
17 Homelessness services

CONTENTS

Indigenous data in the Homelessness services chapter	446
Profile of homelessness services	447
Framework of performance indicators	448
Future directions in homelessness services performance reporting	460
Homelessness data developments	460
Definitions of key terms and indicators	461
List of attachment tables	464
References	464

Attachment tables

Attachment tables are identified in references throughout this Indigenous Compendium by an 'A' suffix (for example, in this chapter, table 17A.3). As the data are directly sourced from the 2011 Report, the Compendium also notes where the original table, figure or text in the 2011 Report can be found. For example, where the Compendium refers to '2011 Report, p. 17.15' this is page 15 of chapter 17 of the 2011 Report, and '2011 Report, table 17A.2' is attachment table 2 of attachment 17A of the 2011 Report. A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available from the Review website at www.pc.gov.au/gsp.

The Homelessness services chapter (chapter 17) in the *Report on Government Services 2011* (2011 Report) reports on the Homelessness services in each Australian State and Territory. Data are reported for Indigenous people for a subset of the performance indicators reported in that chapter — those data are compiled and presented here.

Homelessness has multiple causes. Some of the social factors associated with homelessness include a shortage of affordable housing, family and relationship

breakdown, unemployment and financial hardship, mental health problems, and drug and alcohol abuse (Australian Government 2008a; COAG Reform Council 2010).

Since 1985, the Australian Government and State and Territory governments have funded the Supported Accommodation Assistance Program (SAAP) as a significant part of Australia's response to the problem of homelessness. SAAP assists individuals and families who are in crisis or experiencing difficulties that hinder personal or family functioning. SAAP services aim to alleviate difficulties faced by people who are homeless or at risk of homelessness and reduce the potential for their recurrence.

In January 2008, the Australian Government announced its intention to develop a long-term national plan to reduce homelessness. As part of this process, the Australian Government released a Green Paper in May 2008 entitled *Which way home? A new approach to homelessness*. The Green Paper sought community input on possible strategies and initiatives to address homelessness in Australia (Commonwealth of Australia 2008a).

After extensive consultation, the Australian Government released a White Paper in December 2008 entitled *The road home: A national approach to reducing homelessness* (Australian Government 2008b). The White Paper set out two main goals: (1) to halve overall homelessness by 2020; and (2) to offer supported accommodation to all 'rough sleepers' who need assistance by 2020. The White Paper is supported by a new funding package under the *National Affordable Housing Agreement* (NAHA) and the *National Partnership Agreement on Homelessness* (NPAH) (COAG 2008a; 2008b). As a result of these reforms, the SAAP V Multilateral Agreement (2005-2010) ended on 31 December 2008, with the NAHA and associated agreements and partnerships commencing 1 January 2009.

The NAHA and the NPAH provide a framework for the Australian Government and State and Territory governments to work together to improve housing affordability and homelessness outcomes for Australians. The overarching objective of the NAHA is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. The parties to the NAHA and the NPAH agreed to a range of objectives and outcomes, including:

- providing social housing, assistance to people in the private rental market, support and accommodation for people who are homeless or at risk of homelessness, and home purchase assistance
- improving coordination across housing related programs to make better use of existing stock and under-utilised government assets and achieve better

integration between housing and human services, including health and disability services

- reducing the rate of homelessness
- prevention and early intervention to break the cycle of homelessness
- improving and expanding the service response to homelessness (COAG 2008a; 2008b).

Data agencies, the Australian Government and State and Territory governments are currently developing a new homelessness data collection to report on performance indicators contained in the NAHA and associated partnership agreements. The new homelessness data collection is anticipated to be operational by 1 July 2011, with data for the 2011-12 period expected to be available for reporting in the 2013 Report. In the interim, the SAAP data collection will continue and will be used to inform proxy measures for a number of NAHA performance indicators. Due to a 12-month lag in SAAP reporting, this report includes SAAP service data for the 2008-09 period, with some financial data reported for the 2009-10 period.

Indigenous data in the Homelessness services chapter

The Homelessness services chapter in the 2011 Report contains the following data items on Indigenous people:

- proportion of Indigenous people among all accommodated SAAP clients and among people whose valid requests for accommodation were unmet, 2008-09
- closed support periods, by the existence of a support plan, 2008-09
- Indigenous clients, by met and unmet support needs, 2008-09
- changes in labour force status of clients who needed assistance to obtain/maintain employment and training before/after SAAP support, 2008-09
- closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure, 2008-09
- proportion of SAAP clients who more than once had a housing/accommodation need identified by a SAAP agency worker, by Indigenous status.

Profile of homelessness services

Supported Accommodation Assistance Program

SAAP services aim to assist people who are homeless or at imminent risk of becoming homeless as a result of a crisis, including women and children escaping domestic violence.

The SAAP was established in 1985 to bring homelessness programs funded by individual State and Territory governments and the Australian Government under one nationally coordinated program. The most recent program (SAAP V 2005-10, but replaced on 1 January 2009) was governed by the *Supported Accommodation Assistance Act 1994*. The Act specified that the overall aim of SAAP was to provide transitional supported accommodation and related support services to assist people who are homeless to achieve self-reliance and independence. Within this broad aim, the goals of the SAAP were to resolve crises, to re-establish family links where appropriate, and to re-establish a capacity to live independently of SAAP services.

As part of the SAAP, non-government, community and local government agencies delivered a variety of services to clients, including supported accommodation, counselling, advocacy, links to housing, health, education and employment services, outreach support, brokerage and meals services, and financial and employment assistance.

SAAP and the link with other services

In 2008-09, 79 100 children accompanied a parent or guardian who received substantial SAAP support (AIHW 2010).¹ Research using 2004-05 data indicates that in 40.5 per cent of support periods involving adults with accompanying children, domestic violence was the main reason SAAP support was sought (AIHW 2006). As a result, some children assisted by SAAP may have also had contact with child protection and out-of-home care services, or may have been subject to a current or past care and protection order.

