
Chapter 15: Protection and support services

Protection and support services aim to assist individuals and families who are in crisis or experiencing difficulties that hinder personal or family functioning. They do this by alleviating the difficulties and reducing the potential for their recurrence.

The protection and support services chapter reports on:

- *child protection services*: the functions of government that receive and assess allegations of child abuse and neglect, and/or harm to children and young people, provide and refer clients to family support and other relevant services, and intervene to protect children
- *out-of-home care services*: care for children placed away from their parents for protective or other family welfare reasons
- *supported accommodation and assistance services*: services to assist young people, adults and families who are homeless or at imminent risk of becoming homeless.

Indigenous data in the protection and support chapter

The protection and support services chapter in the *Report on Government Services 2004* contains the following data items on Indigenous people:

- Indigenous children who were the subject of child protection notifications, 2002-03.
- Indigenous children who were the subject of a substantiation, 2001-02.
- Indigenous children who were on care and protection orders, 30 June 2003.
- Indigenous children who were in out-of-home care, 30 June 2003.
- Proportion of children in out-of-home care placed with relatives/kin, by Indigenous status, 30 June 2003.
- Proportion of children aged under 12 years in out-of-home care placed in home-based care, by Indigenous status, 30 June 2003.
- Placement of Indigenous children in out-of-home care, 30 June 2003.
- Proportion of clients who had no substantive change in income source after Supported Accommodation Assistance Program (SAAP) support, by Indigenous status, 2002-03.
- Support periods, by existence of a support plan, by Indigenous status, 2002-03.

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- Indigenous clients, by met and unmet support needs, 2002-03.
 - Accommodation type on exit from SAAP support, 2002-03.
 - Change in labour force status after SAAP support, 2002-03.
 - SAAP clients who exited from the service and who returned to SAAP agencies before the end of that year, 2002-03.
 - Indigenous people among SAAP clients, and the proportion of requests for SAAP service from Indigenous people that did not result in the assistance requested, 2002-03.

Supporting tables

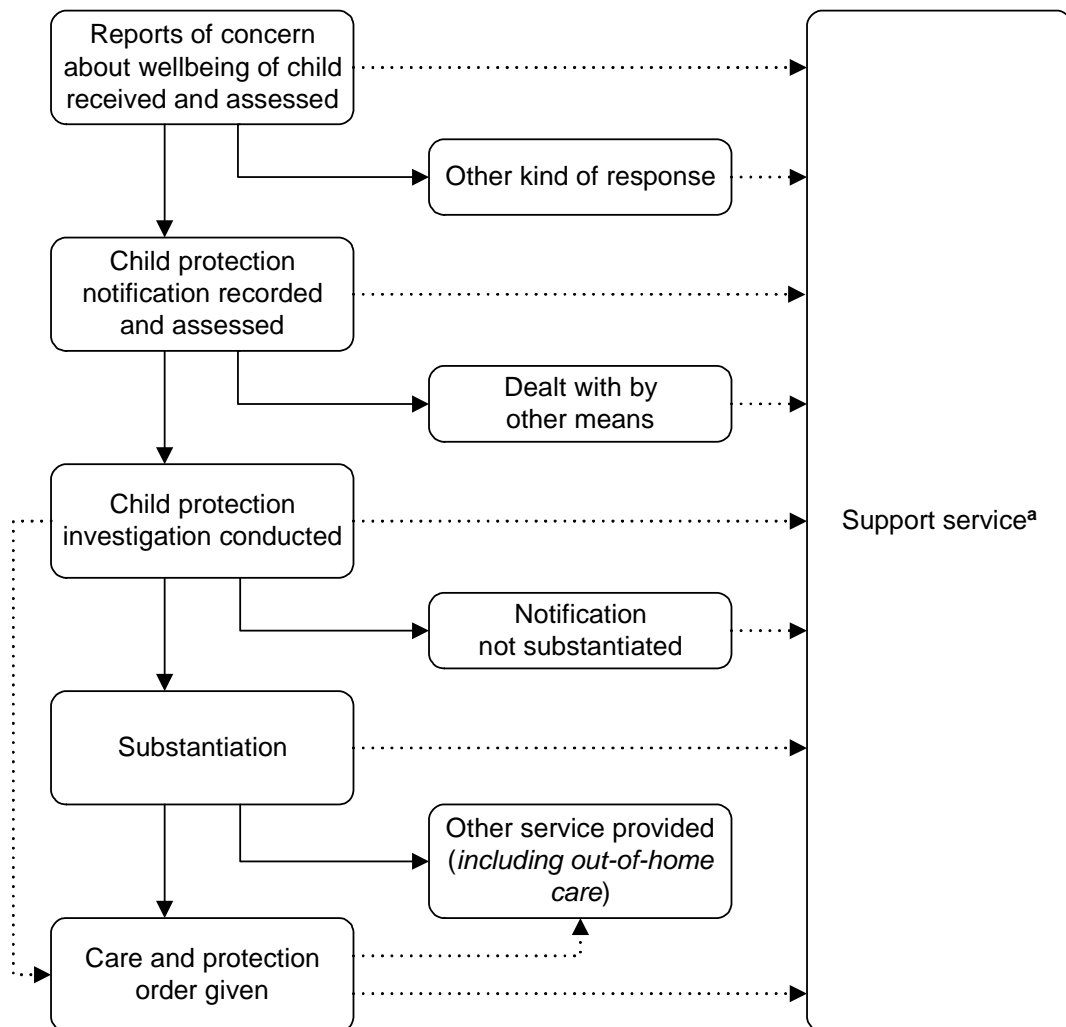
Supporting tables for data within the protection and support services chapter of the compendium are contained in the attachment to the compendium. These tables are identified in references throughout this chapter by an 'A' suffix (for example, table 15A.3 is table 3 in the protection and support services attachment to the compendium). As the data are directly sourced from the Report on Government Services 2004, the compendium also notes where the original table, figure or text in the Report on Government Services 2004 can be found. For example, where the compendium refers to 'ROGS 2004, p. 15.15' this is page 15 of chapter 15 and 'ROGS 2004, 15A.2' is attachment table 2 of attachment 15 of the Report on Government Services 2004.

