 February – 7 March 2001, on a daily basis there were between 10 and 12 people accessing SAAP services for every 10,000 aged 10 years or more in the general population (Chapter 4). This estimate of SAAP support does not include assistance given to children accompanying their parent or guardian.

Substantial assistance

- An average of 17,540 support periods were provided to clients on any day during the fortnight 22 February – 7 March 2001 (Table 4.1).
- In at least 6,840 of these support periods (about 39%), clients were accommodated; in a further 10,700 support periods, clients received other types of substantial support.
- Numbers of support periods with support only dropped on weekends compared with weekdays (Figure 4.1).

One-off assistance

- On average, 2,330 individuals received some type of one-off assistance (not associated with more substantial support) from SAAP agencies on any day during the fortnight 22 February – 7 March 2001 (Table 4.1). Casual contacts dropped considerably on weekends compared with weekdays.
- Agencies specialising in providing casual assistance accounted for 11% of contacts for one-off assistance (Table 4.3).
- On average, 1.9 services were provided during a casual client contact (Table 4.3), with information and meals generally being the most common forms of one-off assistance.
- Information and referrals for accommodation were the most common forms of casual assistance received by people seeking more substantial support (Table 4.4).

1 Introduction

The Supported Accommodation Assistance Program (SAAP) was established in 1985 to consolidate a number of Commonwealth, State and Territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence. The current program (SAAP 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 2000–01, 1,238 non-government, community or local government organisations were funded nationally under the program (AIHW 2001b:6). These organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. The agencies provided an estimated 93,000 people with accommodation and/or support lasting more than an hour, with 33% of these people receiving more than one period of support during the year (AIHW 2002; see Box 1.1 for information on revisions to 2000–01 data,). This translates into more than 17,500 support periods on a daily basis (Table 4.1). In addition, agencies provided one-off assistance lasting less than an hour – such as meals, showers or information – around 2,300 times a day.

Although 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 report gives an overview of the total demand for SAAP assistance in 2000–01 and the extent to which that demand was met, particularly the demand for accommodation.

Before the 1999–00 demand for SAAP assistance report (AIHW 2001a), information on unmet demand was presented in the annual reports (see Chapter 5, AIHW 1997; AIHW 1999; AIHW 2000a). Information on unmet demand and one-off assistance is now presented in parallel with information about the levels of substantial support provided by SAAP agencies on an ongoing basis.

The analysis in this report is divided into three sections. Chapter 2 contains an overview of accommodation and other substantial assistance provided to SAAP clients throughout 2000–01. In Chapter 3 the demand for accommodation is examined in more detail. Particular attention is paid to unmet requests for immediate accommodation. Unmet requests for immediate accommodation are also compared with the provision of SAAP accommodation on a daily basis. To complete the analysis of assistance provided under SAAP, Chapter 4 examines the total provision of assistance, including one-off assistance. Some analysis of provision of assistance on a daily basis is also presented. Appendix 1 provides State and Territory versions of selected tables included in the main chapters of the report.

Box 1.1: Revisions to 2000–01 SAAP National Data Collection annual report data

A quality assurance revision and weighting adjustment of 2000–01 data has led to a small increase in the number of clients and ongoing support periods compared with the numbers reported in the 2000–01 SAAP National Data Collection annual report. This report showed 91,200 clients and 168,200 support periods. The revised figures are 93,000 and 170,700 respectively. Revised figures are used throughout this report. It should be noted, however, that the increases in client and support period numbers have had little effect on the proportions in each table in that report. Revised tables are available on AIHW's web site at <http://www.aihw.gov.au>. Tables based on closed support periods in the annual report remain largely unaffected.

A number of key terms used throughout this report are defined in the Glossary. A general guide to interpretation of the tables is provided in Appendix 2. Specific rules used when deriving a particular table in this report are described in the notes to each table.

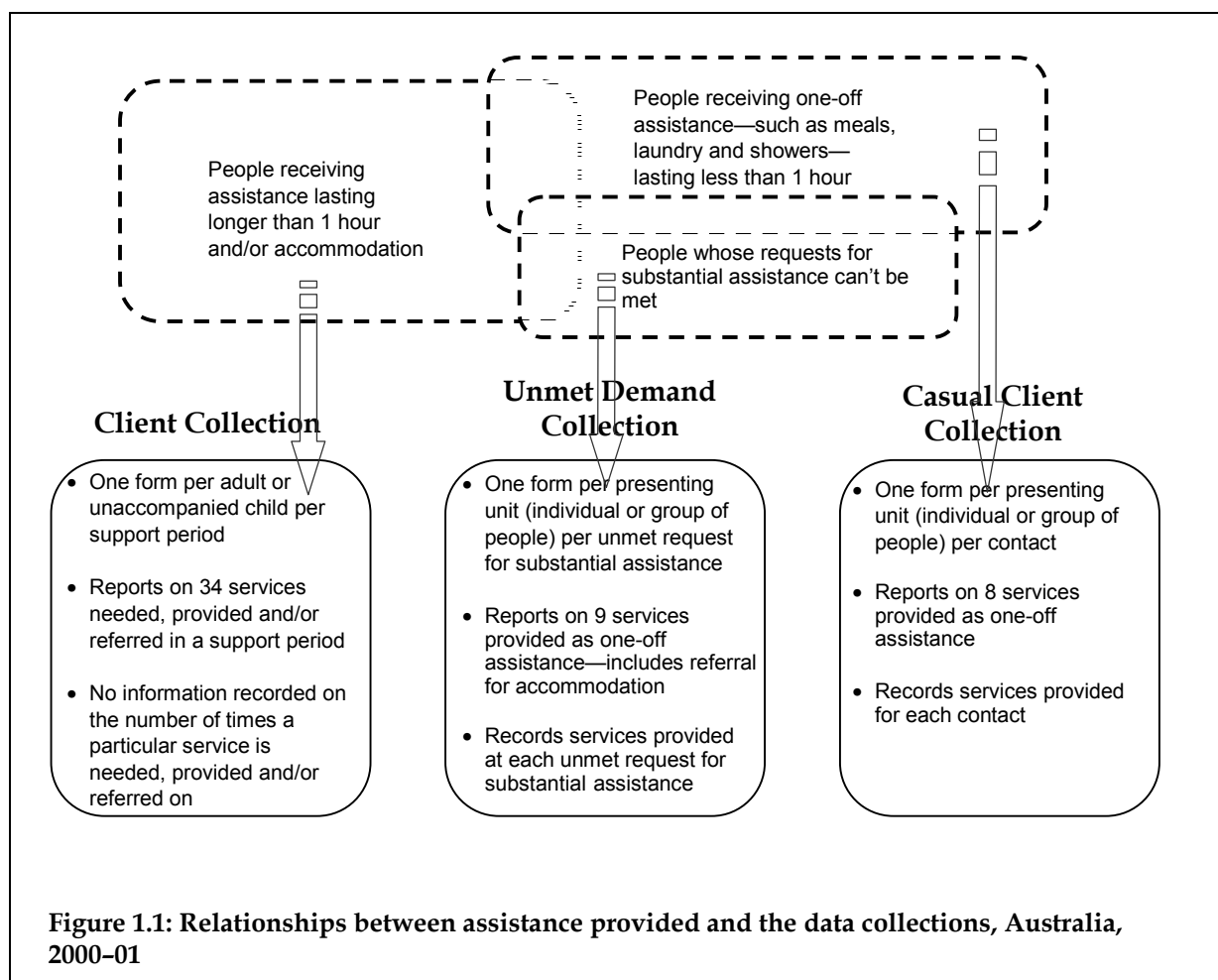
1.1 The data

The main source of data about the provision of services through SAAP is the SAAP National Data Collection (NDC). This consists of a number of distinct components, each of which can be thought of as a separate collection. There were four components of the NDC in 2000–01: the Client Collection; the Unmet Demand Collection; the Casual Client Collection; and the Administrative Data Collection. This report is based on analysis of the first three of these, details of which are provided in Appendix 2. The forms used in these collections are shown in Appendix 3.

A brief description of the three collections follows:

- 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. The main findings from this collection are published in the national and State and Territory SAAP NDC annual reports (see, for example, AIHW 2001b). It should be noted that figures published in these reports are subject to revision, as was the case for the 2000–01 annual report (see Box 1.1).
- The Unmet Demand Collection operates over 2 weeks. In 2000–01 it was conducted from 29 November to 5 December 2000 and 9–5 May 2001. This 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.
- The Casual Client Collection is also run over 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 2000–01, the collection was conducted during the fortnight of 22 February to 7 March.

Figure 1.1 shows the relationships between assistance provided by SAAP agencies and the data collected on this assistance. As is apparent, there are overlaps between the Unmet Demand Collection and both the Client Collection and the Casual Client Collection. An Unmet Demand Collection form is filled out by agencies each time a homeless person (adult or unaccompanied child) 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 may be 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 also had an unmet request for ongoing support or accommodation at another SAAP agency. Furthermore, 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.



When examining the extent of assistance provided and unmet demand, two main points concerning the data must be noted:

- Among other things, the Client Collection obtains information on assistance that was needed and whether that assistance was provided and/or referred on for existing clients. Such 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 three times in a support period, but the collection shows only that financial assistance was provided, not that it was provided three times. The computer-based data-collection tool has the potential to overcome this limitation.
- The Casual Client Collection collects information on all cases where one-off assistance is provided, irrespective of whether the person receiving that assistance requests more substantial support or accommodation. Consequently, one-off help provided to those who sought more substantial assistance is recorded in both the Casual Client Collection and the Unmet Demand Collection. Note, however, that the reference period for the Casual Client Collection differs from that for the Unmet Demand Collection.

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 approaches to inappropriate 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.

1.2 Changes to the Unmet Demand Collection

Several changes were made to the Unmet Demand Collection Instrument in 2000–01. The collection was held for a 1-week period in November–December 2000 and a 1-week period in May 2001. This was an attempt to capture variations in unmet demand at different points in time. In previous years the collection was held for a 2-week period in November.

In addition, the Unmet Demand form was redesigned to collect data on groups of people requiring assistance. In previous years, an unmet demand form was completed for each potential client regardless of whether they presented alone or in a group. The accompanying children of a couple were recorded on only one parent or guardian's form. Field testing indicated that in many cases, use of a separate form for each potential client presenting in a group resulted in information being collected only about the person making the request. This was particularly true of telephone requests made on behalf of more than one person.

For the 2000–01 collection, a single form was completed for each person or group making an unmet request at an agency rather than for each adult or unaccompanied child associated with a request for assistance. Collecting information on groups reduces respondent burden. It is also more likely that information about each person in the group is collected.

Because providing accommodation is a core SAAP activity, several new data items were added to the 2000–01 Unmet Demand form to collect information specifically about unmet requests for accommodation. Also, because the new collection instrument is based on groups rather than individuals, a number of existing questions (gender, age, country of birth and Indigenous status) were modified to collect demographic characteristics for each individual, including accompanying children.

The alpha code was also removed from the Unmet Demand form. It had proven to be difficult to collect for the Unmet Demand Collection and inappropriate for a form collecting information on groups. The method of estimating the number of potential clients of SAAP is described in Appendix 2. Appendix 3 contains a copy of the 2000–01 Unmet Demand form.

1.2.1 Future directions

The above enhancements have not resolved all the problems with estimating unmet demand. A proportion of people who make an unsuccessful request for assistance might subsequently receive that assistance from another SAAP agency. Alternatively, people may have their needs met by other means and no longer require SAAP assistance. How often this happens cannot presently be measured. Further, a person can make several requests for the same assistance. This range of possibilities means that it is very difficult to measure the level of overall unmet demand and the number of people involved. It is therefore not possible at present to estimate a reliable turn-away rate for SAAP agencies.

Because of these difficulties, various estimation techniques are applied to data from the Unmet Demand Collection 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.

Further changes to the collection aimed at resolving some of these problems will be implemented for future collections and will allow better examination of unmet demand in the future.

2 Support provided in 2000–01

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 2000–01, SAAP-funded agencies provided an estimated 93,000 people with accommodation and/or support. Thirty-three per cent of these people received more than one period of support during the year. The total number of support periods provided was 170,700 (AIHW 2002). Table 2.1 shows that one or more services were either provided or referred on in at least 165,900 of these support periods (the remaining 4,800 support periods reported did not contain information relating to service requirements or provision).

Accommodation was provided directly to clients in around 108,200 support periods and referrals for SAAP or CAP accommodation were arranged in 7,800 support periods. In addition, assistance to obtain other housing was provided in 51,800 support periods and referrals for such assistance were arranged in 20,200 support periods (derived from Table 2.1).

Of the 165,900 support periods, 76,200 (46%) were for unaccompanied males. Unaccompanied females accounted for 41,300 support periods (25%), and females with children for 30,300 support periods (18%). Four other client groups between them accounted for the remaining 18,000 support periods (around 11%) (Table 2.1). Just over 40% of the support periods that finished between 1 July 2000 and 30 June 2001 lasted for 1 week or more (AIHW 2001b:27).

A detailed discussion of the support given to clients and accompanying children is contained in the 2000–01 national annual report (AIHW 2001b). A summary of the services that clients and accompanying children received during their support periods follows, as well as a discussion of whether services requested by clients were provided by SAAP agencies.

2.1 Provision of services

Agencies commonly offer a wide range of support services, as well as accommodation, and these services are reported under the 34 headings on the Client Collection form (see Appendix 3). In Table 2.1 these services are combined into eight groups, with SAAP and Crisis Accommodation Program (CAP) accommodation separated out from other types of accommodation (see note 3 to the table).

