
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. These services assist by alleviating the difficulties and reducing the potential for their recurrence.

This 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 (SAAP)*: 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 services chapter

The protection and support services chapter in the *Report on Government Services 2006* (2006 Report) contains the following data items on Indigenous people:

- children who were the subject of a substantiation (number and rate per 1000), 2004-05
- children who were on care and protection orders (number and rate per 1000 children), 30 June 2005
- children who were in out-of-home care (number and rate per 1000 children), 30 June 2005
- children in out-of-home care placed with relatives/kin, 30 June 2005
- children aged under 12 years in out-of-home care and in a home-based placement, 30 June 2005
- placement of children in out-of-home care in accordance with the Aboriginal Child Placement Principle, 30 June 2005

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- representation among all accommodated SAAP clients and representation among people whose valid requests for accommodation were unmet, 2004-05
 - SAAP support periods, by existence of a support plan, 2004-05
 - SAAP clients, by met and unmet support needs, 2004-05
 - accommodation type on exit from SAAP support, 2004-05
 - changes in labour force status after SAAP support, 2004-05
 - SAAP clients who exited from the service and who did not return to SAAP agencies before the end of that year, 2004-05
 - source of income immediately before/after SAAP support of clients who needed assistance to obtain/maintain a pension or benefit, 2004-05.

Supporting tables

Supporting tables for data within the protection and support services chapter of this compendium are contained in attachment 15A of 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). As the data are directly sourced from the 2006 Report, the compendium also notes where the original table, figure or text in the 2006 Report can be found. For example, where the compendium refers to '2006 Report, p. 15.15' this is page 15 of chapter 15 of the 2006 Report, and '2006 Report, table 15A.2' is attachment table 2 of attachment 15 of the 2006 Report.

Child protection services

Research suggests that children and families who come into contact with the protection and support system often share common social and demographic characteristics. Families with low incomes or that are reliant on pensions and benefits, those that experienced alcohol and substance abuse, or a psychiatric disability, and those that have a family history of domestic violence are over-represented in the families that came into contact with the protection and support system (Department of Human Services 2002).

Studies have also highlighted the high incidence of child abuse and neglect within Indigenous communities, compared with non-Indigenous communities. These studies include the final report of the WA Inquiry into Response by Government Agencies to Complaints of Family Violence and Child Abuse in Aboriginal Communities (Gordon Report 2002), which found high levels of violence and child abuse within Aboriginal communities in WA. The report also found that the

incidence of child abuse and family violence in Aboriginal communities was significantly under-reported and that a lack of trust between Aboriginal communities and government agencies was a significant barrier to complaints of violence and abuse being lodged. The report found that greater coordination across government agencies, more training for staff and more and better resources and services were required. The WA government is implementing recommendations arising from the Inquiry.

Child protection legislation, policies and practices vary across jurisdictions, but the broad processes in child protection systems are similar (figure 15.1). State and Territory community services departments are advised of concerns about the wellbeing of children through reports to these departments. 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 assessed and classified as child protection notifications, child concern reports, or matters requiring some other kind of response. The most common sources of notification for finalised investigations in 2004-05 were police, school personnel, hospital/health centres, parents and guardians, other relatives, non-government organisations and friends/neighbours (AIHW 2006).