Close links also exist between SAAP and other forms of housing assistance reported in the Housing chapter of the Report (chapter 16). Some individuals and families used both SAAP services and services described in the Housing chapter, as people

¹ The term 'substantial' in 'substantial SAAP support' is a term used in the SAAP data collection to denote SAAP support for a person defined as a SAAP client during a support period (see section 17.6 for definitions of SAAP 'client' and 'support period'). It does not convey a measure of the number of distinct support services or duration of support.

can move from homelessness to social housing, or might be in receipt of SAAP services and accommodated in social housing.² For example, in 2008-09, approximately 15.0 per cent of former SAAP clients, who had requested assistance with obtaining or maintaining independent housing, had moved to public housing (2011 Report, table 17A.21). The new Housing and homelessness sector summary examines the interconnections across these sectors in greater detail.

Framework of performance indicators

The Homelessness services performance indicator framework outlined in figure 17.1 identifies the principal homelessness services activity areas considered in the 2011 Report. Data for Indigenous people are reported for a subset of the performance indicators and are presented here. It is important to interpret these data in the context of the broader performance indicator framework. The framework shows which data are comparable. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary.

Indicator boxes presented throughout the chapter provide information about the reported indicators. As these are sourced directly from the 2011 Report, they may include references to data not reported for Indigenous people and therefore not included in this Compendium.

COAG has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services (see chapter 1 for more detail on reforms to federal financial relations). The NAHA covers the area of housing and homelessness and includes a set of performance indicators for which the Steering Committee collates annual performance information for analysis by the COAG Reform Council (CRC). Revisions have been made to the performance indicators reported in this chapter to align with the homelessness specific performance indicators in the NAHA.

The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

² Social housing is generally understood to include public and community housing. For further information on these forms of housing assistance, see 2011 Report, chapter 16 (box 16.2).

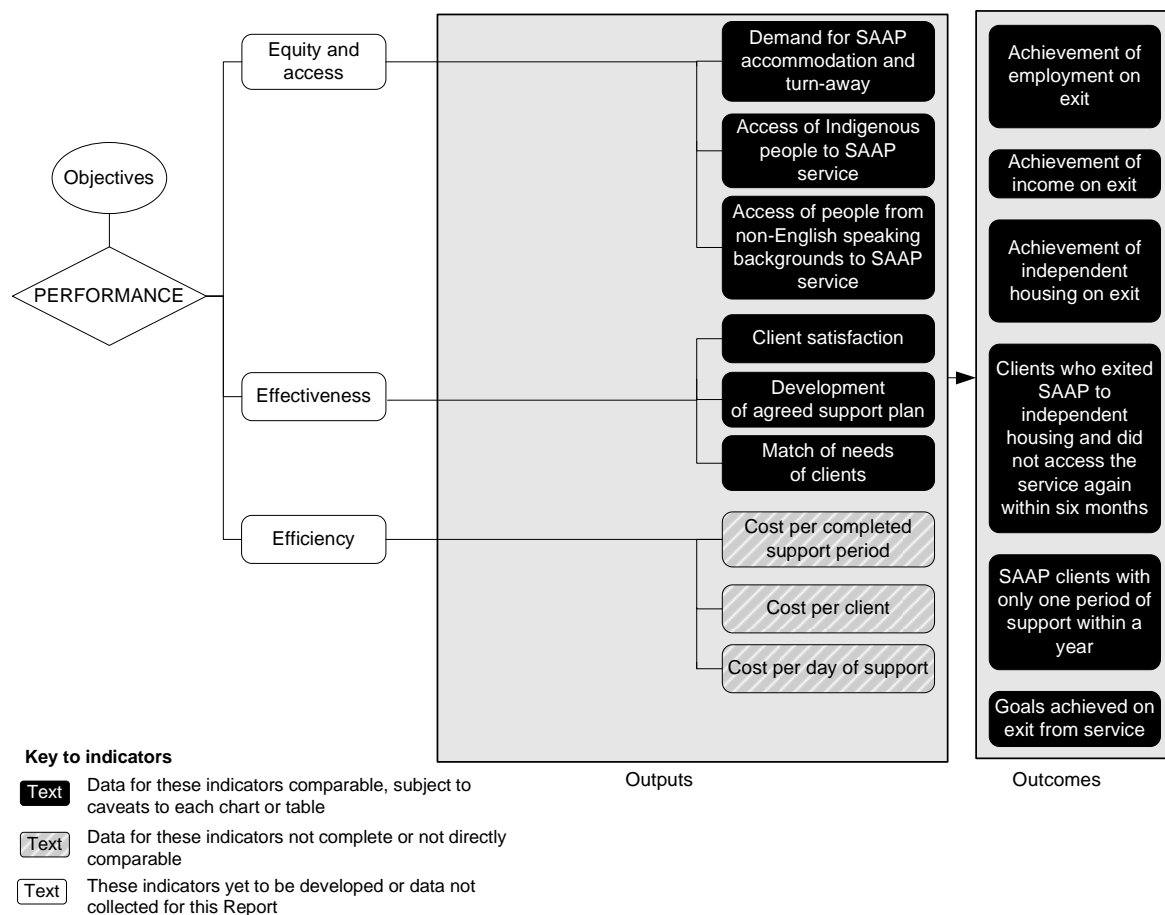
Box 17.1 Objectives for SAAP services

The overall aim of SAAP was to provide transitional supported accommodation and a range of related support services, to help people who are homeless or at imminent risk of homelessness to achieve the maximum possible degree of self-reliance and independence. Within this aim, the goals were to:

- resolve crises
- re-establish family links where appropriate
- re-establish the capacity of clients to live independently of SAAP.

SAAP services should be provided in an equitable and efficient manner.

Figure 17.1 Performance indicators for SAAP services



Source: 2011 Report, figure 17.3, p. 17.9.