Figure 2.1 shows the proportions of support periods in which agencies either provided various types of services or referred clients on during the year. The three types of assistance most commonly provided were general support or advocacy (in 73% of support periods), basic support such as meals or washing facilities (69%) and SAAP or CAP accommodation (65%). In addition, assistance with obtaining other housing – either short-term accommodation or longer-term independent housing – was provided in 31% of support periods.

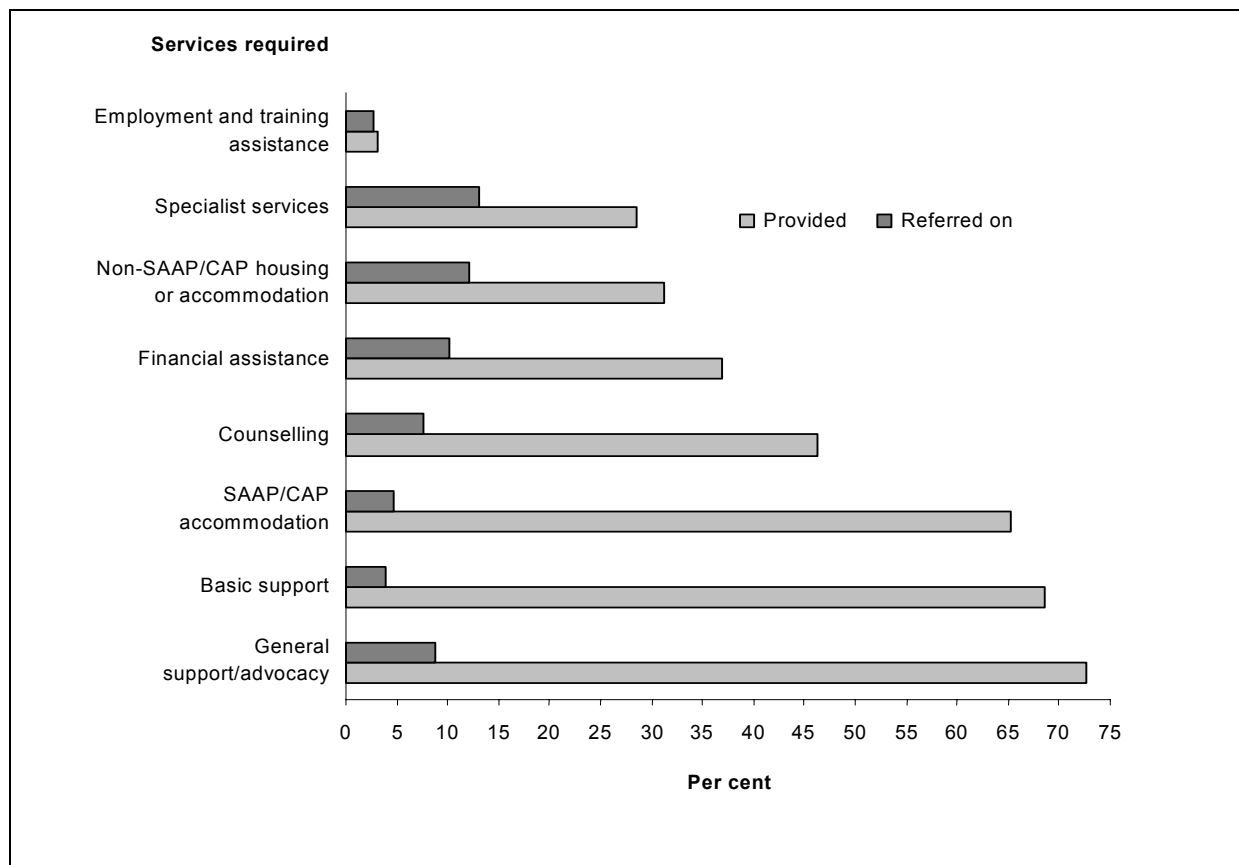
Table 2.1: SAAP support periods: broad types of support services provided to clients or referred on, by client group, Australia, 2000–01 (per cent support periods)

	Male alone	Female alone	Couple without children	Male with children	Female with children	Couple with children	Other/unknown	Total
Broad type of service provided								
SAAP/CAP accommodation	75.6	60.3	35.1	40.2	56.8	40.9	58.4	65.2
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	29.6	29.2	45.3	41.5	34.1	45.4	28.4	31.2
Employment and training assistance	3.2	3.7	3.5	3.0	2.0	3.5	4.2	3.2
Financial assistance	34.6	35.8	48.5	45.4	42.2	48.8	29.9	36.9
Counselling	33.1	57.0	32.3	42.2	67.2	42.1	45.6	46.2
General support/advocacy	70.8	73.0	74.5	77.3	77.1	77.9	66.1	72.6
Specialist services	29.5	29.1	21.0	16.6	28.4	16.6	29.5	28.5
Basic support and services n.e.s.	78.4	64.9	44.2	43.7	59.4	38.5	63.9	68.6
Mean number of individual support services provided	5.8	5.9	4.6	4.7	6.2	4.6	5.3	5.8
Broad type of service referred on								
SAAP/CAP accommodation	2.8	5.6	3.8	5.5	7.5	7.0	6.7	4.7
Assistance to obtain non-SAAP/CAP housing or accommodation	8.6	11.8	22.6	22.4	18.1	23.0	12.0	12.2
Employment and training assistance	2.6	3.4	3.6	3.1	2.0	3.6	3.4	2.8
Financial assistance	5.8	9.7	17.3	18.9	18.4	21.3	10.0	10.1
Counselling	3.1	9.7	4.8	10.5	15.5	10.2	8.9	7.6
General support/advocacy	4.3	9.0	7.3	12.2	18.6	13.1	9.0	8.7
Specialist services	9.9	15.4	10.1	10.6	17.3	14.0	14.3	13.0
Basic support and services n.e.s.	2.9	4.1	4.6	5.1	5.1	5.0	6.3	3.9
Mean number of individual support services referred on	0.5	0.9	0.9	1.1	1.3	1.2	0.9	0.8
Total (%)	46.0	24.9	2.6	0.9	18.3	2.9	4.4	100.0
Total (number)	76,200	41,300	4,200	1,500	30,300	4,900	7,400	165,900

Notes

1. Cases excluded due to missing data: 4,795 (cases with no information on service provision).
2. '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).
3. Clients were able to receive multiple services so percentages do not total 100. The 34 individual service types have been grouped into eight 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.
4. 'Mean number of individual support services' is based on the 34 individual service types, including 'other support' (see note 3).
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.



Source: Table 2.1.

Figure 2.1: Types of support services provided or referred on, Australia, 2000-01 (per cent support periods)

The range of services that may be offered by agencies reflects both the differences in service delivery between agencies and variation in the needs of clients. There is greater variation in how frequently the 34 types of support services were provided than the eight groups in Figure 2.1 suggest. Data on these individual services were reported in the 2000-01 national annual report and so are not presented here in detail. That publication shows that the four individual support services most often provided throughout the year were SAAP or CAP accommodation (in 65% of support periods), advice or information (63%), meals (55%) and laundry or shower facilities (53%) (AIHW 2001b:31). Emotional support was the fifth most commonly provided service (in 39% of support periods). Thirteen services were provided in less than 10% of support periods each.

Clients received on average 5.8 different types of services per support period (Table 2.1). Females with children tended to receive more types of support than other clients, averaging 6.2 of the 34 different types of service per support period. Overall, around 962,200 different services were provided to the 93,000 clients supported by SAAP during 2000-01 (derived from Table 2.1). However, to understand the actual extent of support, it should be noted that many services might have been provided more than once in a support period. In addition, some might have been provided continuously during the whole of a client's support.

Some types of assistance, such as general support and advocacy, were provided consistently to different client groups; for other types of assistance, however, the pattern of provision differs quite markedly (Table 2.1). Males on their own, for example, had the highest use of SAAP or CAP accommodation (provided in 76% of their support periods). Much lower use

of this type of assistance occurred among males with children (40% of their support periods) and couples without children (35%). Similar differences occurred in the use of counselling. Females with children had much greater use of counselling (67% of their support periods) in contrast to unaccompanied males and couples without children (32%).

2.2 Referral of services

Generally, referrals were most frequent for the services with the lowest levels of direct provision by agencies (Figure 2.1). The exception to this was employment services, which were provided and referred on 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 (referred on in 13% of support periods), non-SAAP/CAP housing assistance (12%), financial assistance (10%) and general support and advocacy (9%) (Table 2.1). Overall, SAAP agencies arranged referrals for SAAP or CAP accommodation in 7,800 support periods (5%) and referrals for other housing assistance in 20,200 support periods (12%) (derived from Table 2.1).

For all services except employment and training assistance, unaccompanied males had the lowest proportion of support periods with referrals. On the other hand, females with children had the highest proportion of support periods with referrals for four out of the eight broad categories of services: SAAP or CAP accommodation (referrals arranged in 8% of support periods), counselling (16%), general support and advocacy (19%), and specialist services (17%). On average, agencies referred each client 0.8 times during a support period, resulting in at least 132,700 referrals for clients during the year (derived from Table 2.1). However, all of these figures are likely to be an underestimation because, as with service provision, a referral may have been arranged for a particular service more than once. It should also be noted that no information exists on client outcomes from referrals, and providing a client with a referral does not guarantee that their needs will then be met.

2.3 Support provided to accompanying children

Before 2000–01 only limited data were collected on accompanying children. For 2000–01 the Client Collection was changed so that demographic and support information could be reported on each accompanying child. However, an updated version of the computer-based collection tool (SMART) was not released until December 2000. As a result, agencies using SMART were not able to report this information until January 2001. For this reason, discussion in this section is restricted to data collected between 1 January and 30 June 2001. Furthermore, there may have been instances where agencies continued to use older versions of SMART and so did not report demographic and support information for each child.

Figures have not been weighted because the relevant data are only available for a 6 month period. Further, the estimates presented here relate to accompanying child support periods. It should be noted that the number of accompanying child support periods is larger than the number of children, as individual children may accompany a parent or guardian during more than one period of support. The number of accompanying children assisted by SAAP cannot be estimated with the restricted 2000–01 data set.

Between 1 January and 30 June 2001 approximately 26,800 accompanying child support periods were reported (Table 2.2). SAAP or CAP accommodation was the most commonly provided type of service, being provided in 65% of accompanying child support periods. This service was referred on in 5% of accompanying child support periods.

Overall, almost 99,200 distinct services were provided to accompanying children in 2000–01 (derived from Table 2.2). Basic support services were the most commonly provided non-accommodation service (in 61% of accompanying child support periods). Assistance with school liaison or child care was provided to clients with children in 27% of accompanying child support periods. In contrast, specialist services were provided in only 13%.

Almost 45,600 referrals were arranged for accompanying children during 2000–01 (derived from Table 2.2). 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 7% of accompanying child support periods, second only to counselling which was referred on in 8% of accompanying child support periods.

In around 86% of accompanying child support periods, the child/children 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 (3.9) than did children accompanying couples, males, or other groups of adults. Children accompanying a female client were also more likely to be provided with accommodation than the other groups (in 67% of accompanying child support periods). Children accompanying a male client were least likely to be provided with accommodation (43%); however, this group accounted for only 3% of the 26,800 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 four of the five non-accommodation support types: basic support services (in 64% of cases), school liaison and child care (29%), counselling (28%) and specialist services (14%). Children accompanying males were more likely to receive general support and advocacy services (46%) than children accompanying female clients (32%).

Table 2.2: SAAP accompanying child support periods: broad types of support services provided to accompanying children or referred on, by groups with children, Australia, support periods active 1 January – 30 June 2001

	Couple with children	Male with children	Female with children	Other with children/unknown	Total
Broad type of service provided					
SAAP/CAP accommodation	50.2	42.9	66.9	63.2	64.8
School liaison/child care	12.8	14.2	29.0	25.9	27.3
Counselling	15.2	20.5	28.0	22.9	26.6
General support/advocacy	32.9	46.3	32.2	22.9	32.3
Specialist services	6.4	6.7	14.1	11.6	13.2
Basic support services and other services n.e.s.	38.6	36.8	64.2	58.8	61.3
Mean number of individual support services provided	2.3	2.4	3.9	3.3	3.7
Broad type of service referred on					
SAAP/CAP accommodation	4.3	2.7	4.8	3.4	4.6
School liaison/child care	6.4	5.6	6.8	4.5	6.7
Counselling	5.4	6.5	8.0	8.2	7.8
General support/advocacy	2.8	5.2	4.8	4.0	4.6
Specialist services	5.5	3.7	7.6	6.2	7.3
Basic support services and other services n.e.s.	5.5	3.0	4.1	5.2	4.2
Mean number of individual support services referred on	1.6	1.5	1.7	1.8	1.7
Total (%)	8.0	2.5	85.8	3.7	100.0
Total (number)	2,100	700	22,900	1,000	26,800

Notes

1. Cases excluded due to missing data: 0 (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 six 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 previous note).
6. Figures are unweighted.

Source: SAAP Client Collection.

2.4 Expressed requests for services

The ability of SAAP agencies to meet the needs of their clients can only be measured after a client has finished 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.

A client might request many services in a single support period. In some cases, SAAP agencies might not be able to meet all of a client's requests directly. In these instances, referrals to appropriate organisations might be arranged. However, for some requested services 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 service provision, Parts A and B of Table 2.3 present service provision and referral activity for clients supported for 1 day or less and clients supported for more than 1 day in 2000–01. Overall, for all lengths of support, 854,600 distinct services were requested by clients in the 149,500 support periods that closed during 2000–01, with requests not being met in 56,400 (7%) of cases. As the following discussion shows, clients supported for more than 1 day were more likely to have their requests for assistance provided or referred on than clients supported for 1 day or less.