Child protection system

Child protection legislation, policies and practices vary among jurisdictions, but the broad processes in the child protection system are similar (figure 15.1).¹ State and Territory community services departments are advised of concerns about the wellbeing of children through reports to the department. Reports may be made by people mandated to report (such as medical practitioners, police services, and school teachers and principals) or by other members of the community. These reports are then assessed and classified as child protection notifications, child concern reports or matters requiring some other kind of response. Jurisdictions count notifications at different points in the response to a report, ranging from the point of initial contact with the source of the report to the end of a screening and decision making process. This means that the number of notifications is not strictly comparable across jurisdictions.

¹ Child protection services, care and protection orders and out-of-home care relate to children aged 0–17 years. Rates of children in notifications, investigations and substantiations, however, are calculated for children aged 0–16 years, given differences in jurisdictions' legislation, policies and practices regarding children aged 17 years.

Figure 15.1 **Child protection system**



Note: Dashed lines indicate that clients may or may not receive these services, depending on need.

^a Support services include family support or family preservation services provided by community service departments and referrals to other agencies.

Source: ROGS 2004, p. 15.7.

Inquiry into child abuse and neglect within Indigenous communities

The incidence of child abuse and neglect within the Indigenous communities was highlighted in the Gordon Inquiry (Gordon Report 2002, box 15.1).

Box 15.1 **Western Australian Gordon Inquiry**

During 2002, the WA State Government received the findings from the Inquiry into Response by Government Agencies to Complaints of Family Violence and Child Abuse in Aboriginal Communities (Gordon Inquiry). The Inquiry examined the circumstances surrounding the death of a 15 year old girl in February 1999 at the Swan Valley Nyungah Community in Lockridge.

The final report of the Gordon Inquiry, released publicly in September 2002, showed that the incidence of violence and child abuse in Aboriginal communities was '*shocking and difficult to comprehend*'. It stated that reported statistics showed that:

- Aboriginal women accounted for 50 per cent of all domestic violence incidents reported to police but represent only three per cent of the population
- Aboriginal communities experienced substantiated child abuse at more than seven times the rate of non-Aboriginal communities
- Aboriginal women living in rural and remote areas were 45 times more likely to be victims of domestic violence than non-Aboriginal women (Gordon Report 2002).

The report also noted that the incidence of child abuse and family violence in Aboriginal communities was significantly under reported. It found there was an urgent need for greater co-ordination between Government agencies, more training for staff, including cross cultural training, and more services and better-resourced services, especially in remote areas. It also found that a lack of trust between Aboriginal communities and Government agencies was a significant barrier to complaints of violence and abuse being made.

The WA Government accepted the challenges posed by the Gordon Inquiry and is developing responses to its findings through a Statement of Commitment developed in partnership with the Aboriginal and Torres Strait Island Commission (ATSIC). This Statement will be guided by the views of Aboriginal communities and their elected representatives. The challenge is threefold and includes:

- the urgent need to strengthen responses to abuse and violence in Aboriginal communities.
- the need for long term strategies to address the endemic nature of abuse and violence in many communities.

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Box 15.1 (Continued)

- meeting the needs of current and future generations of Aboriginal children through long term environmental, social and economic improvements leading to sustainable communities.

The Government has responded with new initiatives aimed at combating child abuse and family violence in Aboriginal communities. These initiatives include funding over four years and more than 100 additional staff across a range of Government agencies. The package is aimed at ending the cycle of abuse in many Aboriginal communities. In addition, the Government is pursuing new ways of working across the public sector, particularly involving the departments of Community Development, Police, Justice, Health and Education.

Source: Department for Community Development (unpublished); Gordon Report (2002); ROGS 2004, pp. 15.3-15.4.

Notification

All jurisdictions, apart from Victoria, the ACT and the NT, screen each incoming report before deciding whether it will be designated and counted as a notification, thus reducing the proportion of reports that become notifications. WA and Tasmania undertake a further screening process designed to differentiate between reports about harm/maltreatment and child and family concerns. This reduces the number of notifications in that only reports about child harm/ maltreatment are the subject of this report.

In all jurisdictions, notifications are investigated when deemed appropriate, based on the policies and practices in that jurisdiction. Once it has been decided that an investigation is required, the investigation process is similar across jurisdictions. This investigation process determines whether the notification is substantiated or not substantiated (figure 15.1).

Although notifications are defined differently across jurisdictions, 12 542 Indigenous children and 117 682 non-Indigenous children were the subject of child protection notifications nationally in 2002-03. The rate of notifications per 1000 children in the population aged 0–16 years was 63.1 for Indigenous children and 27.2 for non-Indigenous children (table 15A.1).

Substantiation

The criteria for substantiation vary across jurisdictions. In some jurisdictions, a notification is substantiated when an incident of abuse or neglect has occurred or is likely to occur; in others, it is substantiated when the child has been harmed or is likely to be harmed, or

when there is a combination of the two.² If an investigation results in substantiation, then intervention by the relevant community services department may be needed to protect the child. This intervention can take a number of forms, including referral to other services, supervision, counselling or recourse to the court, or placement in out-of-home care.

Nationally in 2001-02, 4325 Indigenous children and 26 450 non-Indigenous children were the subject of a substantiation. The rate of children who were the subject of a substantiation per 1000 children in the population aged 0–16 years was 21.8 for Indigenous children and 6.1 for non-Indigenous children (table 15A.1).

Care and protection orders

Although child protection substantiations are often resolved without the need for a court order (which is usually a last resort), recourse to the court may take place at any point in the child protection investigation process (figure 15.1). The types of order available vary across jurisdictions.