Access of Indigenous people to SAAP service

‘Access of Indigenous people to SAAP service’ is an indicator of governments’ objective to ensure all Australians have equitable access to SAAP services on the basis of relative need (box 17.2).

Box 17.2 Access of Indigenous people to SAAP service

‘Access of Indigenous people to SAAP service’ is defined as the comparison between the representation of Indigenous people among all people whose valid requests for SAAP accommodation were unmet and their representation among SAAP clients who were accommodated during the year.

A high proportion of Indigenous people whose valid requests for accommodation are met is desirable. Where the proportion of Indigenous people with unmet SAAP accommodation needs is higher than the proportion of people who received SAAP accommodation who were Indigenous, services might not be achieving equality of service access for Indigenous people.

The indicator measures the extent to which the demand for assistance from Indigenous people is met or unmet. Unmet demand occurs when a homeless person expressly asking for supported accommodation, or support, cannot be provided with that assistance (although one-off assistance might be provided).

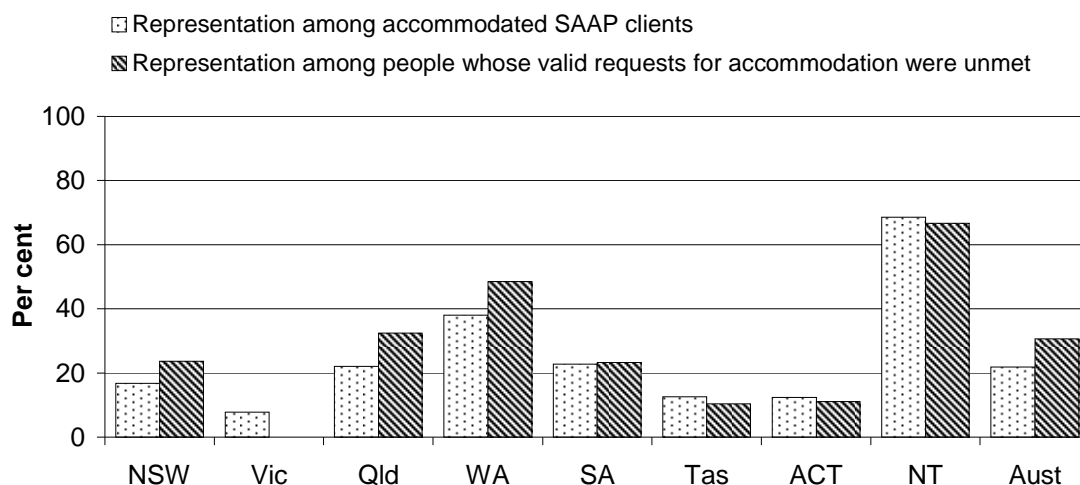
Supported accommodation and assistance services target homeless people in general, but access by special needs groups (such as Indigenous people) is particularly important.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, Indigenous people made up 30.6 per cent of all people whose valid requests for accommodation did not result in accommodation assistance in 2008-09 — a proportion greater than Indigenous clients among all accommodated SAAP clients (21.9 per cent). This result varied across jurisdictions (figure 17.2).

Figure 17.2 Proportion of Indigenous people among all accommodated SAAP clients and among people whose valid requests for accommodation were unmet, 2008-09^{a, b}



^a Turn away data for Victoria in 2008-09 were not available. ^b See notes to table 17A.1 for details of data definitions.

Source: SAAP NDCA Client and Demand for Accommodation Collections (unpublished); Source: AIHW (2010) Demand for government-funded specialist homelessness accommodation 2008-09: A report from the SAAP national data collection. Cat. No. HOU 230; table 17A.1; 2011 Report, figure 17.6, p. 17.15.

Development of agreed support plan

‘Development of agreed support plan’ is an indicator of governments’ objective to provide high quality services that are appropriately targeted to meet the needs of SAAP clients (box 17.3).

Box 17.3 Development of agreed support plan

‘Development of agreed support plan’ is defined as the number of closed support periods with an agreed support plan divided by the total number of closed support periods. A closed support period is a support period that had finished on or before 30 June. Data are reported for all SAAP clients, and separately for Indigenous clients.

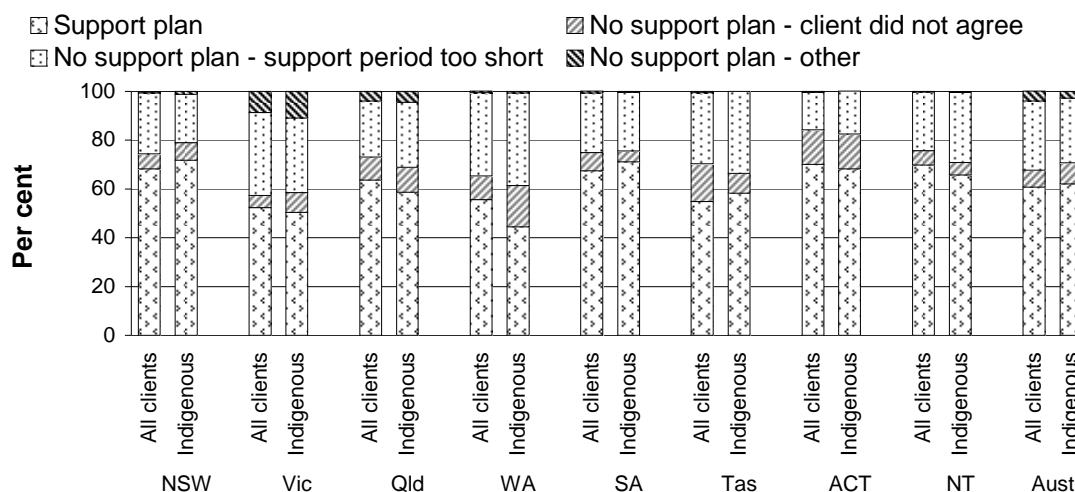
A high proportion of support periods with agreed support plans is desirable. However, in some instances, a support plan may be judged to be inappropriate (such as when a support period is short term).