2.4.1 Clients supported for 1 day or less

There were 213,600 requests for services made by clients who were supported for 1 day or less. Eighty-five per cent of requests were provided directly by SAAP agencies, while a further 6% were referred on, resulting in 91% of needs being met at least to some extent (Table 2.3, Part A).

The requested services that were most likely to be provided were basic support services and general support and advocacy (both provided in 94% of requests for these services), followed by SAAP or CAP accommodation (91%). The requested service least likely to be provided was assistance with employment and training (41%).

Assistance to obtain non-SAAP or non-CAP accommodation was the most likely type of requested service to be referred on (28%), followed by employment and training assistance (25%) and specialist services (13%).

Specialist services were most commonly unable to be provided or referred on (for 36% of requests for this broad service type), closely followed by assistance with employment and training (35%). Assistance to obtain non-SAAP or non-CAP accommodation was also unable to be provided or referred on following 26% of requests for such assistance. SAAP or CAP accommodation was unable to be provided or referred on in 5% of requests for this service.

2.4.2 Clients supported for more than 1 day

There were 641,000 requests for services made by clients who were supported for more than 1 day. Services were provided directly by SAAP agencies for 88% of requests. In addition to this, agencies were able to refer clients to other organisations in almost 7% of requests. Consequently 94% of needs were met at least to some extent (Table 2.3, Part B).

The requested services that were most likely to be provided were basic support services (97%) and SAAP or CAP accommodation (94%). The requested service least likely to be provided was assistance with employment and training (50%).

Requested services that were most commonly referred on were for employment and training assistance (30%) specialist services (24%) and assistance to obtain non-SAAP/CAP accommodation (14%).

Requested services that were most commonly neither provided nor referred on were for employment and training assistance (19%) and assistance to obtain non-SAAP/CAP accommodation (16%). SAAP or CAP accommodation was unable to be provided or referred on in 3% of requests for this service.

Table 2.3: SAAP services requested in closed support periods: broad type of service by provision, Australia, 2000-01 (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 on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
	% distinct services requested							Number	Number
SAAP/CAP accommodation	5.1	4.4	9.5	88.4	2.1	90.5	100.0	38,500	38,500
Assistance to obtain non-SAAP/CAP housing or accommodation	25.7	27.5	53.2	39.7	7.1	46.8	100.0	15,200	13,100
Employment and training assistance	34.9	24.5	59.4	34.8	5.9	40.7	100.0	700	700
Financial assistance	11.0	12.3	23.3	68.4	8.2	76.6	100.0	14,900	13,300
Counselling	9.4	5.8	15.2	79.3	5.5	84.8	100.0	19,100	13,300
General support/advocacy	4.0	2.3	6.3	90.4	3.3	93.7	100.0	44,700	29,300
Specialist services	36.0	12.6	48.6	45.6	5.8	51.4	100.0	14,900	12,700
Basic support and services n.e.s.	4.3	2.0	6.3	92.7	1.0	93.7	100.0	65,700	29,800
Total (%)	9.1	6.2	15.3	81.3	3.4	84.7	100.0
Total (number)	19,500	13,200	32,700	173,700	7,200	180,900	..	213,600	57,900

Table 2.3 (continued): SAAP services requested in closed support periods: broad type of service by provision, Australia, 2000–01 (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	2.7	3.1	5.8	90.7	3.4	94.1	100.0	69,100	69,100
Assistance to obtain non-SAAP/CAP housing or accommodation	15.7	14.1	29.8	54.3	15.9	70.2	100.0	48,200	39,000
Employment and training assistance	19.4	30.2	49.6	33.5	16.9	50.4	100.0	7,100	7,100
Financial assistance	7.0	11.7	18.7	68.2	13.1	81.3	100.0	55,500	39,700
Counselling	7.2	6.6	13.8	77.0	9.2	86.2	100.0	79,700	48,900
General support/advocacy	3.7	2.6	6.3	87.1	6.6	93.7	100.0	152,000	70,200
Specialist services	12.5	23.8	36.3	46.3	17.4	63.7	100.0	55,300	36,000
Basic support and services n.e.s.	2.3	1.1	3.4	94.8	1.9	96.7	100.0	174,100	66,000
Total (%)	5.8	6.5	12.3	80.1	7.6	87.7	100.0
Total (number)	36,900	41,800	78,600	513,500	48,800	562,300	..	641,000	91,600

Notes

1. Number excluded due to errors and omissions Part A (weighted): 1,719 closed support periods (including cases with no information on service requirements or provision).
2. Number excluded due to errors and omissions Part B (weighted): 1,815 closed support periods (including cases with no information on service requirements or provision).
3. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
4. The numbers relating to assistance with problem gambling (included in the broad group 'counselling') or immigration issues (included in the broad grouping 'general support or advocacy') may be underestimates; information on these services was not specifically collected for the first half of the year by agencies using the electronic reporting tool. These services may have been reported under other categories.
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.

2.5 Summary

Throughout 2000-01, SAAP agencies provided at least 962,200 distinct types of services to 93,000 clients and arranged over 132,700 referrals. As part of this assistance, accommodation was provided directly to clients in around 108,200 support periods, with referrals for SAAP or CAP accommodation being arranged in 7,800. In addition, assistance to obtain other housing was provided in 51,800 support periods and referrals for such assistance were arranged in 20,200 support periods. Furthermore, nearly 99,200 distinct services were provided to accompanying children and almost 45,600 referrals were arranged for these children.

A total of 854,600 requests for services were made during 149,500 closed support periods in 2000-01, with requests not being met in 56,400 (7%) of cases. For clients who were supported for 1 day or less, 213,600 requests for services were made, with 9% of these requests not being met. Clients supported for more than 1 day had a smaller proportion of unmet needs; requests were unable to be met for 6% of the 641,000 distinct services requested.

Unmet needs for all broad service types were proportionally higher for clients supported for 1 day or less. In particular, SAAP or CAP accommodation was unable to be provided or referred on in 5% of requests for this service by clients supported for 1 day or less, compared to 3% for clients supported for more than 1 day.

3 Demand for accommodation

Provision of accommodation is one of the core activities of SAAP agencies, and this is reflected in the large percentage 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. This is because the timing of unmet requests by existing clients is not reported. Consequently, the demand for accommodation by existing clients and that by potential clients are discussed separately in this chapter. Broad comparisons of met and unmet demand for accommodation can, however, be made. In the final section of the chapter, data are presented on unmet accommodation needs during the 2 separate weeks of the Unmet Demand Collection, relative to accommodation provided to SAAP clients in the same period.

3.1 Demand by clients

In examining the general provision of accommodation throughout the year, it is of interest to see how the needs of those clients specifically requesting accommodation were satisfied. The provision of accommodation (as well as other services) requested by clients is discussed in Chapter 5 of the 2000–01 national annual report (AIHW 2001b). The following discussion summarises this information.

Only after a client has finished SAAP support can data be collected on needs that were finally met and those that remained unmet. Of the 170,700 support periods reported in 2000–01, 154,700 had finished by the end of June 2001 (AIHW 2001b:37; AIHW 2002). 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 support periods that closed during 2000–01, clients specifically requested assistance with accommodation (AIHW 2001b:37). Because some clients request help with more than one type of accommodation service within any support period, during these closed support periods there were 170,900 requests for specific accommodation services. For 82% of these requests, relevant accommodation services were provided directly by the SAAP agency in question. In addition, agencies were able to refer clients to other services in a further 9% 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 9% of requests for assistance with accommodation. These unmet requests related to at least 6,600 support periods (AIHW 2001b:33).

More specifically, 93% of requests for SAAP or CAP accommodation were met and a further 4% were referred on, leaving 4% of requests (3,900) unresolved by SAAP agencies (AIHW 2001b:38). 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 on for 17% (4,900) of requests for assistance with short-term accommodation and 19% (6,600) of requests for assistance with independent housing.

3.2 Demand by potential clients

As discussed in Chapter 1, information on unmet demand for services by potential clients of the SAAP agency at which they are making the request is available for only 2 weeks of the year – from 29 November to 5 December 2000 and 9 to 15 May 2001. Because of seasonal factors and because people can have 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. Consequently, the data presented in this section are not directly comparable with data on existing clients.

3.2.1 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 potential client refused an offer of accommodation. Table 3.1 shows that 7,930 (81%) of the 9,830 unmet requests for accommodation during the collection period were valid requests.

The most common reason for valid requests being unmet was that insufficient accommodation was available (84%). Individuals with children and couples with children had the highest proportions of valid unmet requests for this reason (88% and 93% respectively). All other valid reasons for unmet requests averaged 7% or less of unmet requests for accommodation across the groups. Couples without children, however, had more than double the average proportion of valid unmet requests because the type of accommodation they requested was not provided.

People presenting alone at SAAP agencies made up the largest proportion of valid unmet requests for accommodation (61%), followed by individuals presenting with children (29%). Couples with and without children represented only small numbers of valid unmet requests for accommodation (5% and 3%, respectively).

Invalid requests accounted for 1,900 (19%), of all unmet requests. In particular, 71% of invalid requests for accommodation were not met because the potential clients were in the wrong target group for the agency they approached. This was most likely to be the case for couples without children (80%). One-quarter of requests were invalid because an offer of accommodation was refused by the potential client group. Only 4% of groups had unmet requests for accommodation because they approached a non-accommodation agency.

As well as unmet requests for accommodation, individuals or groups may have unmet requests for substantial non-accommodation support services only. There were 850 unmet requests for support only during the 2 weeks of the 2000–01 Unmet Demand Collection.

Table 3.1: Unmet requests for SAAP accommodation: main reason why request for accommodation was not met, by requesting group, Australia, 29 November – 5 December 2000 and 9–15 May 2001 (per cent requests by groups)

Main reason	Person alone	Person with children	Couple without children	Couple with children	Other/ unknown	Total	
						%	Number
Valid requests							
Insufficient accomm. available	81.3	87.6	78.8	93.0	81.1	83.7	6,640
Type of accommodation requested is not provided	5.3	4.3	11.9	3.5	3.7	5.0	400
Insufficient staff to provide support	3.5	2.7	2.5	0.7	3.7	3.1	240
Facilities for disability needs, cultural needs and other special needs not available	2.2	0.9	—	1.2	1.8	1.7	140
Other	7.7	4.6	6.8	1.6	9.8	6.5	520
<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>
Total (%)	60.5	29.0	3.0	5.4	2.1	100.0	..
Total (number)	4,800	2,300	240	430	160	..	7,930
Invalid requests							
Agency inappropriate—wrong target group	72.7	64.6	79.5	69.4	64.6	70.7	1,350
Agency inappropriate—non-accommodation agency	3.6	3.1	8.4	11.3	7.7	4.0	80
Potential client refused offer of accommodation	23.7	32.4	12.0	19.4	27.7	25.3	480
<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>
Total (%)	65.0	24.0	4.4	3.3	3.4	100.0	..
Total (number)	1,240	460	80	60	70	..	1,900
Total requests for accommodation	6,040	2,760	320	490	230	..	9,830
Unmet requests for support only	53.5	32.5	5.1	6.4	2.5	100.0	850

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made to allow for missing data.
3. Figures are unweighted.
4. In a small number of cases, requests for SAAP accommodation were unmet due to 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.

Source: SAAP Unmet Demand Collection.

3.2.2 Unmet requests for accommodation

On any day during the Unmet Demand Collection, there was an average of 567 valid unmet requests for accommodation. These requests were made by or on behalf of individuals or groups (Table 3.2). In the context of homelessness, the level of unmet requests for immediate accommodation is of particular importance – around 352 (62%) of all valid unmet requests were for accommodation required within 24 hours. A significant proportion of the total was for accommodation required after 48 hours (26%). Only around 12% of valid unmet requests were for accommodation required within 24 to 48 hours.

People presenting alone accounted for the highest number of unmet requests, averaging 343 requests a day, followed by adults (or unaccompanied children) presenting with children (164) and couples with children (31). Couples without children had the lowest daily average (17) except for people in the 'Other/unknown' group (12).

Table 3.2: Estimated valid unmet requests for SAAP accommodation, by requesting group and when accommodation was needed, Australia, 29 November – 5 December 2000 and 9–15 May 2001 (daily average)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total
Daily average number of requests				
Person alone	233.6	33.1	76.2	342.9
Person with children	88.7	24.5	51.1	164.3
Couple without children	10.2	2.4	4.3	16.9
Couple with children	13.6	5.6	11.6	30.8
Other/unknown	6.1	1.4	4.1	11.7
Total	352.3	66.9	147.4	566.6

Notes

1. Cases excluded due to missing data: 0.
2. 'Other/unknown' client group includes cases where the presenting unit was reported as 'other' or where it was not reported at all.
3. 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).

Source: SAAP Unmet Demand Collection.

3.2.3 Number of people making unmet requests for accommodation

People may make more than one request for accommodation in a day. As well, in almost 40% of unmet requests, the request involved more than one person (Table 3.2). Table 3.3 shows the number of people related to the 567 daily valid unmet requests for accommodation. On average, on any day during the collection periods, 558 adults or unaccompanied children and 366 accompanying children were associated with valid unmet requests for accommodation. These statistics indicate that although people may make more than one request for accommodation in a day, the vast majority of potential clients make only one unmet request.

As with the number of requests made, the majority of people required accommodation within 24 hours (342 adults and 190 accompanying children). It is interesting to note that significantly more people required accommodation in 5 days or more of making their request (105 adults and 81 accompanying children) than those needing accommodation 24 to 48 hours after making their request (67 adults and 55 accompanying children) and 3 to

4 days after making their request (44 and 40). This may indicate that many people attempt to make arrangements for an anticipated occasion of homelessness or some other type of insecurity before their situation reaches crisis point.