Across Australia, 4803 Indigenous children and 17 327 non-Indigenous children were on care and protection orders at 30 June 2003. The rate of children on care and protection orders per 1000 children in the population aged 0–17 years was 23.1 for Indigenous children and 3.8 for non-Indigenous children (table 15A.1).

Out-of-home care

Out-of-home care services provide care for children and young people aged 0–17 years who are placed away from their parents or family home for reasons of safety or family crisis. These reasons include abuse, neglect or harm, illness of a parent and the inability of parents to provide adequate care. The placements may be voluntary or in conjunction with care and protection orders.

Out-of-home care services are either home-based care (such as foster care, care with the child's extended family and other home-based arrangements), facility-based care (such as family group homes and community residential care), or independent living (which is often intensively supported) as a transition to full independence or supported placements. Across jurisdictions, there has been a shift away from the use of facility-based (or residential) care towards foster care and other forms of home-based care, including relative/kinship care. Intensive family support services are increasingly seen as an alternative to the removal of

² In the past, child protection legislation and policy focused on the identification and investigation of narrowly defined incidents that were broadly grouped as types of abuse or neglect. Across all jurisdictions, the focus is shifting away from the actions of parents and guardians, towards the outcomes for the child, and the identification and investigation of actual harm to the child and the child's needs.

the child from his or her home for child protection reasons (see box 15.2, p. 15.5, Report on Government Services 2004).

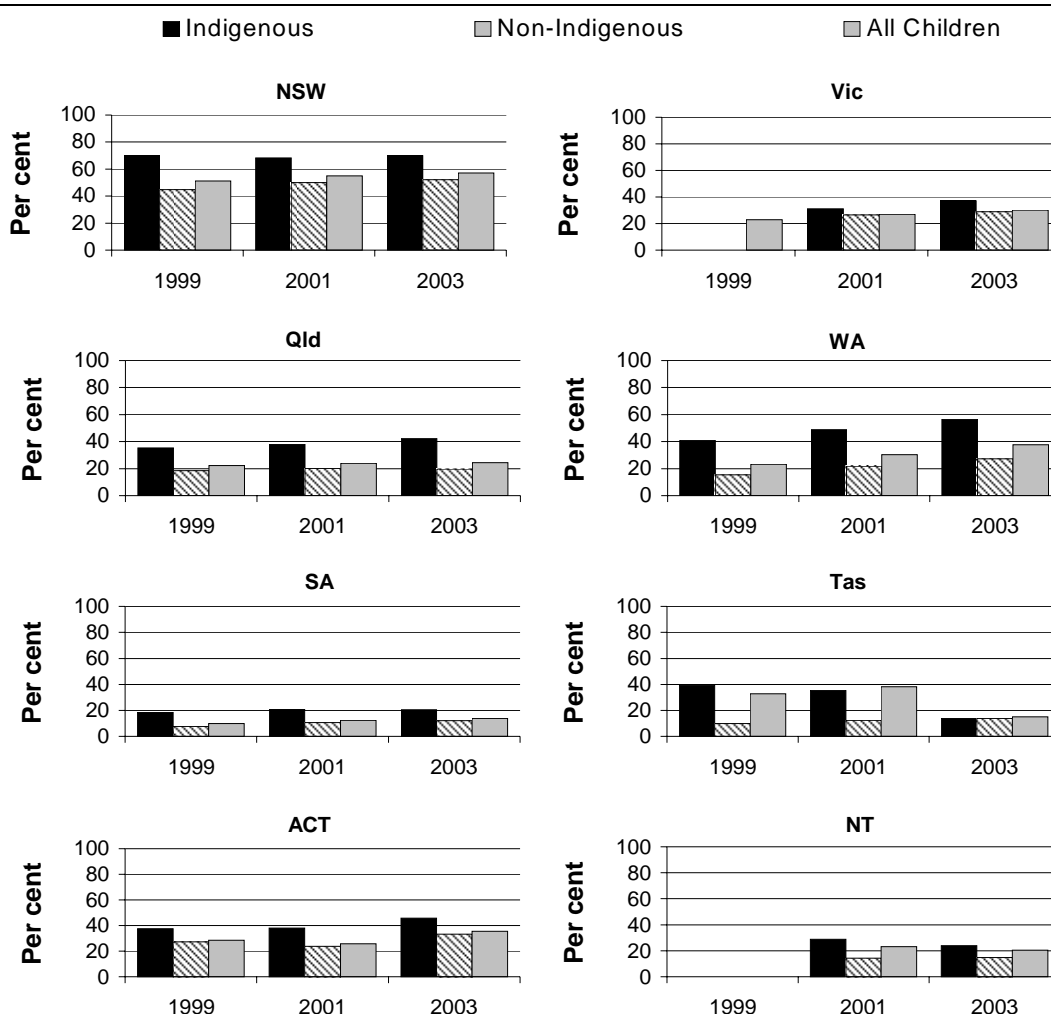
Out-of-home care is one of a range of services provided to families and children where there is a need to provide safe care for a child. The current emphasis in policy and practice is to maintain the child within the family if possible and to place a child in out-of-home care only if this will improve the outcome for the child. If it is necessary to remove the child from his or her home, then placement with the wider family or community is sought where possible, particularly in the case of Indigenous children (AIHW 1999). Continued emphasis is being placed on improving case planning and case management processes, to facilitate the safe return home of children in out-of-home care and to maximise case workers' contact time with children and families.

Across Australia, 4750 Indigenous children and 15 547 non-Indigenous children were in out-of-home care at 30 June 2003. The rate of children in out-of-home care per 1000 children in the population aged 0–17 years was 22.9 for Indigenous children and 3.4 for non-Indigenous children (table 15A.2).

Service quality — placement with extended family or in home-based care

The type of placement is another indicator of the quality of child placement. Placing children with their relatives or kin is generally preferred for children in out-of-home care. The proportion of children placed with relatives or kin at 30 June 2003 ranged from 57.1 per cent in NSW to 13.9 per cent in SA. The proportion of children placed with relatives or kin in 2002-03 was greater for Indigenous children than for non-Indigenous children in all jurisdictions except Tasmania (figure 15.2).