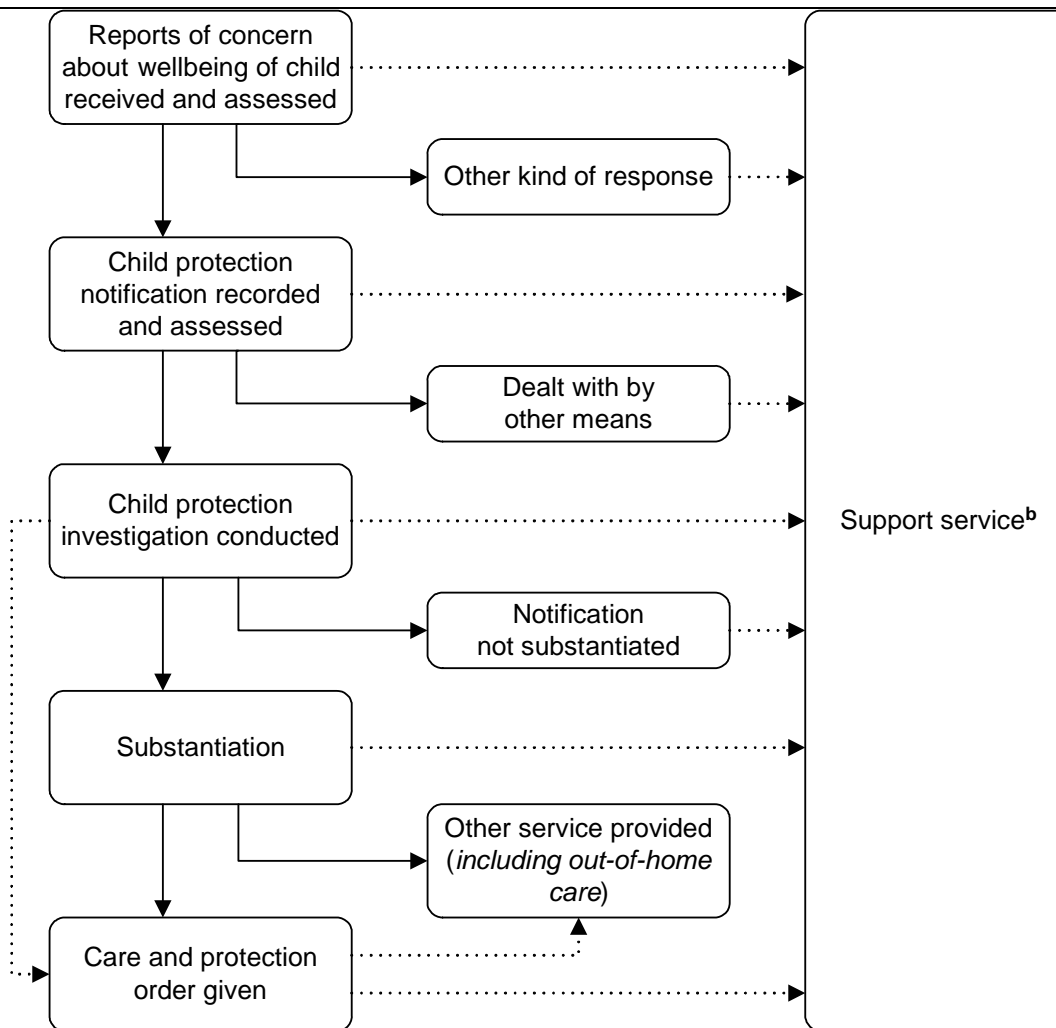
Notification

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 the number of notifications is not strictly comparable across jurisdictions.¹

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

¹ Child protection services, care and protection orders and out-of-home care relate to children aged 0–17 years. Rates of children subject to 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 The child protection system^a



^a Dashed lines indicate that clients may or may not receive these services, depending on need. ^b Support services include family support or family preservation services provided by community service departments and referrals to other agencies.

Source: 2006 Report, p. 15.7, figure 15.1.

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. The community services department may obtain further information about the child and his or her family by checking information systems for any previous history, undertaking discussion/case planning with agencies and individuals, interviewing/sighting the child and/or interviewing the caregivers/parents. At a minimum, the child is sighted whenever practicable, and the child's circumstances and needs are assessed. This investigation process determines whether the notification is substantiated or not substantiated (figure 15.1).

Data on the number of notifications are collected very early in the child protection process and often before the agency has full knowledge of the child's family circumstances. This lack of full knowledge and the inherent difficulties in identifying Indigenous status mean it is not possible to report reliable data on the number of notifications by Indigenous status.