There was a daily average of 315 adults who presented alone with unmet requests for accommodation, compared with 145 lone adults with children and 51 adults presenting as a couple with children. Only around 19 people presented in an 'other' type of group. When children were involved, there was an average of 2 per group (derived from Table 3.3). The daily average number of accompanying children was highest for children who presented with one adult (301). There was an average of 60 children per day accompanying a couple. There were only 4 children per day presenting as part of an 'other' group.

Table 3.3: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and requesting group, Australia, 29 November – 5 December 2000 and 9–15 May 2001 (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
Daily average of number of potential clients needing accommodation					
Person alone	214.6	30.7	20.1	49.9	315.3
Person with children	78.1	21.3	14.0	31.3	144.6
Couple without children	17.1	4.0	1.9	5.9	28.9
Couple with children	22.3	9.0	6.9	12.7	50.9
Other/unknown	9.8	1.9	1.4	5.6	18.7
Total	341.9	66.9	44.2	105.4	558.4
Daily average of number of accompanying children needing accommodation					
Person with children	162.3	44.4	28.6	65.7	301.1
Couple with children	25.4	9.9	10.7	14.1	60.1
Other/unknown with children	2.6	0.1	0.2	1.4	4.4
Total	190.2	54.5	39.6	81.2	365.5

Notes

1. Cases excluded due to missing data: 0.
2. 'Other/unknown' requesting group includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
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).

Source: SAAP Unmet Demand Collection.

3.2.4 Immediacy of need for accommodation

Table 3.4 shows the daily average percentages of people with valid unmet requests for accommodation by immediacy of need for accommodation. The data include accompanying children. The design of the 2000–01 Unmet Demand Collection instrument does not allow for demographic information, which is also presented in this table, on potential clients and accompanying children to be analysed separately.

Unmet requests for accommodation required within 24 hours of making the request were relatively more likely to be for people aged 25 to 44 years and under 12 years (26% and 25% respectively). There was a higher proportion of males aged under 12 years requiring accommodation within 24 hours than females (27% compared to 23%). Conversely, females

aged 45 to 64 years were relatively more likely than males to require accommodation within 24 hours (6% compared to 2%). There was only slight variation between males and females for all other age groups for accommodation required within 24 hours.

Unmet requests for accommodation required after 24 hours were more likely to involve people under 12 years (34%) and those aged 12 to 19 (26%). There was a higher proportion of females aged 17 and under requiring accommodation after 24 hours than males (56% compared to 49%). Conversely, males aged 18 to 44 were relatively more likely than females to require such accommodation (45% compared to 36%). Males and females aged over 45 years had similar proportions of unmet requests for accommodation required after 24 hours.

The majority of unmet requests for accommodation were for people born in Australia, with similar proportions of unmet requests for accommodation required within and after 24 hours of making a request (76% and 78% respectively). There was little variation in the immediacy of need for accommodation between Australian-born males and females. Similarly, people born in other English-speaking countries made up 3% of people with unmet requests both within and after 24 hours, with little variation between males and females.

People born in non-English-speaking countries showed much greater variation in immediacy of need for accommodation. The proportion of people unsuccessfully requesting accommodation after 24 hours (10%) was more than double the proportion requiring it within 24 hours (4%), with males and females showing the same pattern. However, this pattern may be affected by the large proportion of people of unknown birthplace.

Table 3.4 also provides data on Aboriginal and Torres Strait Islanders making unmet requests for SAAP accommodation. However, caution should be used in making interpretations based on 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 29% of people requiring accommodation within 24 hours, and for 22% of those requiring accommodation at a later date.

From the available data, it is interesting to note that Aboriginal and/or Torres Strait Islander people were reported in higher proportions for people unsuccessfully requesting accommodation within 24 hours. Conversely, higher proportions of non-Indigenous people were recorded for accommodation required after 24 hours. Whether this effect is real, or caused by differences in the actual Indigenous status of the 'unknown' group, cannot be determined.

Table 3.4: 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, 29 November – 5 December 2000 and 9–15 May 2001 (average per cent daily)

	Male		Female		Total	
	Accommodation				Required within 24 hours	Required after 24 hours
	Required within 24 hours	Required after 24 hours	Required within 24 hours	Required after 24 hours		
Age						
Under 12 years	26.8	31.9	23.3	37.7	25.1	34.3
12–14 years	5.0	4.9	4.8	5.3	4.9	5.1
15–17 years	12.1	12.5	12.4	12.7	12.2	12.6
18–19 years	6.0	9.0	6.8	8.1	6.4	8.6
20–24 years	13.5	14.5	13.6	10.7	13.6	12.9
25–44 years	24.9	21.2	26.5	17.6	25.7	19.7
45–64 years	2.0	2.5	5.6	3.8	3.8	3.0
65 years and over	0.1	0.4	0.5	0.3	0.3	0.3
Unknown	9.6	3.1	6.3	4.0	8.0	3.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Birthplace						
Australia	75.5	77.4	77.3	77.8	76.3	77.6
Other English-speaking countries	2.4	2.6	3.0	3.0	2.7	2.7
Non-English-speaking countries	4.2	9.5	4.0	9.4	4.1	9.5
Unknown	17.9	10.5	15.7	9.8	16.9	10.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Indigenous status						
Not Indigenous	50.0	65.3	58.8	68.1	54.2	66.4
Indigenous	19.2	12.5	14.2	10.4	16.9	11.6
Unknown	30.7	22.3	27.0	21.4	29.0	21.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

Notes

1. Data on age and gender were missing on average for 148.1 people per day out of 923.9 (weighted).
2. Data on birthplace were missing on average for 191 people per day out of 923.9 (weighted).
3. Data on Indigenous status were missing on average 358.5 people per day out of 923.9 (weighted).

Source: SAAP Unmet Demand Collection.

3.3 Meeting the daily demand

Whether there is sufficient SAAP accommodation to meet demand can be examined by looking at demand on a daily basis. Table 3.5, Part A (page 27) presents data on accommodation provided to clients for each day in the 2 weeks covered in the Unmet Demand Collection. Table 3.5, Part B (page 28) presents data, also on a daily basis, on unmet requests for immediate accommodation.

Across all agencies, an average of 6,725 clients were in SAAP accommodation on any day, with an average of 264 clients starting accommodation and 265 ending accommodation each day during the 2-week collection period (Table 3.5, Part A)². As a result, an average of just under 4% of clients (that is, 265 out of 6,725) leave SAAP accommodation on any one day.

In the remainder of this chapter, to facilitate the comparison of met and unmet requests for accommodation, only data from agencies that participated in both the Client Collection and the Unmet Demand Collection are presented on a daily basis (see Tables A2.1 and A2.2 for participation rates). This accounts for the difference in the number of potential clients making valid unmet requests for immediate accommodation each day reported in Table 3.3 (342) and Table 3.5, Part B (320).

Among agencies that participated in both the Client Collection and the Unmet Demand Collection, an average of 261 clients started their accommodation each day (Table 3.5, Part A), compared with daily averages of 320 potential clients making valid unmet requests for immediate accommodation and 136 potential clients receiving referrals for accommodation (Table 3.5, Part B).

The small number of referrals compared with the number of potential clients needing accommodation may indicate that SAAP agencies are having difficulty arranging referrals for potential clients. Moreover, it should be noted that the referral may not be for immediate accommodation. The figures also suggest that, at most, 52% of newly accommodated clients (that is, the 136 referrals resulting from unmet requests for immediate accommodation out of the 261 newly accommodated clients) were accommodated as a result of that day's referrals.³

The remainder of 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 (see Section 2.2); 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.

If it is assumed that a maximum of 52% of newly accommodated clients resulted from referrals following an unmet request, then at least 184 people did not receive referrals when their first valid request for immediate accommodation at a SAAP agency was not met. Potentially, therefore, these people did not receive SAAP accommodation on the day of

² These figures may still be an underestimation because not all agencies that should have participated in the Client Collection did so. In 2000–01, 94% of in-scope agencies participated in this collection (Table A2.1).

³ The expression 'at most' is used because some referrals may not have been for immediate accommodation and not all referrals were necessarily to SAAP agencies – some may have been referrals to alternative accommodation options such as Transitional Housing Management properties in Victoria.

making their request, although a second request at another SAAP agency may have been successful.

That the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that those seeking SAAP accommodation do not make repeated attempts if they fail initially. In fact, Tables 3.2 and 3.3 suggest that few potential clients seeking immediate accommodation make more than one attempt to be accommodated at appropriate SAAP agencies (requests made by individuals [322.3] divided by the number of individuals [292.7] = 1.10).⁴

The difficulty of obtaining a referral once a person has not been successful – each day on average only 136 referrals for accommodation were arranged for 341 unmet requests for immediate accommodation – may be telling many potential clients that SAAP accommodation is difficult to get and that trying at another agency is unlikely to prove successful on that day. They might, however, try again on subsequent days.

3.3.1 Daily numbers of clients and potential clients

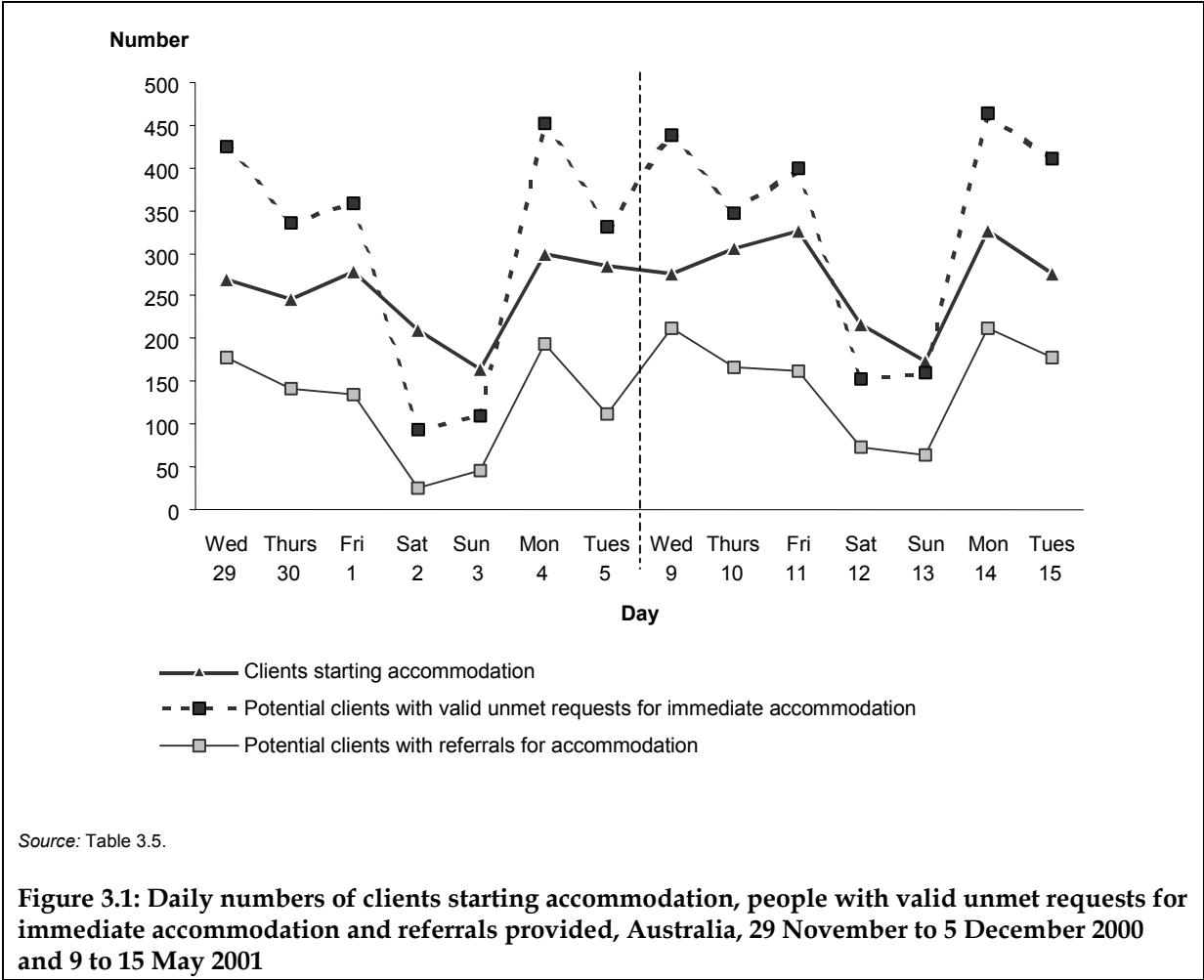
As observed in the 1999–00 Demand for SAAP Assistance report (AIHW 2001a:12), in general, the fortnightly patterns are similar for clients starting accommodation, for potential clients making valid unmet requests for immediate accommodation, and for referrals resulting from these unmet requests (Figure 3.1). Interestingly, weekends saw the smallest numbers of clients beginning their stay, the smallest number of people making unmet requests for accommodation, and the smallest number of referrals for accommodation – with these last two dropping to around half of their weekday averages, or lower. The numbers of clients continuing their accommodation for another day also displays a weekly pattern. In contrast, however, these numbers increased at weekends, rising on Saturday and again on Sunday before dropping on Monday.

The drop in the number of newly accommodated clients on weekends is consistent with the rise in clients continuing their accommodation, assuming that accommodation is difficult to obtain (Table 3.5, Part A). However, the fall in unmet requests for immediate accommodation is surprising, since an increased scarcity of accommodation resulting from people staying on in their accommodation would be expected to lead to a rise in unmet requests. Apart from the weekends, the number of potential clients making valid unmet requests for immediate accommodation was always higher than the number of clients starting accommodation on that day (a range of 88 to 229 more people making requests than being accommodated).