Figure 15.2 Proportion of children in out-of-home care placed with relatives/kin, by Indigenous status, 30 June^a

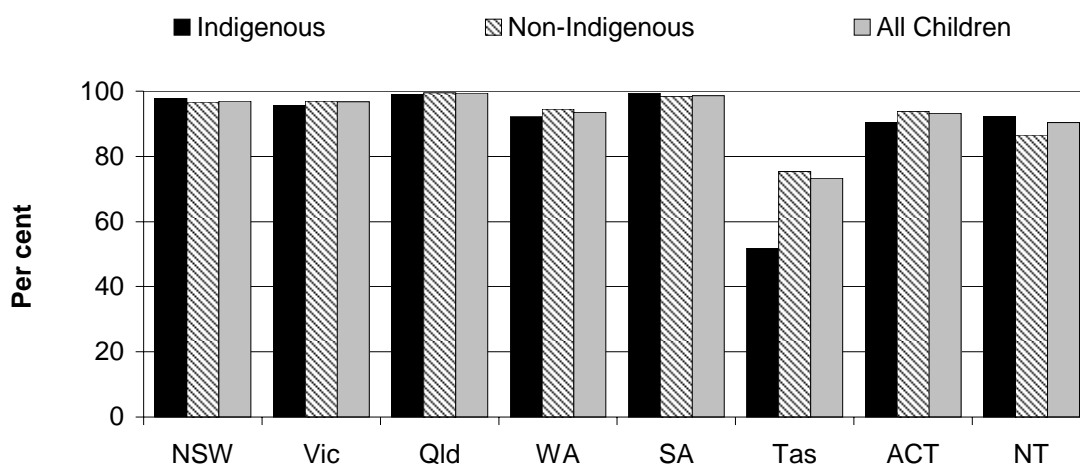


^a Victoria could not provide data by Indigenous status before 2001.

Sources: AIHW *Children in out-of-home care, Australia* data collection (unpublished); ROGS 2004, p. 15.19; Tables 15A.3–15A.10.

Placing children in home-based care is generally considered to be in their best interests, particularly for younger children. The proportion of children aged under 12 years who were placed in home-based care at 30 June 2003 ranged from 99.4 per cent in Queensland to 73.3 per cent in Tasmania. In all jurisdictions except Tasmania and the NT, the proportion of children aged under 12 years who were placed in home-based care was broadly similar to that of non-Indigenous children. In Tasmania, a greater proportion of non-Indigenous children were placed in home-based care. In the NT, a greater proportion of Indigenous children were placed in home-based care (figure 15.3).

Figure 15.3 **Proportion of children aged under 12 years in out-of-home care and in a home based placement, by Indigenous status, 30 June 2003**



Source: AIHW *Children in out-of-home care, Australia* data collection (unpublished); ROGS 2004, p. 15.20; Table 15A.11.

Service quality — placement in accordance with the Aboriginal Child Placement Principle

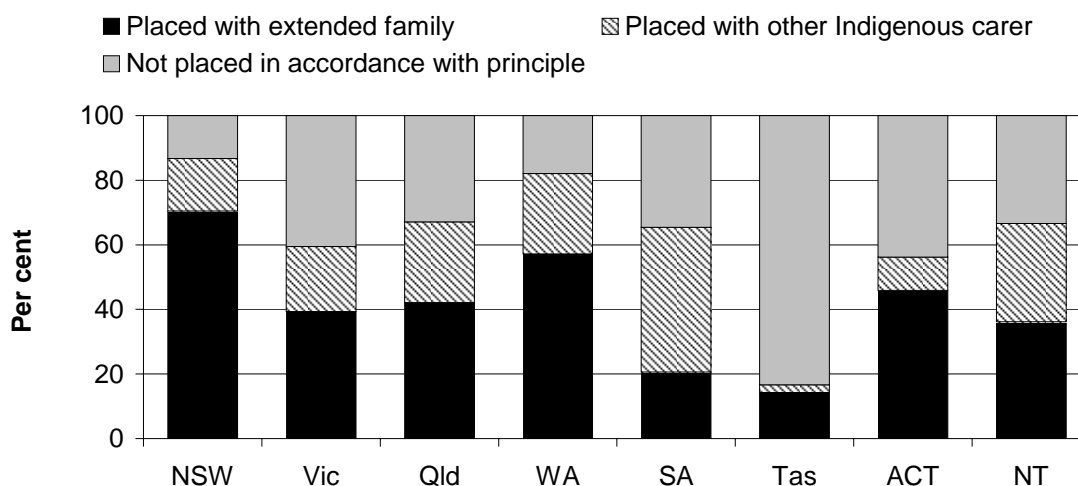
According to the Aboriginal Child Placement Principle (NLRC 1997), the following hierarchy or placement preference should be pursued for Indigenous children:

- placement with the child's extended family (which includes Indigenous and non-Indigenous relatives/kin)
- placement within the child's Indigenous community
- placement with other Indigenous people.

All jurisdictions have adopted this principle, either in legislation or policy. The proportion of Indigenous children in out-of-home care at 30 June 2003 placed in accordance with the principle ranged from 86.7 per cent in NSW to 16.7 per cent in Tasmania (figure 15.4).

The preferred placement option outlined under the Aboriginal Child Placement Principle is placement with the child's extended family. The proportion of Indigenous children in out-of-home care placed with extended family at 30 June 2003 ranged from 70.5 per cent in NSW to 14.3 per cent in Tasmania. Placement with other Indigenous care providers (the child's Indigenous community or other Indigenous people) also complies with the principle. The proportion placed with other Indigenous care providers at 30 June 2003 ranged from 44.8 per cent in SA to 2.4 per cent in Tasmania (table 15A.12).