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, there was an agreed support plan for 60.7 per cent of closed support periods for all clients in 2008-09 (compared to 62.1 per cent for Indigenous clients). These proportions varied across jurisdictions (figure 17.8).

Figure 17.3 Closed support periods, by the existence of a support plan, 2008-09^a



^a See notes to 2011 Report, table 17A.11 and table 17A.2 for more details of data definitions.

Source: SAAP NDCA Client Collection (unpublished); AIHW (2010) *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2008-09*. Cat no. HOU 219; 2011 Report, table 17A.11 and table 17A.2; 2011 Report, figure 17.8, p. 18.

Match of needs of clients

'Match of needs of clients' is an indicator of governments' objective to ensure that SAAP services meet client's individual needs (box 17.4).

Box 17.4 Match of needs of clients

'Match of needs of clients' is defined as the number of distinct services required by clients that are provided, as well as those referred to another agency, divided by the total number of distinct services required by SAAP clients.

A high proportion of clients who received services they needed, or who were referred to another agency, is desirable.

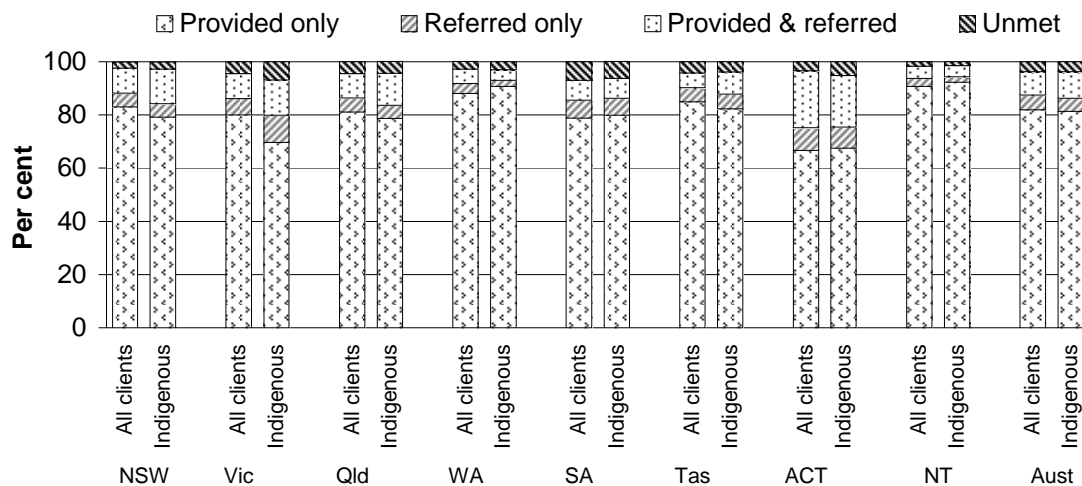
The range of services needed by SAAP clients is broad (ranging from meals to laundry facilities to long term accommodation), so the effect of not providing these services varies. Data are reported for all SAAP clients, and separately for Indigenous people and people from non-English speaking backgrounds.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

The proportions for Indigenous clients (96.3 per cent) who received services in 2008-09 were the same or similar to that for all clients (96.3 per cent). These proportions varied across jurisdictions (figures 17.4).

Figure 17.4 Indigenous clients, by met and unmet support needs, 2008-09



Source: SAAP NDCA Client Collection (unpublished); AIHW (2010) *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2008-09*. Cat no. HOU 219; 2011 Report, table 17A.13 and table 17A.3; 2011 Report, figure 17.10, p. 19.

Achievement of employment on exit

‘Achievement of employment on exit’ is an indicator of governments’ objective to enable clients to participate as productive and self-reliant members of society at the end of their support period (box 17.5).

Box 17.5 Achievement of employment on exit

‘Achievement of employment on exit’ is defined as the number of closed support periods for SAAP clients who sought assistance to obtain or maintain employment and training, and achieved employment after SAAP support, divided by the total number of closed support periods for clients who sought assistance to obtain or maintain employment and training. Support periods reported relate to these clients only.

A high or increasing proportion of clients achieving employment after SAAP support is desirable.

This indicator compares these clients’ employment status before and after they requested SAAP support. Data are reported for all SAAP clients, and separately for Indigenous clients.