The number of clients accommodated on any particular day fluctuated only by 4% during the 2-week collection period, ranging from 6,474 to 6,763, with a daily average of 6,629. On average, 261 clients began their accommodation each day, 262 finished, and the remainder (an average of 6,368) were continuing their accommodation. During the 2-week collection period, the maximum number of clients beginning their accommodation on any day was 327, on Monday 14 May. This date also had the maximum number of people making valid unmet requests for immediate accommodation on any day during the collection period (464)

⁴ From Table 3.2 – 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 3.3 – number of potential clients requesting accommodation required within 24 hours presenting in the groups ‘person alone’ and ‘person with children’.

(Table 3.5, Part B), and the second highest number of clients finishing their accommodation – 322 (the maximum of 344 was recorded on Friday 11 May).



Source: Table 3.5.

Figure 3.1: Daily numbers of clients starting accommodation, people with valid unmet requests for immediate accommodation and referrals provided, Australia, 29 November 2000 and 9 to 15 May 2001

The preceding analysis indicates that SAAP agencies are operating to capacity with respect to accommodation. The low daily turnover rate for accommodation and the relatively low referral rate for those requiring immediate accommodation suggest that finding accommodation in a SAAP agency may be difficult. However, the number of people seeking SAAP accommodation suggests that a small increase in capacity could have a major impact on the level of unmet demand for accommodation – this is assuming that all those who need SAAP accommodation are currently approaching SAAP agencies. A survey of daily spare accommodation capacity in SAAP agencies would help to establish whether accommodation agencies are generally operating at capacity or whether there is a problem in locating any spare capacity on a particular day. Such a survey, however, would not be able to determine the extent of any hidden need caused by people not seeking assistance when they require it.

Table 3.5: Daily demand for SAAP accommodation, Australia, 29 November – 5 December 2000 and 9–15 May 2001

Part A: Accommodation provided to SAAP clients (number)

	Accommodated clients ^(a)			Total
	Newly accommodated	Accommodation ending	Continuing accommodation	
Agencies participating in both the Client Collection and Unmet Demand Collection				
Wednesday 29 November	269	255	6,269	6,538
Thursday 30 November	247	302	6,239	6,486
Friday 1 December	278	286	6,196	6,474
Saturday 2 December	209	165	6,314	6,523
Sunday 3 December	165	158	6,353	6,518
Monday 4 December	298	294	6,232	6,530
Tuesday 5 December	286	275	6,253	6,539
Wednesday 9 May	277	320	6,472	6,749
Thursday 10 May	305	322	6,430	6,735
Friday 11 May	326	344	6,392	6,718
Saturday 12 May	218	188	6,520	6,738
Sunday 13 May	173	158	6,574	6,747
Monday 14 May	327	322	6,436	6,763
Tuesday 15 May	276	285	6,472	6,748
Daily average	261	262	6,368	6,629
All agencies participating in the Client Collection				
Daily average	264	265	6,461	6,725

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

Table 3.5: (continued) Daily demand for SAAP accommodation, Australia, 29 November – 5 December 2000 and 9–15 May 2001

Part B: Estimated valid unmet requests for accommodation required within 24 hours, people making those requests and people receiving referrals arising from those requests (number)

	Estimated valid unmet requests for accommodation required within 24 hours	Potential clients making those requests	Potential clients receiving referrals arising from those requests
Agencies participating in both the Client Collection and Unmet Demand Collection			
	Number made by groups	Estimated number	Estimated number
Wednesday 29 November	443	424	177
Thursday 30 November	357	336	142
Friday 1 December	388	359	134
Saturday 2 December	102	93	26
Sunday 3 December	122	109	46
Monday 4 December	480	452	193
Tuesday 5 December	372	331	113
Wednesday 9 May	476	439	212
Thursday 10 May	372	346	166
Friday 11 May	423	399	162
Saturday 12 May	164	153	74
Sunday 13 May	174	160	64
Monday 14 May	475	464	212
Tuesday 15 May	428	410	179
Daily average	341	320	136

Notes

1. Unmet Demand Collection cases excluded due to missing data: 0.
2. Client Collection cases excluded due to missing data: 415.
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. Referrals for accommodation may not be for immediate accommodation. An adjustment for missing information on when accommodation was needed has been made (see Appendix 2).
6. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, or 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).
7. 'Immediate accommodation' is that which is required within 24 hours.
8. Some agencies that participated in the Client Collection did not participate in the Unmet Demand Collection (see Tables A2.1 and A2.2). To facilitate comparison, only agencies that participated in both the Client Collection and the Unmet Demand Collection contribute to the individual daily figures in this table. Consequently the figures understate the level of activity in SAAP agencies.
9. Table excludes accompanying children.

Source: SAAP Client Collection and Unmet Demand Collection.

4 Total assistance provided

This chapter examines the total provision of SAAP assistance in 2000–01, by drawing on data from the Client, Casual Client, and Unmet Demand Collections. Initially, casual contacts made during the fortnight of the Casual Client Collection and the number of support periods provided during that period (from the Client Collection) are discussed, giving an indication of the total provision of SAAP assistance on a daily basis. 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 Daily assistance

According to data from the Client Collection, the average number of support periods provided to clients on any day during the fortnight of 22 February – 7 March 2001 was 17,540 (Table 4.1, page 31). Clients were accommodated on average in at least 6,840 (about 39%) of these daily support periods.⁵ In the remainder of support periods, clients received other types of substantial support. In addition, on any day during this period, SAAP agencies provided one-off assistance to an average of 2,330 individuals.⁶ Consequently, during this fortnight, on a daily basis it is estimated that there were between 10 and 12 people accessing SAAP services for every 10,000 people aged 10 or more in the general population.⁷ This estimate does not include children accompanying their parent or guardian.

It is interesting to note that SAAP or CAP accommodation was provided in 65% of support periods in 2000–01 (Table 2.1) but in only 39% of support periods on any day during the fortnight of 22 February – 7 March 2001 (derived from Table 4.1). These two figures measure different concepts. The annual number of support periods with accommodation is an indicator of whether accommodation was provided on at least 1 day during each support period over the whole year. Accommodation on a daily basis captures provision in each support period current on a particular day.

⁵ The figures of daily number of support periods and daily number of casual client contacts by individuals may be too low because not all in-scope agencies participated in the Client Collection and the Casual Client Collection. In 2000–01, 94% of in-scope agencies participated in the Client Collection (Table A2.1) and, in February–March 2001, 67% of in-scope SAAP agencies participated in the Casual Client Collection (Table A2.3). Furthermore, accompanying children are not included in the numbers.

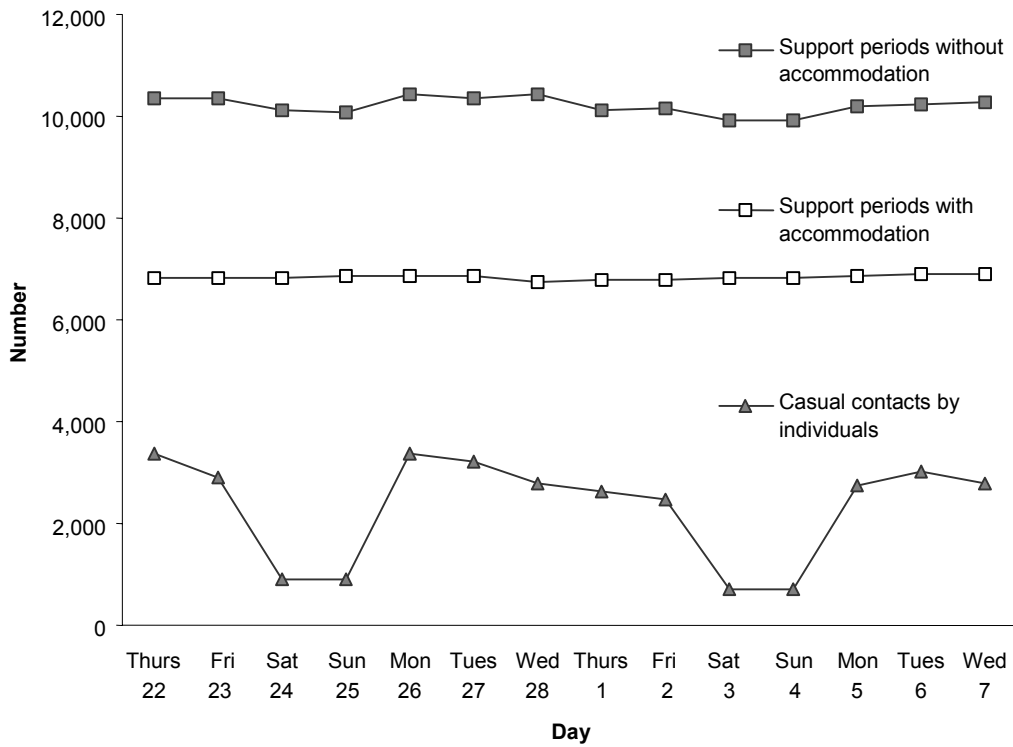
⁶ The Casual Client Collection uses the presenting group as the basis for reporting one-off services provided. This has been converted to the number of individuals for purposes of comparison. In doing this, however, there has been a slight underestimation of the number of individuals receiving one-off services (see note 3 to Table 4.1).

⁷ The population aged 10 years or more as at 30 June 2000 was 16,560,000 (ABS 2001). The lower limit of usage per 10,000 is derived as $10,000 \times 17,540 / 16,560,000 = 10.6$. (This figure should in fact be 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 usage per 10,000 is derived as $10,000 \times (17,540 + 2,330) / 16,560,000 = 12.0$.

Because many support periods include periods of accommodation and periods of support only, the daily number of support periods with accommodation is lower than the annual figure. For example, a client's support period may last for 1 month. The client is accommodated in the SAAP agency for the first few days of the support period, then housed independently. The agency continues to provide other services for the remainder of the support period while the client is housed independently. The lower daily accommodation figure of 39% indicates there were many cases such as this, and as such, the percentage of all support periods with accommodation on any day is considerably less than the annual percentage of support periods that include a period of accommodation.

The number of support periods in which clients were accommodated on any day during the fortnight of 22 February - 7 March 2001 showed only slight variation (Table 4.1). The numbers ranged from a low of 6,750 at the end of the first week to a high of 6,900 on the last day of the fortnight. There was also little variation in daily support periods where clients were not accommodated, ranging from 9,910 to 10,430. The lowest numbers of support periods without accommodation occurred at the weekends. This is consistent with the increase in periods of accommodation over the weekend (discussed in Section 3.3).

The numbers of contacts by individuals receiving one-off assistance showed much greater variation and, like new accommodations (Figure 3.1), were at their lowest on the weekends (Table 4.1). On weekdays there were between 2,480 and 3,380 contacts by individuals receiving one-off services. On weekends the number dropped to between 690 and 920. It should be noted that an individual may have more than one case 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.



Source: Table 4.1.

Figure 4.1: Daily numbers of support periods with accommodation, support periods without accommodation and casual contacts by individuals, Australia, 22 February - 7 March 2001

Table 4.1: Daily SAAP support periods and estimated SAAP casual contacts by individuals, Australia, 22 February – 7 March 2001 (number)

Date	SAAP support periods (Client Collection)			Total	Estimated casual contacts by individuals (Casual Client Collection)
	Client accommodated	Client not accommodated	Accommodation unknown		
Thursday 22 February	6,810	10,370	480	17,660	3,360
Friday 23 February	6,840	10,350	480	17,660	2,920
Saturday 24 February	6,840	10,130	470	17,440	910
Sunday 25 February	6,880	10,070	470	17,420	920
Monday 26 February	6,880	10,430	500	17,820	3,380
Tuesday 27 February	6,880	10,350	510	17,730	3,230
Wednesday 28 February	6,750	10,430	520	17,700	2,800
Thursday 1 March	6,790	10,120	500	17,410	2,630
Friday 2 March	6,790	10,160	480	17,430	2,480
Saturday 3 March	6,840	9,920	470	17,220	690
Sunday 4 March	6,840	9,910	470	17,220	720
Monday 5 March	6,860	10,190	500	17,550	2,750
Tuesday 6 March	6,890	10,250	470	17,610	3,010
Wednesday 7 March	6,900	10,280	480	17,660	2,800
Daily average	6,840	10,210	490	17,540	2,330

Notes

1. Casual Client Collection cases excluded due to missing data: 0.
2. Client Collection cases excluded due to missing data: 0.
3. 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 individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
4. In general, accommodation periods ending on a particular day are excluded from the estimate of the number accommodated for that day. However, if an accommodation period starts and ends on the same date, the client is said to be accommodated on that day.
5. Clients are said to be supported on all days in a support period, including both the start and end dates.
6. Total support periods include those known to be active on the day but for which it is not known whether accommodation was provided.
7. Numbers exclude accompanying children.
8. Not all in-scope agencies participated in the Client Collection and the Casual Client Collection. No adjustment has been made for agency non-participation, so the table understates the level of assistance provided by agencies through SAAP. The agency participation rates for the two collections are presented in Tables A2.1 and A2.3. Anecdotal evidence suggests that agencies that do not participate in the Casual Client Collection do not have the same contact rates as agencies that participate.

Source: SAAP Client Collection and Casual Client Collection.