Figure 15.4 Placement of Indigenous children in out-of-home care, 30 June 2003^{a, b, c}



^a Excludes Indigenous children living independently and those whose living arrangements were unknown. ^b 'Placed with another Indigenous carer' includes those living in Indigenous residential care. ^c Note that data for Tasmania and the ACT relate to a small number of Indigenous children (43 and 48 respectively) in care at 30 June 2003.

Source: AIHW *Children in out-of-home care, Australia* data collection (unpublished); ROGS 2004, p. 15.21; Table 15A.12.

Supported Accommodation and Assistance Program (SAAP)

Supported accommodation and assistance services (SAAP) 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 primary focus of SAAP is to use a case management approach to support homeless people, and adults and children escaping domestic violence. Through this process, clients are offered a range of services, including supported accommodation; counselling; advocacy; links to housing, health, education and employment services; outreach support; brokerage; and meals services.

Output — Proportion of people who receive a service

Data for assessing access to SAAP services are available from the data collection on unmet demand and the data on clients. Unmet demand is where a homeless person seeking supported accommodation or support cannot be provided with that assistance (although one-off assistance may be provided).

Assessing the experience of target groups using data from the unmet demand collection is problematic. The client data and unmet demand data are not strictly comparable: the former count clients and each client's cultural status, whereas the latter are based on valid

requests for services and record the cultural status of everyone in the group, making no distinction between adults and accompanying children. Also, the two week sample period over which data are collected may not be representative of the eventual success of clients accessing SAAP services over the full year.

The available data suggest around 85.8 per cent of requests for SAAP services were provided with the assistance requested in the data collection period in 2002-03. Requests for SAAP services were not met for a number of reasons in 2002-03, including a lack of available accommodation (the main reason that 66.5 per cent of potential clients were not provided with services), no vacancies at the referral agency (20.8 per cent), and insufficient staff (2.0 per cent).

Nationally, 17.7 per cent of SAAP service requests by Indigenous people in the data collection period in 2002-03 did not result in the assistance requested in 2002-03, which was the same as the representation of Indigenous clients among SAAP clients. In all jurisdictions except Victoria, Queensland and Tasmania, the proportion of requests by Indigenous people that did not result in the provision of a service was higher than the representation of Indigenous people among clients (figure 15.5).

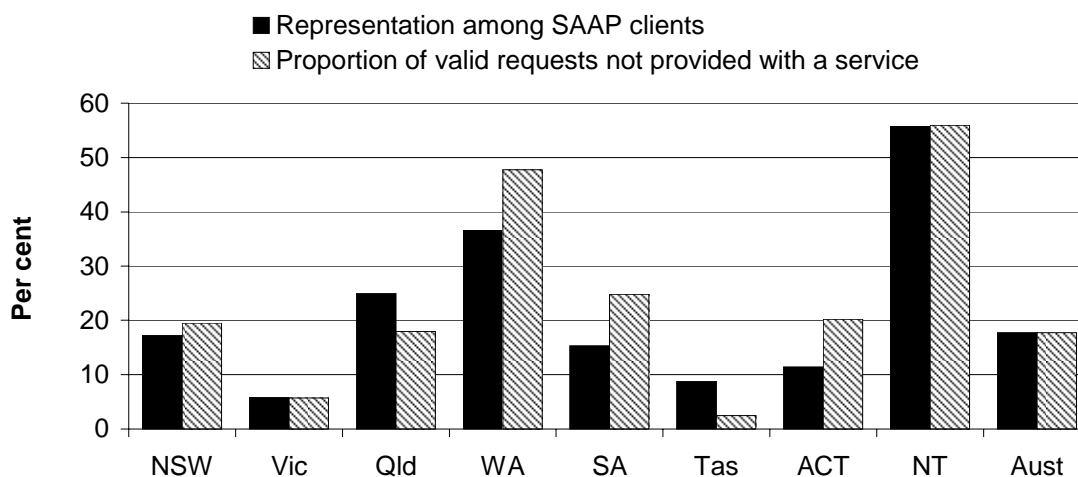
Output — Development of agreed support plan

The existence of an agreed support plan is an indicator of and quality in service delivery, but it may be judged to be inappropriate for some support periods (such as when a support period is short term). Nationally, there was an agreed support plan for 61.3 per cent of support periods in 2002-03 (59.3 per cent of support periods for Indigenous clients) (figure 15.6). Across jurisdictions, the proportion for all clients ranged from 81.6 per cent in the ACT to 49.3 per cent in WA in 2002-03. For Indigenous clients during the same period, the proportion ranged from 83.1 per cent in the ACT to 46.8 per cent in WA (figure 15.6).

Output — Match of needs of clients

The proportion of clients receiving services that they need is an indicator of appropriateness. Data are collected on which services are needed by clients and whether these services are provided or the clients are referred to another agency. The range of needed services is broad (ranging from meals to laundry facilities to long term accommodation), so the effect of not providing these services varies.

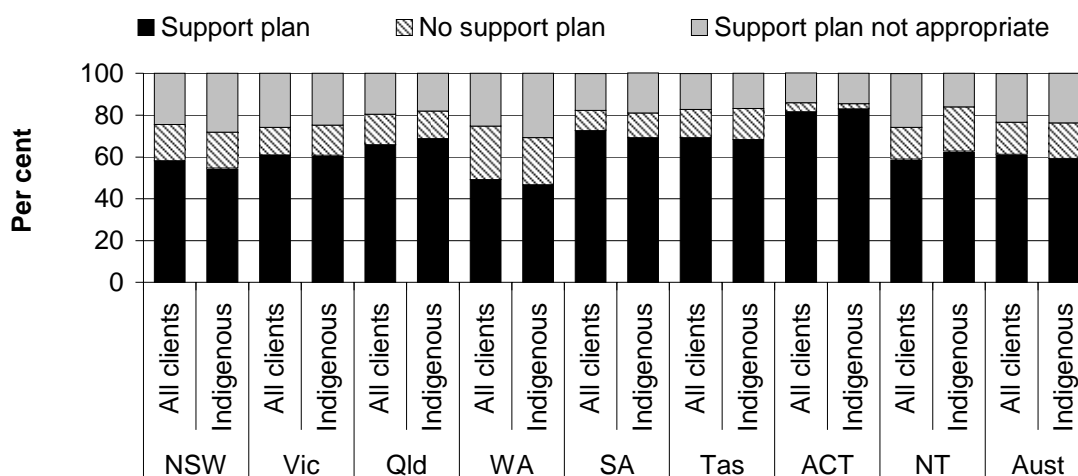
Figure 15.5 Indigenous people among SAAP clients, and the proportion of requests for SAAP service from Indigenous people that did not result in the assistance requested, 2002-03^{a, b}