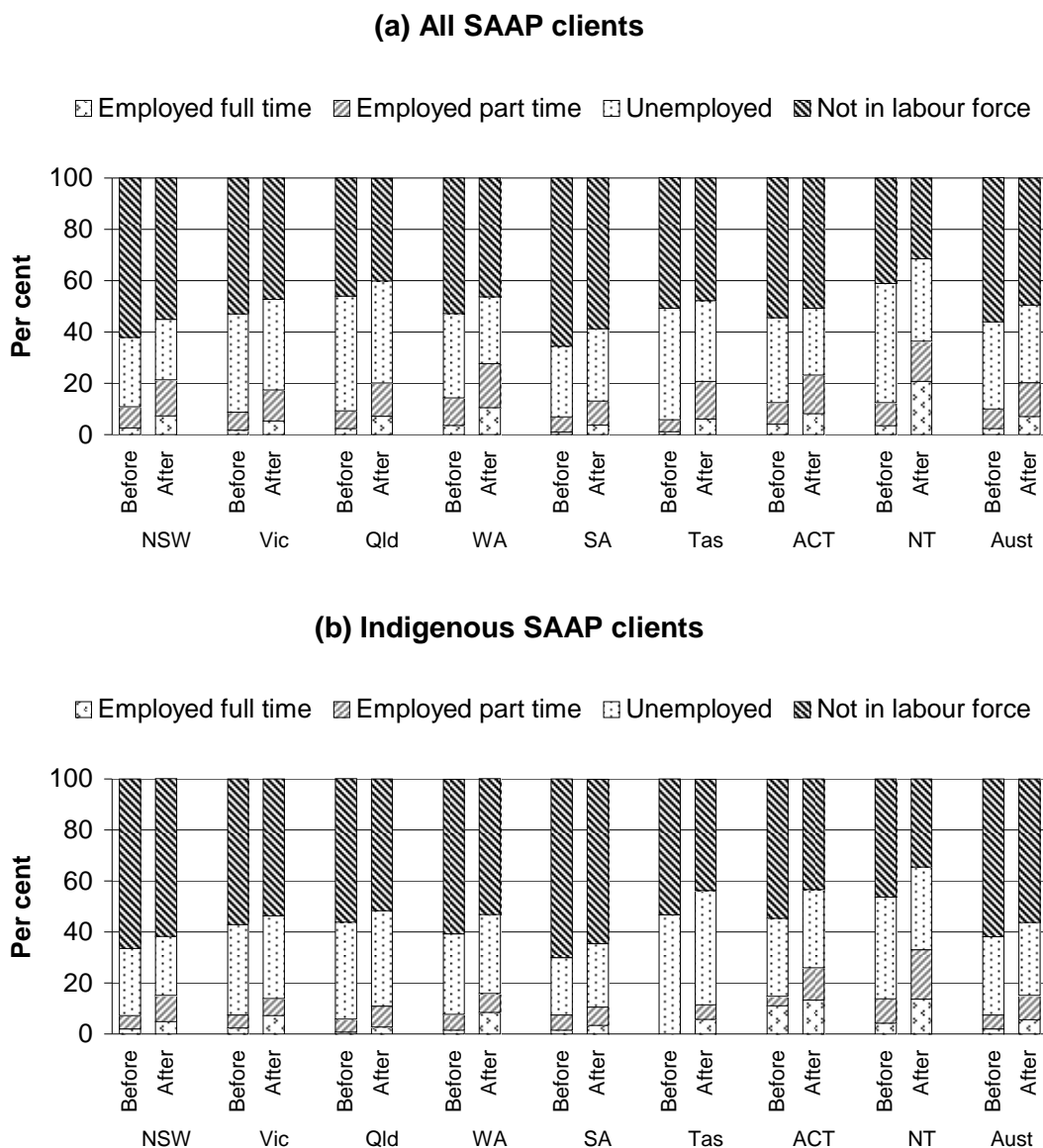
This indicator relates to relatively short term outcomes — that is, outcomes for clients immediately after their support period. Longer term outcomes are important, but more difficult to measure.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, of those Indigenous clients who sought assistance to obtain or maintain employment and training when entering SAAP in 2008-09, the proportion of clients who were employed either full time or part time increased from 7.4 per cent before support to 15.1 per cent after support (5.6 per cent full time and 9.5 per cent part time). The proportion of clients who were unemployed decreased from 30.7 per cent before support to 28.6 per cent after support. The proportion of clients who were not in the labour force decreased from 61.9 per cent before support to 56.3 per cent after support. These proportions varied across jurisdictions (figure 17.5(b) and table 17A.5).

Figure 17.5 **Changes in labour force status of clients who needed assistance to obtain/maintain employment and training before/after SAAP support, 2008-09^a**



^a Data are for people who requested assistance with obtaining or maintaining employment when entering SAAP services.

Source: SAAP NDCA Client Collection (unpublished); table 17A.5; 2011 Report, table 17A.23; 2011 Report, figure 17.15, p. 17.27.

Achievement of income on exit

‘Achievement of income on exit’ is an indicator of governments’ objective to enable clients to participate independently in society at the end of their support period (box 17.6).

Box 17.6 Achievement of income on exit

'Achievement of income on exit' is defined as the number of closed support periods for SAAP clients who requested assistance to obtain or maintain a pension or benefit and exited SAAP with an income source, divided by the total number of closed support periods for clients who sought assistance to obtain or maintain a pension or benefit. Data are reported for all SAAP clients, and separately for Indigenous clients.

A high or increasing proportion of clients who requested income assistance and exited SAAP with an income source is desirable.

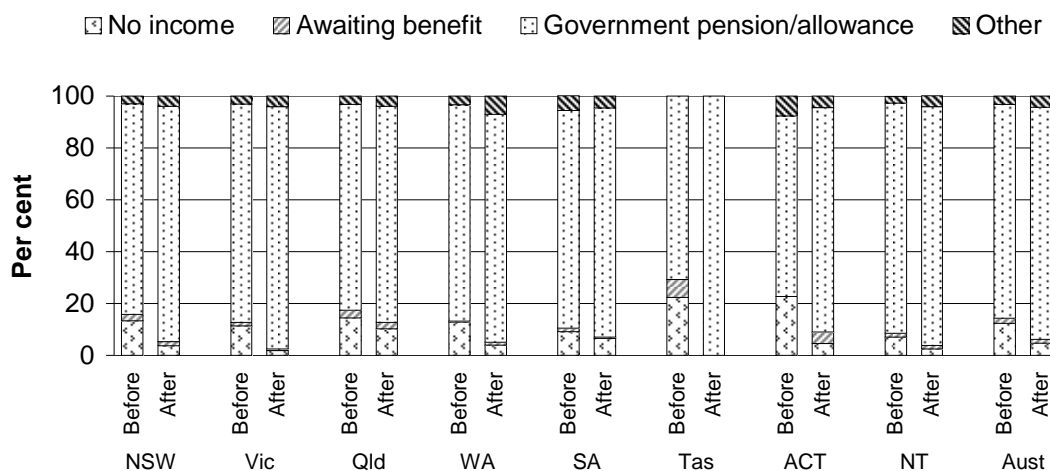
This indicator compares these clients' income status before and after they received SAAP support. A client's independence and self-reliance is enhanced when the client experiences a positive change in income source (for example, from having no income support to obtaining some income, including wages and/or benefits) on exit from SAAP services.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, the proportion of Indigenous clients who did not have income and requested income assistance also decreased after SAAP assistance (from 12.3 per cent to 4.7 per cent nationally). Both before and after SAAP assistance, the income source for the majority of SAAP clients was a government pension/benefit (figure 17.6).