4.2 One-off assistance

4.2.1 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. Over the 2 weeks of the Casual Client Collection, there were 29,670 casual contacts. These corresponded to approximately 31,940 contacts by individuals in which one-off assistance was provided (Table 4.2). As noted, this equates to an estimated daily average of 2,330 contacts by individuals.⁸

On average, 1.9 types of one-off assistance were provided during a casual client contact (Table 4.2). However, the average number of types of assistance provided in a contact varied between the presenting groups. The highest average was 2.2, provided during contacts by couples presenting with children. The lowest average was 1.8, which was both for people presenting alone and for people in the other/unknown category. Information was given in 56% of contacts (16,710), and meals were provided in 37% (11,090).

People presenting alone accounted for 71% both of support periods and of casual client contacts by individuals (Tables 2.1 and 4.2). Individuals and couples presenting with children accounted for the next largest proportion both of support periods (22%) and of casual contacts by individuals (19%). Relatively fewer support periods than casual contacts were for couples either with or without children – 6% of support periods compared with 11% of casual contacts by individuals.

The most common types of one-off assistance provided to casual contacts were information (56%), meals (37%) and referrals (23%) (Table 4.2). However, the level of provision of the eight types of one off assistance varied between the 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 86% and 84% of their contacts respectively), and least commonly to people on their own (49%) or in the other/unknown group (44%).

Similarly, referrals were provided most commonly to individuals and couples presenting with children (42% and 40% respectively), and least commonly to people alone (19%) and people in the other/unknown group (17%). Emotional support was provided most commonly to individuals and couples presenting with children (41% and 33% respectively), and least commonly to people presenting alone (15%).

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 people in the 'other or unknown' group (51%) and people presenting alone (45%). Both of these services were provided least commonly to people (individuals and couples) presenting with children (12% or under).

⁸ The figures for casual client contacts may be an underestimation because not all in-scope agencies participated in the Casual Client Collection. In February–March 2001, 67% of in-scope SAAP agencies participated in the Casual Client Collection (Table A2.3). This figure is lower than those reported for previous years (AIHW 2001a). This is the result of changes to the methodology for calculating Casual Client Collection participation rates. For more details, see note 2 to Table A2.3.

Table 4.2: SAAP casual contacts: one-off assistance provided, by presenting group, Australia, 22 February – 7 March 2001 (per cent contacts)

One-off assistance provided	Person alone	Person with children	Couple without children	Couple with children	Other/unknown	Total	
						%	Number
Information	49.2	86.4	67.8	83.7	44.3	56.3	16,710
Referral arranged	19.0	41.6	31.5	39.6	17.4	23.4	6,930
Emotional support	15.2	41.1	23.2	32.9	22.2	20.1	5,960
Meals	44.6	4.9	32.2	12.2	51.2	37.4	11,090
Financial/material aid	13.2	10.8	15.9	18.6	15.1	13.1	3,890
Transport	4.0	4.2	4.2	3.9	3.9	4.0	1,200
Laundry/shower facilities	15.0	0.9	8.6	2.9	7.0	12.1	3,600
Other	19.2	21.4	25.8	24.6	16.5	19.9	5,890
Mean number of types of one-off assistance provided	1.8	2.1	2.1	2.2	1.8	—	1.9
Total (% contacts)	76.0	15.1	3.4	2.9	2.6	100.0	—
Total (number of contacts)	22,540	4,490	1,000	850	780	—	29,670
Contacts by individuals (%)	70.6	14.1	6.3	5.3	3.7	100.0	—
Contacts by individuals (number)	22,540	4,490	2,000	1,710	1,190	—	31,940

Notes

1. Cases excluded due to missing data: 646 contacts; 683 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 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', where it was not reported at all.

Source: SAAP Casual Client Collection.

Agencies can be categorised into three 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 Casual Client Collection period of 22 February – 7 March 2001, general and high-volume agencies provided the majority of contacts for one-off assistance; general agencies accounted for 58% of the contacts and high-volume agencies accounted for 31% (Table 4.3). The remaining one-off assistance contacts were provided by casual client agencies (11%).

The three types of agencies showed different levels of provision for each type of one-off assistance. General agencies were more likely to provide emotional support in casual

contacts (27%) than high-volume and casual client agencies (10% and 13% respectively). Information was provided in 71% of contacts at general agencies and 66% of contacts at casual client agencies, compared with 25% of contacts at high-volume agencies. High-volume agencies were more likely to provide meals and laundry/shower facilities. Meals were provided in around 73% of contacts at these agencies, compared with 21% in general agencies and 25% in casual client agencies. Laundry and shower facilities were provided in around 23% of contacts at high-volume agencies, compared with 8% at general agencies and 3% at casual client agencies. General agencies provided a higher average number of types of one-off assistance per contact than high-volume and casual client agencies. General agencies provided an average of 2.0 types of one-off assistance per contact, and high-volume and casual client agencies both provided an average of 1.7.

Table 4.3: SAAP casual contacts: one-off assistance provided, by type of agency, Australia, 22 February – 7 March 2001 (per cent contacts)

One-off assistance provided	General agencies	High-volume agencies	Casual client agencies	Total	
		%		%	Number
Information	71.1	24.6	65.6	56.3	16,710
Referral arranged	28.8	7.7	37.7	23.4	6,930
Emotional support	26.6	10.4	12.7	20.1	5,960
Meals	21.1	73.2	24.7	37.4	11,090
Financial/material aid	12.6	16.7	5.9	13.1	3,890
Transport	5.9	1.8	0.6	4.0	1,200
Laundry/shower facilities	8.3	22.8	3.0	12.1	3,600
Other	21.8	16.6	18.8	19.9	5,890
Mean number of types of one-off assistance provided	2.0	1.7	1.7	—	1.9
Total (%)	58.3	30.5	11.2	100.0	—
Total (number)	17,300	9,040	3,330	—	29,670

Notes

1. Cases excluded due to missing data: 646.
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.

Source: SAAP Casual Client Collection.

4.2.2 Unmet Demand Collection

As mentioned earlier, 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 be provided with 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, 29 November – 5 December 2000 and 9 – 15 May 2001. There were 10,690 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 8,000 (or 75%) of these unmet requests. The remaining 2,690 (25%) unmet requests were not followed by any form of one-off assistance. On average, 1.6 services were provided after each unmet request by a potential client or group.

The most common type of one-off assistance was information, which was provided following 64% of unmet requests for substantial SAAP support. Referrals for accommodation were also commonly arranged – following 41% of unmet requests. However, it is not known if these referrals were for immediate accommodation, or if the referrals were acted upon. Emotional support was provided following 18% of unmet requests. All other types of assistance, such as laundry and shower facilities, meals and financial assistance, were each provided following 2 to 13% of the unmet requests for more substantial support.

As described earlier, there were notable differences across presenting groups in 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 five out of the eight distinct categories of one-off assistance.

Table 4.4: Groups with unmet requests for SAAP support or accommodation: one-off assistance provided, by client group requiring assistance, Australia, 29 November–5 December 2000 and 9–15 May 2001 (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	59.3	70.9	75.1	78.1	63.5	64.2	6,860
Referral for accommodation	38.3	43.4	53.0	50.3	36.9	40.8	4,360
Referral for non-accommodation	9.9	17.6	18.0	19.9	18.3	13.1	1,400
Emotional support	12.7	26.5	23.8	27.2	19.0	17.9	1,910
Meals	6.2	2.2	8.8	4.4	1.6	5.0	530
Financial /material aid	4.7	5.5	12.7	11.7	4.4	5.5	590
Transport	4.5	3.0	8.6	3.5	1.6	4.1	440
Laundry/shower facilities	3.1	1.1	4.7	1.1	0.4	2.4	260
Other	1.8	3.0	2.8	2.6	3.2	2.2	240
None	28.4	21.0	15.5	15.5	29.8	25.2	2,690
Mean number of types of one-off assistance provided	1.4	1.7	2.1	2.0	1.5	—	1.6
Total (%)	60.8	28.4	3.4	5.1	2.4	100.0	—
Total (number)	6,490	3,030	360	550	250	—	10,690

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.

Source: SAAP Unmet Demand Collection.

4.3 Summary

The average number of support periods provided to clients on any day between 22 February and 7 March was 17,540. On average, clients were accommodated in 6,840 of these support periods (about 39%). In addition, on average on any day 2,330 individuals received some type of one-off assistance from SAAP agencies. As with the number of new accommodations and unmet requests for accommodation, casual assistance dropped considerably on weekends compared with weekdays. Information and meals were the most common forms of one-off assistance provided. It is estimated that around 27% of casual client contacts were by groups seeking more substantial support.⁹ Information and referrals for accommodation were the most common forms of casual assistance received by people seeking more substantial support. One-quarter of unmet requests for more substantial support were not followed by any form of one-off assistance.

⁹ This estimate is derived as $8,000 (10,690 - 2,690, \text{ from Table 4.4}) / 29,670 (\text{from Table 4.2}) = 0.27$. The estimate 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 in the two collections (87% and 67% respectively – Tables A2.2 and A2.3).

Appendix 1 State and Territory tables

Table A1.1: SAAP support periods: support services provided to clients or referred on, by broad service type and State/Territory, Australia, 2000–01 (per cent support periods)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Broad type of service provided									
SAAP/CAP accommodation	83.3	27.6	77.0	80.9	60.6	56.5	88.3	80.3	65.2
Other assistance with housing/accommodation	20.9	38.5	39.5	22.2	34.5	33.5	41.1	17.3	31.2
Employment	2.8	3.9	2.1	3.4	4.2	1.5	11.0	2.9	3.2
Financial	26.2	39.8	47.9	34.8	34.0	34.3	49.8	38.5	36.9
Counselling	33.8	47.3	54.3	48.2	51.6	57.0	68.5	50.2	46.2
General support/advocacy	68.9	79.4	72.9	58.9	81.3	66.2	84.9	70.0	72.6
Specialist services	23.6	19.0	44.1	35.8	20.4	15.0	42.7	37.5	28.5
Basic support and services n.e.s.	82.8	44.0	75.8	72.2	61.5	64.7	89.0	81.6	68.6
Mean number of individual support services provided	5.7	4.7	7.2	5.6	5.8	5.2	8.8	6.5	5.8
Broad type of service referred on									
SAAP/CAP accommodation	3.3	9.0	2.6	3.0	5.8	3.2	5.9	1.6	4.7
Other assistance with housing/accommodation	9.8	20.4	6.2	5.8	17.7	13.5	30.0	5.5	12.2
Employment	2.6	4.0	1.5	2.2	3.7	2.5	7.6	2.1	2.8
Financial	7.1	17.2	4.8	6.9	14.8	15.7	17.8	10.0	10.1
Counselling	7.2	11.3	4.0	5.2	7.6	9.4	14.6	7.9	7.6
General support/advocacy	7.8	12.9	4.4	6.2	12.4	8.4	18.2	8.9	8.7
Specialist services	12.7	16.4	8.6	10.8	12.4	12.0	32.6	16.7	13.0
Basic support and services n.e.s.	3.4	5.8	1.6	5.6	3.7	3.6	4.3	4.0	3.9
Mean number of individual support services referred	0.7	1.2	0.4	0.6	1.0	0.8	1.8	0.7	0.8
Total (%)	28.6	25.5	22.8	8.9	6.4	3.0	1.8	3.1	100.0
Total (number)	47,400	42,300	37,800	14,700	10,700	4,900	2,900	5,200	165,900

Notes

1. Cases excluded due to missing data: 4,795 (including 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 2.1 for services included in the broad service types.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table A1.2: SAAP accompanying child support periods: support services provided to accompanying children or referred on, by broad service type and State/Territory, Australia, support periods active 1 January – 30 June 2001 (per cent support periods)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Broad type of service provided									
SAAP/CAP accommodation	72.4	32.6	84.7	83.6	58.0	69.2	62.5	78.7	64.8
School liaison/child care	40.2	19.3	25.8	23.6	25.1	39.9	29.5	18.7	27.3
Counselling	29.6	24.3	32.5	13.3	33.3	28.3	37.5	22.6	26.6
General support/advocacy	35.3	47.0	18.3	14.2	40.7	28.5	53.7	25.6	32.3
Specialist services	18.7	10.1	8.3	11.2	14.0	8.0	21.0	30.6	13.2
Basic support services and other services n.e.s.	70.7	44.5	67.3	69.3	51.2	62.5	60.1	79.1	61.3
Mean number of individual support services provided	4.4	3.0	4.0	3.4	3.5	3.4	4.9	4.5	3.7
Broad type of service referred on									
SAAP/CAP accommodation	4.2	10.0	1.7	0.6	3.5	3.8	8.2	2.1	4.6
School liaison/child care	7.9	9.5	4.9	2.3	7.1	4.5	11.2	3.4	6.7
Counselling	7.9	13.8	4.2	2.9	7.3	6.1	9.0	6.3	7.8
General support/advocacy	5.8	7.0	2.0	2.6	4.7	2.2	10.2	1.6	4.6
Specialist services	8.9	8.7	5.0	5.2	7.6	3.8	10.8	6.8	7.3
Basic support services and other services n.e.s.	5.2	5.4	2.9	1.5	5.0	1.8	3.6	6.9	4.2
Mean number of individual support services referred	2.0	1.7	1.6	1.3	1.7	1.6	1.7	1.5	1.7
Total (%)	22.8	25.4	18.8	14.5	9.5	3.0	1.9	4.1	100
Total (number)	6,100	6,800	5,000	3,900	2,500	800	500	1,100	26,800

Notes

1. Cases excluded due to missing data: 0.
2. Accompanying children were able to receive multiple services, so percentages do not total 100. See note 4 to Table 2.2 for services included in the broad service types.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table A1.3: Estimated valid unmet requests for SAAP accommodation, by State/Territory and by when accommodation was needed, 29 November – 5 December 2000 and 9–15 May 2001 (daily average)

State/Territory	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total
Daily average (number of requesting individuals/groups)				
NSW	101.7	13.6	29.7	145.0
Vic	88.7	24.2	68.9	181.9
Qld	77.6	17.8	23.3	118.6
WA	35.9	3.6	6.3	45.8
SA	19.3	3.9	11.5	34.7
Tas	9.4	1.4	1.5	12.3
ACT	14.9	1.7	4.8	21.4
NT	4.9	0.6	1.4	6.9
Total	352.3	66.9	147.4	566.6

Notes

1. Cases excluded from table due to missing data: 0.
2. 'Valid unmet requests' excludes those 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).