^a The number of people unable to be provided with a SAAP service was the 'unmet demand'. See notes to table 15A.180 for more detail. ^b Excludes people who refused offered assistance; those who made a similar request at a SAAP funded agency within the collection period (to limit double counting); and those whose request was not met because either the referral was inappropriate (wrong target group) or the agency did not provide the type of service requested.

Source: SAAP NDCA *Demand for Accommodation Collection* (unpublished); ROGS 2004, p. 15.41; Table 15A.13.

Figure 15.6 Support periods, by the existence of a support plan, 2002-03^{a, b}



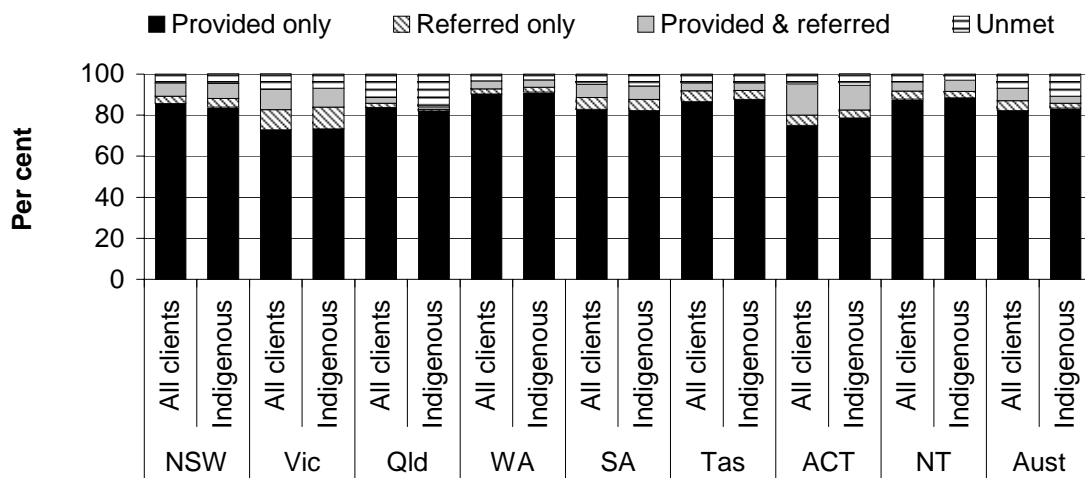
NESB = Non-English speaking background

^a Excludes high volume records because not all items are included on high volume forms. ^b See notes to table 15A.176 for more detail.

Source: SAAP NDCA *Administrative Data and Client Collections* (unpublished); ROGS 2004, p. 15.42; Table 15A.14.

Nationally, the proportion of clients who received needed services or were referred to another agency for needed services was 93.1 per cent in 2002-03. Across jurisdictions, the proportion ranged from 96.8 per cent in WA to 88.6 per cent in Queensland (table 15A.15). Across Australia, 89.3 per cent of Indigenous clients either received needed SAAP services or were referred to another agency for these services in 2002-03 — 3.8 percentage points lower than the proportion for all clients. Across jurisdictions, the proportion ranged from 97.2 per cent in the WA to 84.0 per cent in Queensland (figure 15.7).

Figure 15.7 Indigenous clients, by met and unmet support needs, 2002-03



Source: SAAP NDCA Administrative Data and Client Collections (unpublished); ROGS 2004, p. 15.44; Table 15A.15.

Outcomes — Achievement of independent living: housing

An important outcome is clients' achievement of self-reliance and independence. Characteristics that may indicate whether clients can live independently include their income, housing status and workforce status. These characteristics are recorded at the end of a client's support period.

The proportion of clients achieving independent housing at the end of a support period indicates the independence of clients after program support. Nationally, 72.4 per cent of clients (71.9 per cent of Indigenous clients) achieved independent housing at the end of a support period in 2002-03. Data are available for only one third of completed support periods, so may not represent the total SAAP population (figure 15.8).

By type of independent housing on exiting from SAAP, 39.1 per cent of all clients in 2002-03 moved to private rental housing (27.5 per cent of Indigenous clients), 16.5 per cent entered public housing (28.2 per cent of Indigenous clients) and 3.7 per cent moved to owner-occupied housing (0.6 per cent of Indigenous clients). The proportion of all clients

moving to private rental housing was highest in Tasmania (48.3 per cent) and lowest in the ACT (19.3 per cent). The proportion moving to public housing ranged from 27.9 per cent in the NT to 10.9 per cent in Queensland (figure 15.8).