Substantiation

The criteria for substantiation vary across jurisdictions. 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, however, the focus is shifting away from the actions of parents and guardians, toward the desired outcomes for the child, the identification and investigation of actual and/or likely harm to the child, and the child's needs.

If an investigation results in substantiation, intervention by the relevant community services department may be needed to protect the child. This intervention can take a number of forms, including one or more of referral to other services, supervision and support, an application to court, and a placement in out-of-home care.

Nationally, 4887 Indigenous and 28 984 non-Indigenous children were the subject of a substantiation in 2004-05. The rate of children who were the subject of a substantiation per 1000 children in the population aged 0–16 years was 24.0 for Indigenous children and 6.7 for non-Indigenous children (table 15A.4).

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.

Nationally, 5564 Indigenous and 19 501 non-Indigenous children were on care and protection orders at 30 June 2005. The rate of children on care and protection orders per 1000 children in the population aged 0–17 years was 25.8 for Indigenous children and 4.3 for non-Indigenous children (table 15A.4).

Out-of-home care

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 services are intended to maintain the child within the family if possible, and to place a child in out-of-home

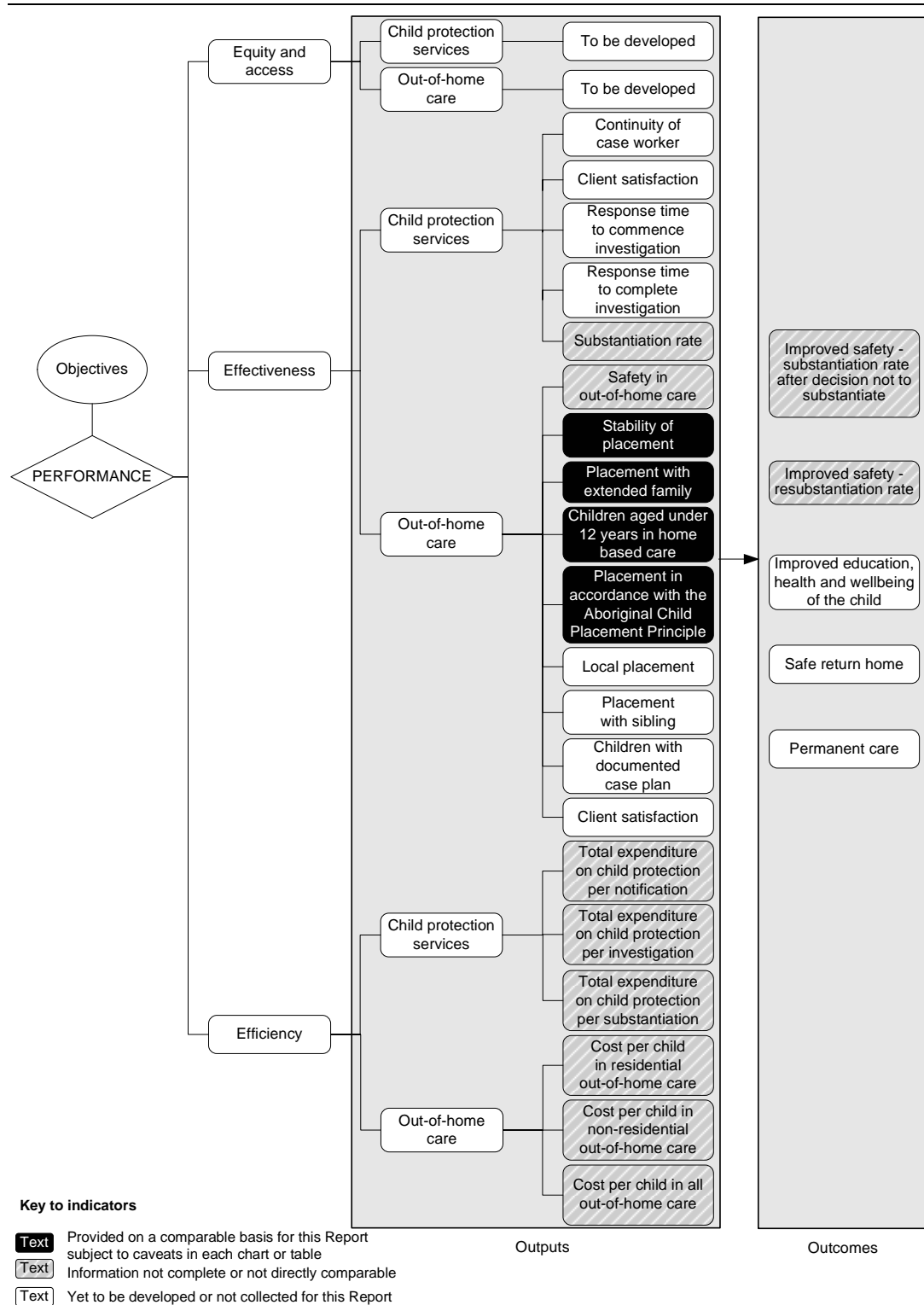
care only if this will improve the outcome for the child. If it is necessary to remove the child from his or her home, then placement with the wider family or community is sought where possible, particularly in the case of Indigenous children (AIHW 2006). Continued emphasis is being placed on improving 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.