Source: SAAP Unmet Demand Collection and Administrative Data Collection.

Table A1.4: Unmet requests for SAAP support only, client group by State/Territory, 29 November – 5 December 2000 and 9–15 May 2001 (daily average)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Daily average (number of requesting individuals/groups)									
Person alone	7.3	8.1	8.5	2.3	2.6	2.5	0.4	0.8	32.4
Person with children	2.9	8.8	3.1	2.0	1.5	0.6	0.3	0.4	19.6
Couple without children	0.5	0.6	1.4	0.3	0.3	—	—	—	3.1
Couple with children	0.6	1.0	0.9	—	0.9	0.1	0.1	0.2	3.9
Other/unknown	0.4	0.5	0.1	0.1	0.1	0.1	—	0.1	1.5
Total	11.6	19.0	14.0	4.7	5.4	3.4	0.8	1.6	60.4

Note: Cases excluded from table due to missing data: 0.

Source: SAAP Unmet Demand Collection and Administrative Data Collection.

Table A1.5: Potential clients with valid unmet requests for SAAP accommodation and children accompanying these people, by when accommodation was needed and State/Territory, 29 November – 5 December 2000 and 9–15 May 2001 (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
Daily average of number of potential clients needing accommodation					
NSW	97.1	14.3	8.7	20.8	140.9
Vic	86.6	23.4	18.2	51.1	179.3
Qld	75.3	17.9	9.7	14.3	117.2
WA	36.4	3.9	1.8	5.4	47.5
SA	18.5	3.5	3.0	9.0	34.0
Tas	8.6	1.6	0.8	1.0	12.0
ACT	14.1	1.7	1.4	3.0	20.1
NT	5.3	0.6	0.6	0.8	7.3
Total	341.9	66.9	44.2	105.4	558.4
Daily average of number of accompanying children needing accommodation					
NSW	50.4	10.1	7.0	12.1	79.6
Vic	24.2	12.1	12.6	35.5	84.4
Qld	49.0	22.1	13.4	19.1	103.6
WA	23.9	3.9	2.4	4.6	34.7
SA	24.1	2.9	2.4	4.9	34.3
Tas	5.9	1.9	0.7	0.6	9.0
ACT	7.6	0.7	0.7	4.1	13.2
NT	5.1	0.9	0.4	0.2	6.7
Total	190.2	54.5	39.6	81.2	365.5

Notes

1. Cases excluded from table due to missing data: 0.
2. 'People with unmet requests for SAAP accommodation and children accompanying these people' estimates the number of people who request accommodation from SAAP agencies but who are not provided with that accommodation. People who refuse an offer of accommodation are excluded. Adjustments have been made to allow for missing information. See Appendix 2 for a description of the adjustment procedures used.
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).

Source: SAAP Unmet Demand Collection and Administrative Data Collection.

Table A1.6: Potential clients and accompanying children requiring SAAP accommodation within 24 hours: gender, age, birthplace and Indigenous status by State and Territory, Australia, 29 November – 5 December 2000 and 9–15 May 2001 (average per cent daily)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total number
Gender									
Male	45.8	58.5	44.8	52.8	42.2	40.1	46.3	20.0	209
Female	54.2	41.5	55.2	47.2	57.8	59.9	53.7	80.0	224
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>433</i>
Age									
Under 12 years	23.7	16.1	29.0	24.6	45.7	27.0	21.3	31.5	109
12–14 years	6.7	1.7	7.4	2.3	3.7	9.2	4.1	2.3	21
15–17 years	13.8	9.4	18.3	8.4	5.7	12.5	8.6	3.8	53
18–19 years	4.6	9.8	6.5	5.3	3.5	5.9	9.8	—	28
20–24 years	11.0	19.4	10.6	14.9	14.9	13.2	12.3	6.2	59
25–44 years	23.9	35.3	22.0	28.5	18.2	18.4	15.2	26.2	111
45–64 years	3.8	5.4	2.4	5.7	0.7	3.9	4.1	1.5	16
65 years and over	0.1	0.3	0.4	1.1	—	—	—	—	1
Unknown	12.4	2.5	3.2	9.3	7.5	9.9	24.6	28.5	35
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>433</i>
Birthplace									
Australia	68.9	78.3	83.2	77.1	85.0	69.5	56.8	82.4	312
Other English-speaking countries	2.2	3.8	2.1	4.2	0.5	2.1	3.1	0.8	11
Non-English-speaking countries	5.2	8.2	0.9	4.7	—	0.7	2.6	—	17
Unknown	23.6	9.7	13.7	14.1	14.6	27.7	37.6	16.8	69
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>409</i>
Indigenous status									
Aboriginal and/or Torres Strait Islander	12.9	3.6	16.3	36.5	22.2	3.6	19.0	58.1	55
Not Aboriginal and/or Torres Strait Islander	50.5	71.2	60.2	44.6	48.3	31.5	38.6	22.6	176
Unknown	36.6	25.1	23.4	19.0	29.5	64.9	42.4	19.4	94
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>325</i>

Notes

1. Data on age and gender were missing on average for 99.2 people per day out of 532.1 (weighted).
2. Data on birthplace were missing on average for 122.8 people per day out of 532.1 (weighted).
3. Data on Indigenous status were missing on average 207.1 people per day out of 532.1 (weighted).
4. Data include accompanying children.

Source: SAAP Unmet Demand Collection.

Table A1.7: Potential clients and accompanying children requiring SAAP accommodation after 24 hours: gender, age, birthplace and Indigenous status by State and Territory, Australia, 29 November – 5 December 2000 and 9–15 May 2001 (average per cent daily)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total number
Gender									
Male	38.7	42.7	39.1	43.6	44.1	51.3	41.1	38.1	141
Female	61.3	57.3	60.9	56.4	55.9	48.8	58.9	61.9	201
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>343</i>
Age									
Under 12 years	30.6	31.4	42.4	35.2	30.7	42.5	35.4	35.7	117
12–14 years	6.8	3.6	6.2	7.7	3.3	2.5	7.0	4.8	17
15–17 years	13.0	11.7	10.6	19.0	20.7	6.3	9.5	14.3	43
18–19 years	9.7	10.6	5.1	5.9	8.5	10.0	5.7	9.5	29
20–24 years	12.7	15.2	10.7	5.1	13.7	18.8	7.6	16.7	44
25–44 years	21.7	20.5	18.4	19.4	15.5	16.3	20.9	14.3	68
45–64 years	2.1	4.1	2.0	3.3	2.4	1.3	3.2	2.4	10
65 years and over	—	0.6	0.1	—	0.3	1.3	0.6	—	1
Unknown	3.4	2.2	4.5	4.4	4.9	1.3	10.1	2.4	12
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>343</i>
Birthplace									
Australia	76.6	73.1	84.6	73.4	89.8	75.3	73.8	73.8	251
Other English-speaking countries	2.8	3.0	3.2	2.5	0.6	2.7	2.0	—	9
Non-English-speaking countries	8.8	15.2	1.6	8.6	2.8	1.4	14.1	11.9	31
Unknown	11.8	8.8	10.5	15.6	6.8	20.5	10.1	14.3	33
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>324</i>
Indigenous status									
Aboriginal and/or Torres Strait Islander	19.8	1.9	15.8	29.4	7.3	9.7	9.6	28.9	29
Not Aboriginal and/or Torres Strait Islander	61.3	73.7	65.2	47.1	70.3	46.8	73.5	50.0	164
Unknown	18.9	24.4	19.0	23.5	22.4	43.5	16.9	21.1	54
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>246</i>

Notes

1. Data on age and gender were missing on average for 48.9 people per day out of 391.8 (weighted).
2. Data on birthplace were missing on average for 68.2 people per day out of 391.8 (weighted).
3. Data on Indigenous status were missing on average 151.4 people per day out of 391.8 (weighted).
4. Data include accompanying children.

Source: SAAP Unmet Demand Collection.

Table A1.8: Unmet requests for SAAP accommodation: main reason why requests for accommodation were not met, by State/Territory, Australia, 29 November – 5 December 2000 and 9 – 15 May 2001 (per cent requests by groups)

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	No.
Valid requests										
Insufficient accomm. available	80.0	84.8	84.7	82.2	91.8	79.7	87.7	76.0	83.7	6,637
Type of accommodation requested is not provided	3.4	7.1	4.9	4.4	3.3	4.7	3.7	4.2	5.0	400
Insufficient staff to provide support	2.6	3.7	4.3	1.4	0.6	4.1	0.7	6.3	3.1	243
Facilities for disability needs, cultural needs and other special needs not available	3.1	0.9	1.1	1.6	0.6	4.7	1.7	5.2	1.7	137
Other	10.8	3.5	5.0	10.5	3.7	7.0	6.3	8.3	6.5	515
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	25.6	32.1	20.9	8.1	6.1	2.2	3.8	1.2	100.0	..
Total (number)	2,030	2,550	1,660	640	490	170	300	100	..	7,930
Invalid requests										
Agency inappropriate—wrong target group	76.7	57.3	74.5	68.8	72.7	72.5	65.2	72.1	70.7	1,345
Agency inappropriate—non-accommodation agency	1.5	8.3	3.9	3.0	6.5	5.8	7.2	—	4.0	77.0
Potential client refused accommodation	21.8	34.4	21.6	28.1	20.8	21.7	27.5	27.9	25.3	481
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	35.6	20.2	20.2	10.5	4.0	3.6	3.6	2.3	100.0	..
Total (number)	680	380	380	200	80	70	70	40	..	1,900
Unmet requests for support only	19.3	31.4	23.2	7.8	8.9	5.6	1.3	2.6	100.0	850

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data.
3. Figures are unweighted.
4. In a small number of cases, requests for SAAP accommodation were unmet due to 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' category.

Source: SAAP Unmet Demand Collection and Administrative Data Collection.

Table A1.9: SAAP casual contacts: one-off assistance provided, by State/Territory, Australia, 22 February – 7 March 2001 (per cent contacts)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	No.
Information	76.8	74.7	33.8	55.7	76.6	66.6	72.8	11.6	56.3	16,710
Referral arranged	38.2	30.1	10.1	32.9	24.6	31.1	17.9	7.0	23.4	6,930
Emotional support	19.8	32.4	11.8	19.8	32.3	32.8	26.0	5.3	20.1	5,960
Meals	19.5	25.0	56.7	28.4	12.9	19.7	24.1	87.1	37.4	11,090
Financial/ material aid	6.5	24.8	12.4	9.8	15.0	6.8	9.5	1.7	13.1	3,890
Transport	8.7	2.3	2.9	2.7	4.3	6.0	1.4	1.2	4.0	1,200
Laundry/shower facilities	11.9	14.2	14.6	4.4	11.2	8.3	11.0	0.4	12.1	3,600
Other	14.7	34.9	16.1	15.2	22.3	25.7	22.2	3.6	19.9	5,890
Mean number of types of assistance provided	2.0	2.4	1.6	1.7	2.0	2.0	1.9	1.2	..	1.9
Total (%)	21.8	21.6	34.9	6.9	6.1	1.6	2.0	5.0	100.0	..
Total (number)	6,470	6,420	10,360	2,040	1,820	480	580	1,490	..	29,670

Notes

1. Cases excluded due to missing data: 646.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Numbers, therefore, understate 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.

Source: SAAP Casual Client Collection and Administrative Data Collection.

Table A1.10: Groups with unmet requests for SAAP support or accommodation: one-off assistance provided, by State/Territory, Australia, 29 November – 5 December 2000 and 9–15 May 2001 (per cent contacts by group)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	No.
Information	57.5	73.7	64.6	48.7	68.5	62.8	62.4	67.1	64.2	6,860
Referral for accommodation	37.8	43.9	36.3	47.7	37.9	46.9	42.9	54.0	40.8	4,360
Referral for non-accommodation	10.7	14.4	12.6	12.3	14.4	22.6	12.6	17.4	13.1	1,400
Emotional support	5.3	3.0	6.5	6.8	6.4	4.5	3.9	3.7	5.0	530
Meals	2.9	8.9	5.1	3.4	7.8	3.5	1.8	8.1	5.5	590
Financial assistance/material aid	3.9	5.1	4.7	2.2	2.4	3.1	2.1	4.3	4.1	440
Transport	3.5	1.0	3.7	2.1	1.6	1.4	1.3	1.2	2.4	260
Laundry/shower facilities	13.5	21.8	17.2	14.5	24.6	14.9	19.5	21.1	17.9	1,910
Other	1.9	2.5	1.6	2.4	3.8	1.4	4.5	1.2	2.2	240
None	32.4	19.2	24.9	28.7	20.7	24.0	25.0	21.7	25.2	2,690
Mean number of types of assistance provided	1.4	1.7	1.5	1.4	1.7	1.6	1.5	1.8	..	1.6
Total (%)	26.9	29.9	21.0	8.5	6.0	2.7	3.6	1.5	100.0	..
Total (number)	2,870	3,200	2,240	910	640	290	380	160	..	10,690

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.

Source: SAAP Unmet Demand Collection and Administrative Data Collection.

Appendix 2 Collection participation and estimation methods

The analysis in this report uses information collected in three of the four regular collections in the SAAP National Data Collection. An overview of these three 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 Collection are outlined.