Figure 17.6 **Source of income immediately before/after SAAP support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit, 2008-09**



Source: SAAP NDCA Client Collection (unpublished); table 17A.8; 2011 Report, figure 17.17, p. 17.29.

Achievement of independent housing on exit

‘Achievement of independent housing on exit’ is an indicator of governments’ objective to enable clients to participate as productive and self-reliant members of society at the end of their support period (box 17.14).

Box 17.7 Achievement of independent housing on exit

‘Achievement of independent housing on exit’ is defined as the number of closed support periods in which clients who requested assistance with obtaining or maintaining independent housing achieved independent housing, divided by the total number of closed support periods in which clients requested assistance obtaining or maintaining independent housing.

A high or increasing proportion of SAAP closed support periods in which clients achieve independent housing is desirable.

This indicator compares the proportion of clients who were in independent housing before and after they received SAAP support. It relates to relatively short term outcomes — that is, outcomes for clients immediately after their support period. Longer term outcomes are important, but more difficult to measure.

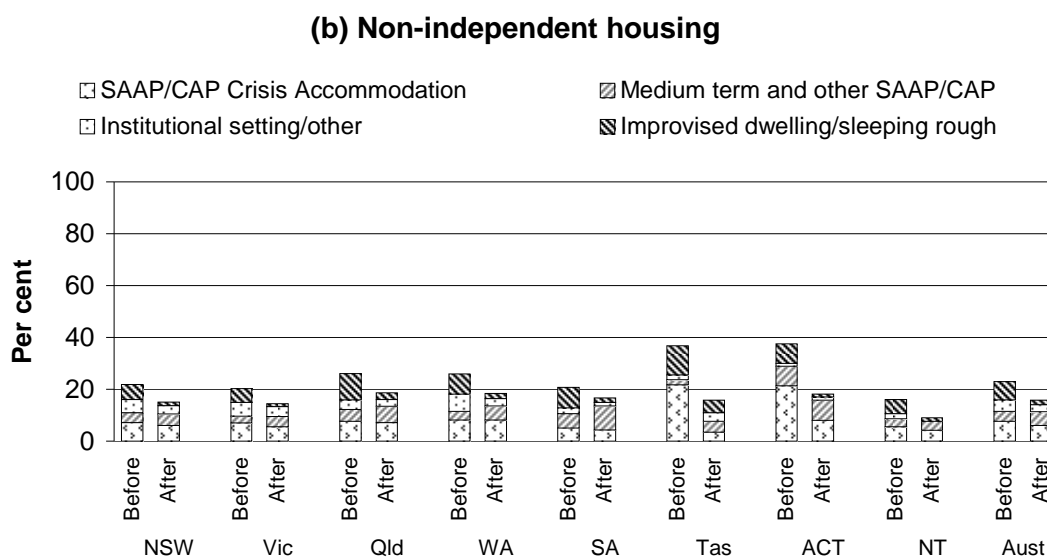
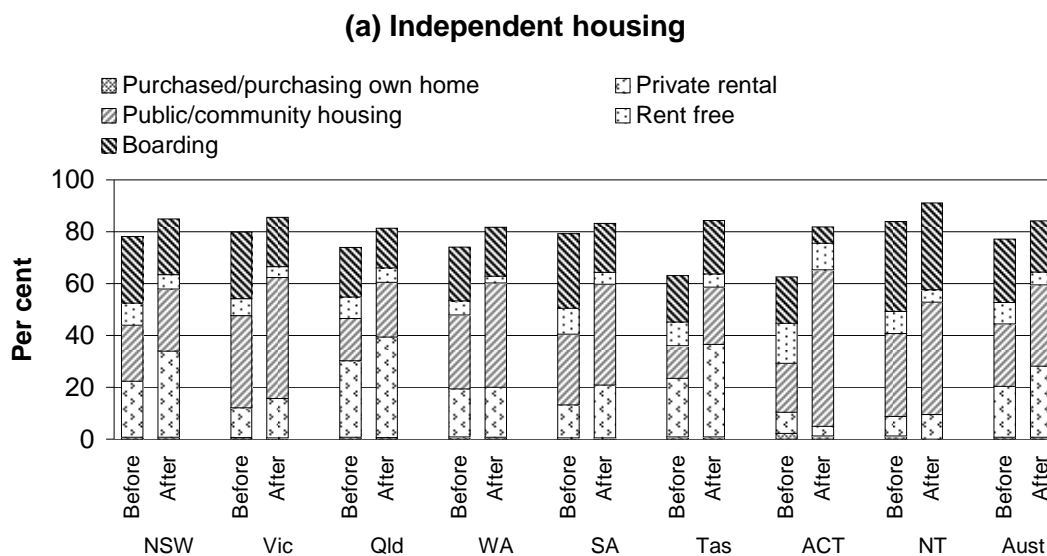
Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, 84.2 per cent of indigenous clients who requested assistance with obtaining or maintaining independent housing achieved independent housing at the end of a support period in 2008-09, including those who moved or returned to private rental housing (27.4 per cent), to public or community rental housing (31.4 per cent), and who were boarding (19.7 per cent) (figure 17.7a).

Closed support periods in which clients did not achieve independent housing included those who moved to, or continued to live in, short to medium term SAAP accommodation and other forms of non-independent accommodation (17.7b).

Figure 17.7 Accommodation type before and after SAAP support, for clients who requested assistance with obtaining or maintaining housing, Indigenous SAAP clients, 2008-09



Source: SAAP NDCA Administrative Data and Client Collections (unpublished); table 17A.4; 2011 Report, figure 17.19, p. 17.31.