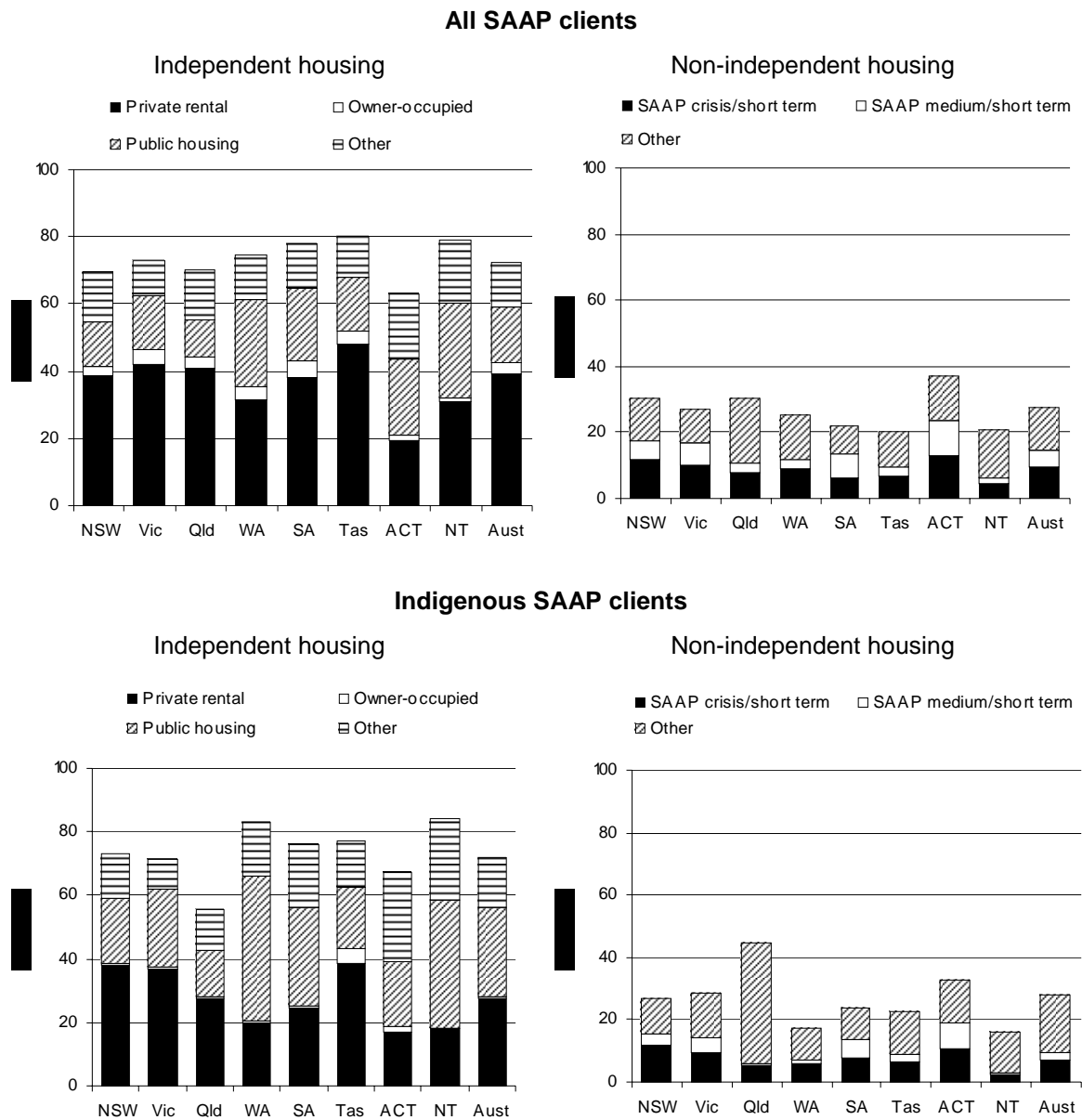
By type of non-independent housing, 14.6 per cent of all clients in 2002-03 continued to live in SAAP accommodation (9.4 per cent of Indigenous clients), 9.5 per cent continued in crisis or short term accommodation (7.0 per cent of Indigenous clients) and 5.1 per cent continued in medium term to short term accommodation (2.4 per cent of Indigenous clients). The proportion of all clients remaining in SAAP accommodation was highest in the ACT (23.6 per cent) and lowest in the NT (6.1 per cent) (figure 15.8).

Outcomes — Achievement of independent living: employment

Employment is another indicator of clients' achievement of self-reliance and independence. Nationally, 9.2 per cent of support periods in 2002-03 involved clients who were employed before support, while 32.0 per cent involved clients who were previously unemployed.

Of the clients who were unemployed when entering SAAP, about 7.3 per cent were employed at the end of the support period (2.5 per cent full time, 1.6 per cent part time and 3.2 per cent on a casual basis), 81.7 per cent remained unemployed and 10.9 per cent were not in the labour force (figure 15.9). For Indigenous clients who were unemployed when entering SAAP in 2002-03, about 4.6 per cent were employed at the end of the support period (1.3 per cent full time, 1.2 per cent part time and 2.1 per cent on a casual basis), 83.1 per cent remained unemployed and 12.3 per cent were not in the labour force (table 15A.18).

Figure 15.8 Accommodation type on exit from SAAP support, 2002-03^{a, b}



^a Excludes high volume records because not all items are included in high volume forms. ^b 'Other' independent housing may include living rent free in a house or flat. 'Other' non-independent housing may include: SAAP funded accommodation at hostels, hotels or community placements; non-SAAP emergency accommodation; car, tent or squat; and an institutional setting.

Source: SAAP NDCA *Administrative Data and Client Collections* (unpublished); ROGS 2004, p 15.49; Tables 15A.16 and 15A.17.

Figure 15.9 Unemployed SAAP clients — labour force status after SAAP support, 2002-03^{a, b}



^a Data are for people who were unemployed when entering SAAP services. ^b Excludes high volume records because not all items are included on high volume forms.

Source: SAAP NDCA Administrative Data and Client Collections (unpublished); ROGS 2004, p. 15.50; Table 15A.18.

The performance information above relates to relatively short term outcomes — that is, outcomes for clients immediately after their support period. Longer term outcomes are important, but there are challenges in collecting information on these outcomes. The data collection for SAAP allows for the measurement of the number of clients and of the number and types of service provided to clients (box 15.2).