A2.1 Client Collection

The Client Collection is the main component of the National Data Collection. It contains information about all clients receiving support of more than 1 hour's duration under SAAP. Data are recorded by service providers during or immediately following contact with clients and are then forwarded to the National Data Collection Agency (NDCA) 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 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.

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 2000–01, 94% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the Collection (Table A2.1). This is up slightly from the 93% participation rate obtained for 1999–00.

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 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. Thus they 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 82% and 79% 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 75% in Tasmania to 84% in the Australian Capital Territory. The 2000–01 valid consent rates were higher for almost every State and Territory and primary target group compared with 1999–00.

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 41,904 high-volume forms returned (26% of the total) during the reporting period (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 2000–01 national annual report (AIHW 2001b:73–75). In this current report, data items requiring consent are not used, and only Tables 2.1, 2.3, A1.1 and A2.1 present annual data. Consequently, only those tables have been adjusted, and then only for agency non-participation. No other adjustments have been made to estimates from the Client Collection.

Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by State/Territory and primary target group for 2000–01, and by reporting period, Australia

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/Territory (2000–01)	No.	%	No.	%	%
NSW	396	92.4	45,520	77.4	76.1
Vic	310	95.2	41,280	82.4	80.9
Qld	190	92.6	35,796	84.6	78.5
WA	102	97.1	14,711	84.0	81.8
SA	82	93.9	10,362	81.1	79.2
Tas	39	100.0	5,051	76.2	75.2
ACT	30	100.0	2,934	85.3	84.2
NT	29	93.1	4,858	86.0	79.4
Total	1,178	94.1	160,512	81.5	78.8
Primary target group (2000–01)					
Young people	459	93.9	34,222	77.2	75.9
Single men only	96	94.8	32,492	83.1	82.2
Single women only	42	95.2	3,554	78.1	75.2
Families	108	98.1	7,913	80.0	78.6
Women escaping domestic violence	274	93.8	32,967	75.8	67.6
Cross-target/multiple/general	199	92.5	49,364	87.8	86.3
Total	1,178	94.1	160,512	81.5	78.8
Reporting period					
1996–97	1,119	95.4	148,873	67.9	63.7
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

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 158,131 forms returned in 2000–01, 41,904 were high-volume forms.

Sources: AIHW 1997; AIHW 1999; AIHW 2000a; AIHW 2000b; AIHW 2001b.

A2.2 Unmet Demand Collection

A2.2.1 The collection

The Unmet Demand Collection is conducted annually (in two 1-week periods) to gather information on homeless people or 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 2000–01 the collection was held between 29 November and 5 December 2000 and between 9 and 15 May 2001. All SAAP-funded agencies that provide support or accommodation to clients were asked to record each unsuccessful request for assistance during the specified collection dates; a form was completed for each homeless person (adult or unaccompanied child) or group of people (including accompanying children). In November–December 2000 and May 2001, 10,685 forms were received (Table A2.2).

The participation rate for the Unmet Demand Collection was lower than that for the Client Collection. However, the 2000–01 Unmet Demand Collection had the highest participation rate of any year of the collection. Nationally, 87% of agencies returned forms following the 2 weeks of the collection period – much higher than the 71% recorded in the previous year (Table A2.2). This significant increase in participation may be attributable to the improved follow-up of non-response to the collection by the NDCA. The participation rate ranged from a high of 97% in Tasmania to a low of 80% in the Northern Territory. It also varied across target groups – agencies targeting families had the highest participation rate (94%) and cross-target, multiple or general agencies recorded the lowest (79%).

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.

Table A2.2: SAAP Unmet Demand Collection: agency participation rates and forms returned, by State/Territory and primary target group for 29 November – 5 December 2000 and 9–15 May 2001, and by reporting period, Australia

	Agencies	Participation rate	Forms returned
State/Territory			
(29 November – 5 December 2000 and 9–15 May 2001)	Number	(%)	Number
NSW	403	86.6	2,873
Vic	330	86.7	3,196
Qld	194	88.1	2,243
WA	118	81.4	906
SA	84	85.7	638
Tas	39	97.4	288
ACT	33	87.9	380
NT	35	80.0	161
Total	1,236	86.5	10,685
Primary target group			
(29 November – 5 December 2000 and 9–15 May 2001)			
Young people	476	88.0	3,508
Single men only	98	88.8	1,049
Single women only	43	83.7	404
Families	108	94.4	1,560
Women escaping domestic violence	283	86.6	1,674
Cross-target/multiple/general	228	78.9	2,490
Total	1,236	86.5	10,685
Reporting period			
14–27 November 1996	1,106	69.0	8,036
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

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 November/December 2000 and May 2001, 481 forms were returned for people who refused assistance.

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

A2.2.2 Estimation methods

During the collection period for the 2000–01 Unmet Demand Collection, SAAP agencies across Australia reported 10,204 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 at inappropriate agencies. Such 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. 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. Therefore, there are two types of estimates of primary interest: numbers of valid unmet requests, and numbers of people with valid unmet requests.

There are several difficulties in estimating both the number of valid unmet requests and the number of people who make these requests but who, for various reasons, are not provided with that assistance. First, a proportion of people who make an unsuccessful request for support or accommodation may subsequently receive ongoing support or accommodation from a SAAP agency, quite possibly soon after the initial request. Use of a linkage key (the alpha code) has proved to be unworkable in the context of unmet need, so to date it has not been possible to identify when this situation occurs. 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.

This poses several problems:

- Estimates of numbers of unmet requests obtained from the collection may overstate the actual level of unmet demand.
- Estimates 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 success rate for those seeking assistance cannot be calculated.

Although it is not currently possible to resolve the first and last of these problems, a method has been developed which derives estimates of both the total 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. That people often approach SAAP services more than once within 12 months is illustrated by the fact that nationally 36% of SAAP clients had more than one support period in 2000–01 (AIHW 2001b:18).

On any day from 29 November to 5 December 2000 and from 9 to 15 May 2001, there was an estimated daily average of 352 valid unmet requests for immediate SAAP accommodation (Table 3.2). Furthermore, it is estimated that a daily average of 342 potential clients made these requests, and that these people were accompanied by a total of 190 children (Table 3.3). The method used to derive these estimates is outlined in the following section.

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 four questions on the Unmet Demand form (see Appendix 3 for the questionnaire):

- question 6, asking about immediacy of 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). However, in addition to this, 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. Such 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, 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 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 present information on potential clients. Notes to tables indicate the use of imputed data.

A2.3 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 2000–01 it was conducted from 22 February to 7 March. A total of 30,302 records were returned for the collection period (Table A2.3).

The participation rate for this collection was relatively low, with 67% of agencies across Australia returning forms following the collection period. It should be noted that the methodology used in previous years to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies who 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 who returned Client forms had also participated in the Casual Client Collection. For the years 1997 to 2000, reported Casual Client participating rates were considerably higher than the rate for 2000–01, because this rate is based only on agencies who returned data for the Casual Client Collection (see, for example, AIHW 2001a).

There was some variation in participation across States and Territories – 72% of agencies in both South Australia and Tasmania participated, compared with 58% of agencies in the Australian Capital Territory. Variation also occurred across target groups. Participation was highest among agencies targeting single women (76%) and lowest among agencies targeting young people (61%).

Table A2.3: SAAP Casual Client Collection: participation rates and forms returned, by State/Territory and primary target group for 22 February – 7 March 2001, and by reporting period, Australia

	Agencies	Participation rate	Records returned
State/Territory			
(22 February – 7 March 2001)	Number	(%)	Number
NSW	397	61.5	6,628
Vic	315	70.5	6,557
Qld	193	66.8	10,522
WA	109	68.8	2,091
SA	83	72.3	1,894
Tas	39	71.8	490
ACT	31	58.1	595
NT	29	65.5	1,525
Total	1,196	66.5	30,302
Primary target group			
(22 February – 7 March 2001)			
Young people	461	61.0	4,885
Single men only	96	64.6	5,405
Single women only	42	76.2	646
Families	108	71.3	2,197
Women escaping domestic violence	274	69.0	3,042
Cross target/multiple/general	215	71.6	14,127
Total	1,196	66.5	30,302
Reporting period			
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

Notes

1. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
2. The methodology used in previous years to calculate agency participation collection was changed for 2000–01. In previous years participation was based on the number of agencies who 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 who 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 this rate is based only on agencies who returned data for the Casual Client Collection.

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

A2.4 Interpretation of 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 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.
- Adjustments have been made for agency non-participation only in Tables 2.1, 2.3, A1.1 and A1.2 (see A2.2).
- Unless indicated otherwise, records with missing data (due to 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 will not total 100. A note to the table will indicate 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 number of records excluded from the table because of missing data. The number missing for each collection used in the table are given separately;
- whether an adjustment for non-participation 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

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 21

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
- 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 - independent at home 24
- youth allowance - independent not at home 25
- youth allowance - dependent at home 26
- youth allowance - dependent not at home 27
- austudy for students 25 years of age and over 28
- community development employment program 8
- austudy/abstudy (standard rate) 9
- austudy/abstudy (independent rate) 10
- austudy/abstudy (homeless rate) 11
- disability support pension 12
- age pension 13
- parenting payment (sole parent pension) 14
- special benefit 15
- sickness allowance 16
- partner allowance 17
- DVA support pension 29
- DVA disability pension 30
- any other benefit or pension 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 involved in any legal processes before or after support period?

please tick as many circles as apply **Before** **After**

- no 1
- 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 during the support period?

- 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?

- 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

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

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

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

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

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

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

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

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

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

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

22. Support to client

please tick as many circles as apply

	Needed	Provided	Referral Arranged	Not provided or referred
SAAP/CAP accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
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 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) assisted

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 assisted child(ren) has lived in (for periods greater than one week and excluding holidays) in the year before the child was assisted

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) assisted

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) assisted

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) assisted
please 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9
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
ALPHA CODE	ALPHA CODE	ALPHA CODE	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	<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	<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	<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 <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 female <input type="checkbox"/> 1 male <input type="checkbox"/> 2	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	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	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
Needed	Provided	Referral Arranged	Not provided or referred
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9
<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"/> 2
<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"/> 4
<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"/> 10
<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"/> 12
<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"/> 14
<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"/> 16
<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"/> 18
<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"/> 20
<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"/> 998

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RETURNING FORMS TO THE NDCA

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

30 JUNE 2000 AND 31 DECEMBER 2000

- Twice a year (in the first week of July 2000 and in the first week of January 2001), you should notify the NDCA of clients who are still being supported as at 30 June 2000 and 31 December 2000.
- For clients who are ongoing at 30 June 2000, transfer the information from the old 1999–2000 form to the new 2000–2001 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.
- In January 2001, photocopy forms for ongoing clients at 31 December and send the **photocopies** to the NDCA—the original form should be retained in your agency until the client has finished his/her support period. This is described fully on page 34 of the Collector's manual.

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 2000 – JUNE 2001

AGENCY NUMBER	<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
SUPPORT PERIOD Date commenced	D	D	M	M	Y	Y	Y	Y				1
Date finished												2
SUPPORT PERIOD NOT ENDED BY												3
31 December 2000	Yes	<input type="checkbox"/>	1									4
30 June 2001	Yes	<input type="checkbox"/>	1									5
CONSENT OBTAINED	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2						6
ALPHA CODE	<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
YEAR OF BIRTH OF CLIENT	<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 - independent at home 24
youth allowance - independent not at home 25
youth allowance - dependent at home 26
youth allowance - dependent not at home 27
austudy for students 25 years of age and over 28
community development employment program 8
austudy/abstudy (standard rate) 9
austudy/abstudy (independent rate) 10
austudy/abstudy (homeless rate) 11
disability support pension 12
age pension 13
parenting payment (sole parent pension) 14
special benefit 15
sickness allowance 16
partner allowance 17
DVA support pension 29
DVA disability pension 30
any other benefit or pension 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 at commencement

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1
assistance to obtain/maintain short-term accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 39
assistance to obtain/maintain independent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 42
assistance to obtain/maintain benefit/pension/ other government allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 37
employment and training assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 5
financial assistance/material aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 6
financial counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 7
incest/sexual assault counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 8
domestic violence counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 9
family/relationship counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 10
emotional support/ other counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 11
psychological services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 12
psychiatric services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 13
living skills/personal development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 14
pregnancy support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 33
family planning support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 34
drug/alcohol support or intervention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 16
physical disability services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 17
intellectual disability services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 18
culturally appropriate support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 19
interpreter services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 20
meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 21
laundry/shower facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 22
recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 23
transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 24
assistance with legal issues/ court support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 25
health/medical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 26
advice/information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 27
brokerage services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 28
retrieval/storage/removal of personal belongings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 29
advocacy/liaison on behalf of client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 30
assistance with problem gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 36
assistance with immigration issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 38
other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 999

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UNMET DEMAND FORM

29 NOVEMBER – 5 DECEMBER 2000

AGENCY NUMBER

DATE ASSISTANCE REQUESTED

Please tick one box only

CONTACT MADE by a third party 1
in person 2
by telephone 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' 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 request¹ for this person/group for accommodation² 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	___	___

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

UNMET DEMAND FORM

9 – 15 MAY 2001

AGENCY NUMBER

DATE ASSISTANCE REQUESTED

D	D	M	M	Y	Y	Y	Y
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please tick one box only

CONTACT MADE

by a third party 1

in person 2

by telephone 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' 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 request¹ for this person/group for accommodation² 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
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- 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

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

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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)

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Aboriginal	___	___
Torres Strait Islander	___	___
both	___	___
don't know	___	___

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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



AIHW

Agency number:

Today's Date:

Day Month Year

eg 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	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
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