Proportion of SAAP clients with only one period of support within a year

‘Proportion of SAAP clients with only one period of support within a year’ is an indicator of governments’ objective to enable clients to participate independently in society at the end of their support period (box 17.8).

Box 17.8 Proportion of SAAP clients with only one period of support within a year

'Proportion of SAAP clients with only one period of support within a year' comprises two measures.

1. The number of clients with only one support period during the year, divided by the total number of SAAP clients. Data are reported for all SAAP clients, and separately for Indigenous clients.
2. The number of clients who more than once required SAAP housing or accommodation support (as distinct from other types of SAAP support such as employment assistance and counselling), divided by the number of SAAP clients who required SAAP housing or accommodation support. Data are reported for all SAAP clients, and separately for Indigenous clients. This measure was introduced in the 2011 Report for consistency with the proxy measure used to enumerate the NAHA indicator 'proportion of people experiencing repeat periods of homelessness'.

A high or increasing proportion of clients with only one support period during the year is desirable. Consistent with this objective, a low or decreasing number of SAAP clients who more than once required SAAP housing or accommodation support specifically is desirable.

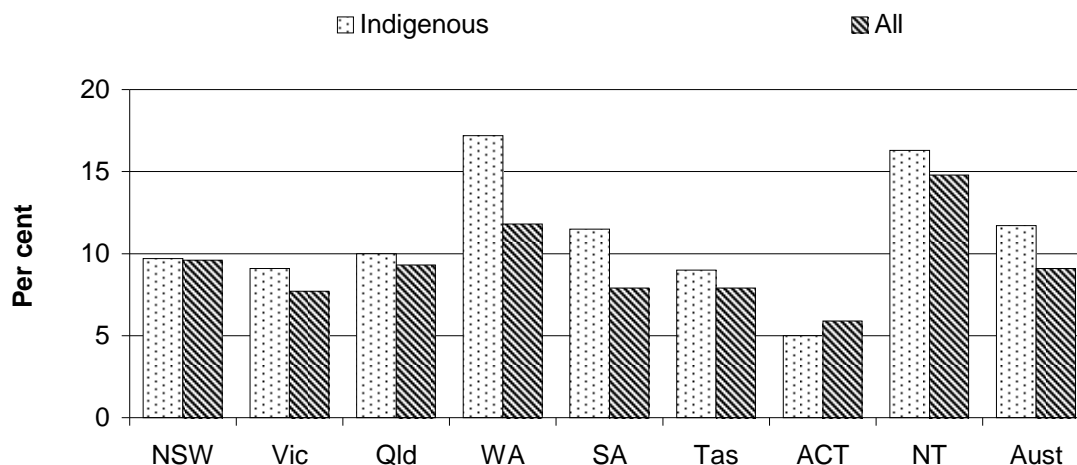
Many of the problems and barriers that lead people into homelessness are not easily fixed (FaHCSIA 2008a). Therefore, a number of SAAP clients might access SAAP services several times before their needs are met on a permanent basis (for example, moving from crisis accommodation to medium term accommodation).

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, 72.4 per cent of Indigenous clients had only one support period in 2008-09 (table 17A.6) while 11.7 per cent of Indigenous clients more than once required SAAP housing or accommodation support in 2008-09 (as distinct from other types of SAAP support such as employment assistance and counselling). Proportions varied across jurisdictions (figure 17.8).

Figure 17.8 Proportion of SAAP clients who more than once in 2008-09 required SAAP housing or accommodation support



Source: SAAP NDCA *Client Collection* (unpublished); Steering Committee for the Review of Government Service Provision (forthcoming); table 17A.7; 2011 Report, figure 17.21, p. 17.35.

Future directions in homelessness services performance reporting

Homelessness data developments

Data agencies, the Australian Government and State and Territory governments are currently developing a new homelessness data collection to report on performance indicators contained in the NAHA and associated partnership agreements. It is expected that the new homelessness data collection will be operational by 1 July 2011. While the new data collection is being developed, an interim SAAP collection will continue until end-June 2011.

The measurement of service delivery in the new homelessness data collection will be based on clients rather than support periods. Therefore, once the new homelessness data collection is operational, data in this Report will be measured on the basis of clients rather than support periods, necessitating a break in ROGS SAAP/homelessness time series data.

Definitions of key terms and indicators

Agency	The body or establishment with which the State or Territory government or its representative agrees to provide a SAAP service. The legal entity has to be incorporated. Funding from the State or Territory government could be allocated directly (that is, from the government department) or indirectly (that is, from the auspice of the agency). The SAAP service could be provided at the agency's location or through an outlet at a different location.
Caseload (of agencies)	The number of support days (the sum of support days for all clients of the agency who are supported during the reporting period) divided by the number of days for which the agency is operational during the reporting period. The average caseload is the mean value of all agencies' caseloads. Support periods without valid support dates are assigned the interquartile modal duration of support for agencies of the same service delivery model in the same jurisdiction.
Client (SAAP)	A person who is accommodated by a SAAP agency, or enters into an ongoing support relationship with a SAAP agency, or receives support or assistance from a SAAP agency which entails generally 1 hour or more of a worker's time.
Crisis or short term supported accommodation	Supported accommodation for periods of generally not more than three months (short term), and for persons needing immediate short term accommodation (crisis).
Cross target/multiple/general services	SAAP services targeted at more than one primary client group category — for example, SAAP services for single persons regardless of their gender.
Homeless person	<p>A person who does not have access to safe, secure and adequate housing. A person is considered to not have such access if the only housing to which he or she has access:</p> <ul style="list-style-type: none">• is damaged, or is likely to damage, the person's health• threatens the person's safety• marginalises the person by failing to provide access to adequate personal amenities or the economic and social supports that a home normally affords• places the person in circumstances that threaten or adversely affect the adequacy, safety, security and affordability of that housing• is of unsecured tenure. <p>A person is also considered homeless if living in accommodation provided by a SAAP agency or some other form of emergency accommodation.</p>
Indigenous person	A person who is of Aboriginal and/or Torres Strait Island descent, who identifies as being an Aboriginal and/or Torres Strait Islander, and who is accepted as such by the community with which they are associated.
Medium term to long term supported accommodation	Supported accommodation for periods over three months. Medium term is around three to six months and long term is longer than six months.
Multiple service delivery model	SAAP agencies that use more than one service delivery model to provide SAAP services — for example, crisis or short term accommodation and support, as well as day support (that is, the provision of meals).
One-off assistance	Assistance provided to a person who is not a client, such as the provision of a meal, a shower, transport, money, clothing, telephone