Outcomes — Not returning to crisis accommodation within six months

An important longer term indicator of whether clients are achieving self-reliance and independence is whether a client has needed to return to SAAP services. If a client received two or more support periods over the year, then they must have returned to the program (but not necessarily to the same agency) for a period of support during the year. It may be appropriate, however, for some clients to receive more than one support period (moving from crisis to medium term accommodation, for example). One group that makes multiple use of SAAP are adults and children escaping domestic violence. A number of SAAP clients with long term problems also access SAAP services a number of times before being able to address their issues.

Nationally, 25.9 per cent of clients (28.5 per cent of Indigenous clients) returned to SAAP services during 2002-03 after having exited the program less than 12 months earlier (table 15A.19). Across jurisdictions, the proportion ranged from 27.6 per cent in WA to

19.3 per cent in the ACT. For Indigenous clients, the proportion ranged from 31.2 per cent in WA to 20.0 per cent in the ACT (table 15A.19).

Box 15.2 Issues when analysing SAAP data

The following four important issues need to be considered when analysing SAAP data.

- Informed consent is an essential component of the integrity of the data. The principle of client/consumer rights (which underpins informed consent) recognises that clients do not receive services under a mandatory order. They have the right to accept or reject the services offered, as they have the right to provide or not provide information while receiving SAAP services.
- Comprehensive information cannot be collected for all clients, such as casual clients and clients of high volume agencies (those accommodating 50 or more clients per night, telephone referral agencies, day centres, and information and referral centres).
- Clients consented to provide personal details for the SAAP client collection for 85 per cent of support periods in 2002-03. A weighting system has been developed to adjust for agency non participation (95 per cent of agencies participated in the client collection) and non consent.
- Caution needs to be taken when comparing client data from 2001-02 onwards, with data for previous years, as these data are based on estimated support periods per client rather than observed support periods per client.

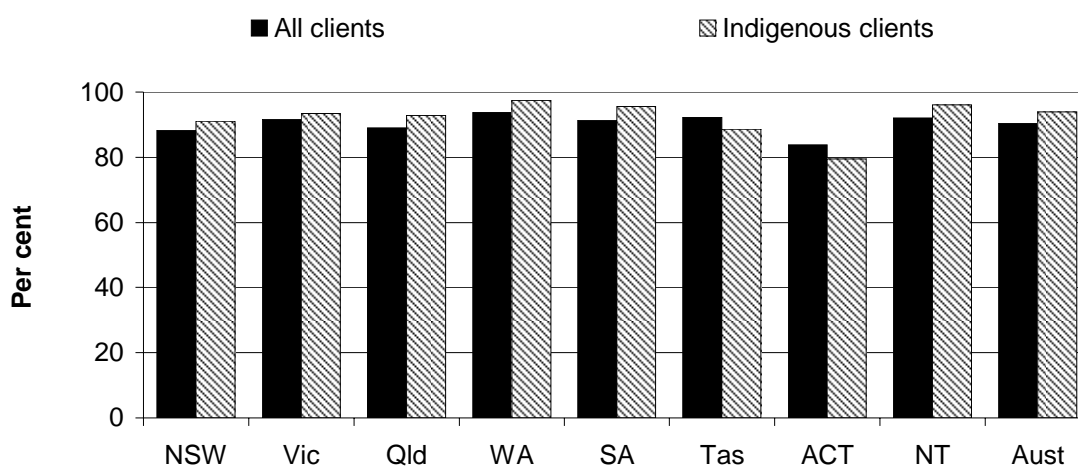
Outcomes — Exit with income

Client independence is enhanced when the client moves from having no income before entering SAAP services to obtaining some income (including wages and/or benefits) on exit from SAAP services. The proportion of all clients in 2002-03 who had no substantive change in income source ranged from 93.7 per cent in WA to 83.8 per cent in the ACT (figure 15.10). The proportion of Indigenous clients in 2002-03 who had no substantive change in income source ranged from 97.4 per cent in WA to 79.5 per cent in the ACT.

The proportion of clients who moved from having no income support to obtaining some income in 2002-03 ranged from 4.5 per cent in the ACT to 1.6 per cent in Tasmania. The proportion who obtained their own benefit or a wage ranged from 2.3 per cent in the NT to 0.7 per cent in Tasmania. The proportion who had no income before or after support ranged from 9.2 per cent in the ACT to 2.5 per cent in the NT. Nationally, 0.9 per cent of clients exiting SAAP moved from having a wage to receiving a government payment, or from having some income to having no income (table 15A.20).

The proportion of Indigenous clients who moved from having no income support to obtaining some income ranged from 3.8 per cent in the ACT to 0.5 per cent in WA. The proportion of those who obtained their own benefit or a wage ranged from 1.0 per cent in the ACT to 0.2 per cent in WA. The proportion who had no income before or after support ranged from 15.1 per cent in the ACT to 1.6 per cent in the NT. Nationally, 0.4 per cent of Indigenous clients exiting SAAP moved from having a wage to receiving a government payment, or from having some income to having no income (table 15A.21). The proportion who had no substantive change in income source ranged from about 97.4 per cent in WA to 79.5 per cent in the ACT.

Figure 15.10 Proportion of clients who had no substantive change in income source after SAAP support, by Indigenous status, 2002-03^a



^a Excludes clients of high volume agencies (those accommodating 50 or more clients per night, telephone referral agencies, day centres, and information and referral centres) because data on income source after support were not collected.

Source: SAAP NDCA Administrative Data and Client Collections (unpublished); ROGS 2004, p. 15.53; Tables 15A.20 and 15A.21.

References

AIHW (Australian Institute of Health and Welfare) 1999, *Child Protection Australia, 1997-98*, cat. no. CWS 8, Canberra.

— 2003, *Child Protection Australia, 2001-02*, cat. no. CWS 24, Canberra.

Gordon Report (Commission of Inquiry into Response by Government Agencies to Complaints of Family Violence and Child Abuse in Aboriginal Communities) 2002, *Putting the picture together*, Report (Mrs Sue Gordon, Chairperson), State Law Publishers, Perth.