Nationally, 5678 Indigenous children and 18 017 non-Indigenous children were in out-of-home care at 30 June 2005. The rate of children in out-of-home care per 1000 children in the population aged 0–17 years was 26.4 for Indigenous children and 3.9 for non-Indigenous children (table 15A.5).

Framework of child protection and out-of-home care services performance indicators

Data for Indigenous people are reported for a subset of the performance indicators for child protection and out-of-home care services in the 2006 Report. It is important to interpret these data in the context of the broader performance indicator framework outlined in figure 15.2. The performance indicator framework shows which data are comparable in the 2006 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary.

Figure 15.2 Performance indicators for child protection and out-of-home care services



Source: 2006 Report, p. 15.13, figure 15.3.

Out-of-home care — placement with extended family

‘Placement with extended family’ is an output indicator of effectiveness. (box 15.1).

Box 15.1 Placement with extended family

‘Placement with extended family’ is an indicator of governments’ objective to provide services that meet the needs of the recipients on the basis of relative need and available resources. Placing children with their relatives or kin is generally the preferred out-of-home care placement option. This option is generally associated with better long term outcomes due to increased continuity, familiarity and stability for the child. Relatives are more likely to have or form long term emotional bonds with the child. Placement with familiar people can help to overcome the loss of attachment and belonging that can occur when children are in placed out-of-home care.

This indicator is defined as the proportion of all children in out-of-home care who are placed with relatives or kin who receive government financial assistance to care for that child.