	advice, information or a referral.
Ongoing support period	A support period for which, at the end of the reporting period, no support end date and no after-support information are provided.
Outlet	A premise owned/managed/leased by an agency at which SAAP services are delivered. Excludes accommodation purchased using SAAP funds (for example, at a motel).
Outreach support services	Services that exist to provide support and other related assistance specifically to homeless people. These clients may be isolated and able to receive services and support from a range of options that enhance their flexibility (for example, advocacy, life skills and counselling). Generalist support and accommodation services may also provide outreach support in the form of follow-up to clients where they are housed. In this context, support is provided 'off site'.
Providers	Agencies that supply support and accommodation services.
Referral	When a SAAP agency contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral is not provided if the person is not accepted for an appointment or interview.
SAAP service	Supported accommodation, support or one-off assistance that is provided by a SAAP agency and intended to be used by homeless persons.
Service delivery model	The mode or manner in which a service is provided through an agency. The modes of service delivery could be described as crisis or short term accommodation and support; medium term to long term accommodation and support; day support; outreach support; telephone information; and referral or agency support. An agency may deliver its services through one or more of these means of delivery.
Service provider	A worker or volunteer employed and/or engaged by a SAAP agency, who either directly provides a SAAP service or in some way contributes to the provision of a SAAP service. Includes administrative staff of an agency, whether paid or not paid.
Support	SAAP services, other than supported accommodation, that are provided to assist homeless people or persons at imminent risk of becoming homeless to achieve the maximum possible degree of self-reliance and independence. Support is ongoing and provided as part of a client relationship between the SAAP agency and the homeless person.
Support period	<p>The period that commences when a SAAP client establishes or re-establishes (after the cessation of a previous support period) an ongoing relationship with a SAAP agency. The support period ends when:</p> <ul style="list-style-type: none"> • support ceases because the SAAP client terminates the relationship with the SAAP agency • support ceases because the SAAP agency terminates the relationship with the SAAP client • no support is provided to the SAAP client for a period of one month. <p>A support period is relevant to the provision of supported accommodation or support, not the provision of one-off assistance.</p>
Supported accommodation	Accommodation provided by a SAAP agency in conjunction with support. The accommodation component of supported accommodation is provided in the form of beds in particular locations or

	accommodation purchased using SAAP funds (for example, at a motel). Agencies that provide accommodation without providing support are considered to provide supported accommodation.
Telephone information and referral	Support delivered via telephone without face-to-face contact. Support provided may include information and/or referral.
Unmet demand	A homeless person who seeks supported accommodation or support, but is not provided with that supported accommodation or support. The person may receive one-off assistance.
Women escaping domestic violence services	Services specifically designed to assist women and women accompanied by their children, who are homeless or at imminent risk of becoming homeless as a result of violence and/or abuse.
Youth/young people services	Services provided for people who are independent and above the school leaving age for the State or Territory concerned, and who present to the SAAP agency unaccompanied by a parent/guardian.

List of attachment tables

Attachment tables for data within this chapter are contained in the attachment to the Compendium. These tables are identified in references throughout this chapter by an 'A' suffix (for example, table 17A.3 is table 3). Attachment tables are provided on the Review website (www.pc.gov.au/gsp).

Table 17A.1	Proportion of Indigenous people among all accommodated SAAP clients and among people whose valid requests for accommodation were unmet
Table 17A.2	Closed support periods, by the existence of a support plan, Indigenous clients
Table 17A.3	Support needs of Indigenous clients, met and unmet
Table 17A.4	Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure
Table 17A.5	Closed support periods: Labour force status of Indigenous clients who needed employment and training assistance, before and after SAAP support
Table 17A.6	Indigenous SAAP clients who exited from the service and who returned to SAAP agencies before the end of that year
Table 17A.7	Proportion of SAAP clients who more than once had a housing/accommodation need identified by a SAAP agency worker, by Indigenous status
Table 17A.8	Source of income immediately before and after SAAP support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit

References

AIHW (Australian Institute of Health and Welfare) 2006, *Homeless children in SAAP, 2004-05*, Bulletin 48, Canberra.

— 2010, *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2008-09* Cat. No. HOU 219, Canberra.

COAG (Council of Australian Governments) 2008a, *Council of Australian Governments' Meeting 3 July 2008* www.coag.gov.au/coag_meeting_outcomes/2008-07-03/docs/communique20080703.pdf (accessed 9 October 2008).

— 2008b, *Council of Australian Governments' Meeting 29 November 2008*, www.coag.gov.au/coag_meeting_outcomes/2008-11-29/docs/_20081129.pdf (accessed 1 December 2008).

COAG Reform Council 2010, *National Affordable Housing Agreement: Baseline performance report for 2008-09*, www.coagreformcouncil.gov.au/reports/housing.cfm (accessed 1 October 2010).

FaHCSIA (Department of Families, Housing, Community Services and Indigenous Affairs) 2008a, *Measuring the Impact of SAAP-funded Homelessness Services*

on Client Self-reliance, Final Report, Report prepared by the Social Policy Research Centre, University of New South Wales.

— 2008b, *Which Way Home? A New Approach to Homelessness: Summary* www.facsia.gov.au/internet/facsinternet.nsf/housing/which_way_home_summary.htm (accessed 9 October 2008).