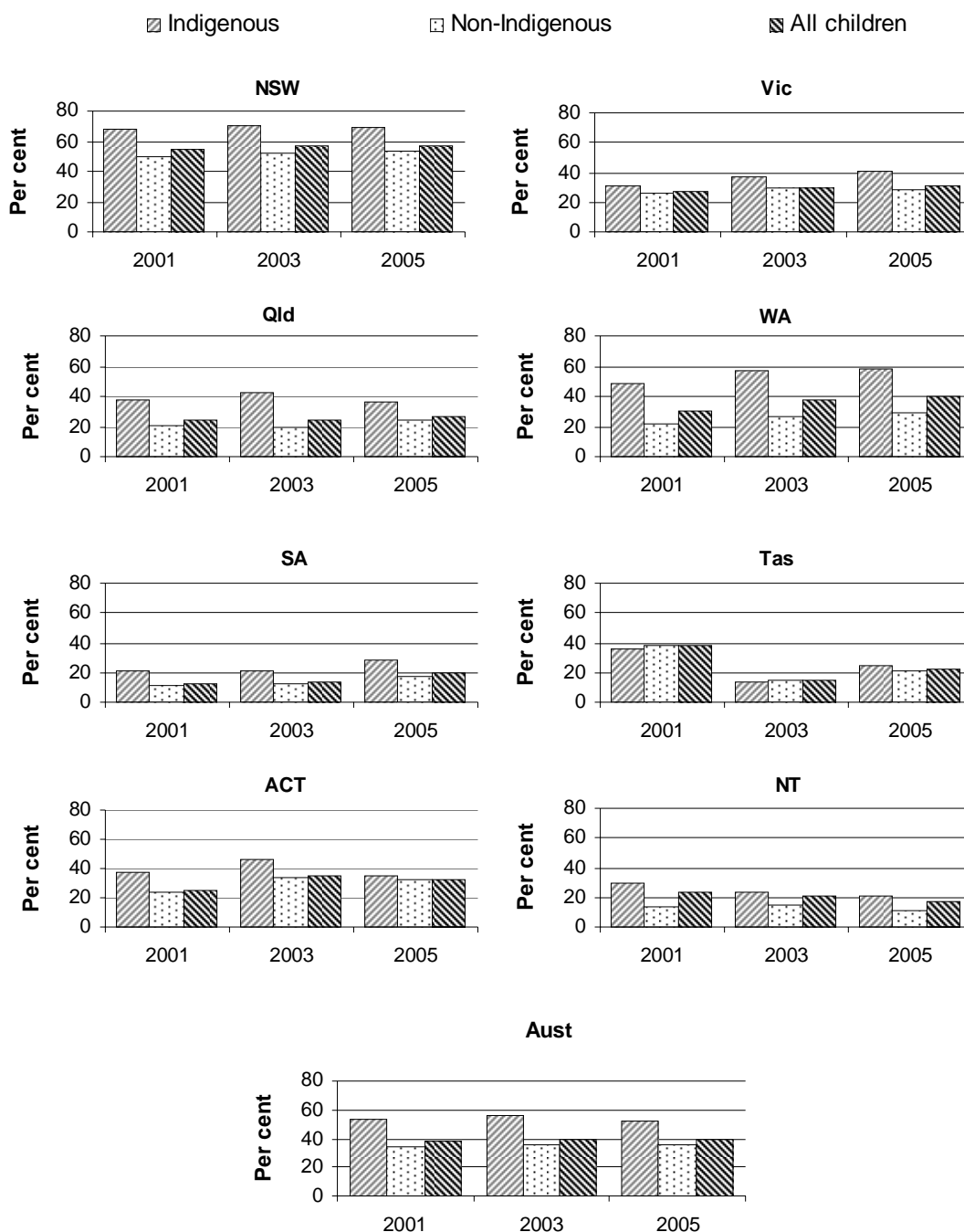
A reasonably high rate for this indicator is considered desirable.

This needs to be considered with other factors in the placement decision.

Placements with extended family may not always be the best option. Long standing family dynamics may undermine the pursuit of case goals such as reunification, and the possibility of intergenerational abuse needs to be considered. In addition, depending on the individual circumstances of children, it may be more important to have a local placement that enables continuity at school, for example, rather than a distant placement with relatives.

The proportion of children placed with relatives or kin at 30 June 2005 was greater for Indigenous children than for non-Indigenous children in all jurisdictions (figure 15.3).

Figure 15.3 Proportion of children in out-of-home care placed with relatives/kin, by Indigenous status, 30 June 2005



Source: AIHW Children in out-of-home care, Australia data collection (unpublished); tables 15A.10, 15A.25, 15A.37, 15A.49, 15A.61, 15A.73, 15A.85, 15A.97 and 15A.109; 2006 Report, p. 15.23, figure 15.7.

Out-of-home care — children aged under 12 years in home-based care

‘Children aged under 12 years in home-based care’ is an output indicator of effectiveness (box 15.2).

Box 15.2 Children aged under 12 years in home-based care

‘Children aged under 12 years in home-based care’ is an indicator of governments’ objective to provide services which meet the needs of the recipients. Placing children in home-based care is generally considered to be in their best interests, particularly for younger children. Children will generally make better developmental progress (and have more ready access to normal childhood experiences) in family settings rather than in residential care.

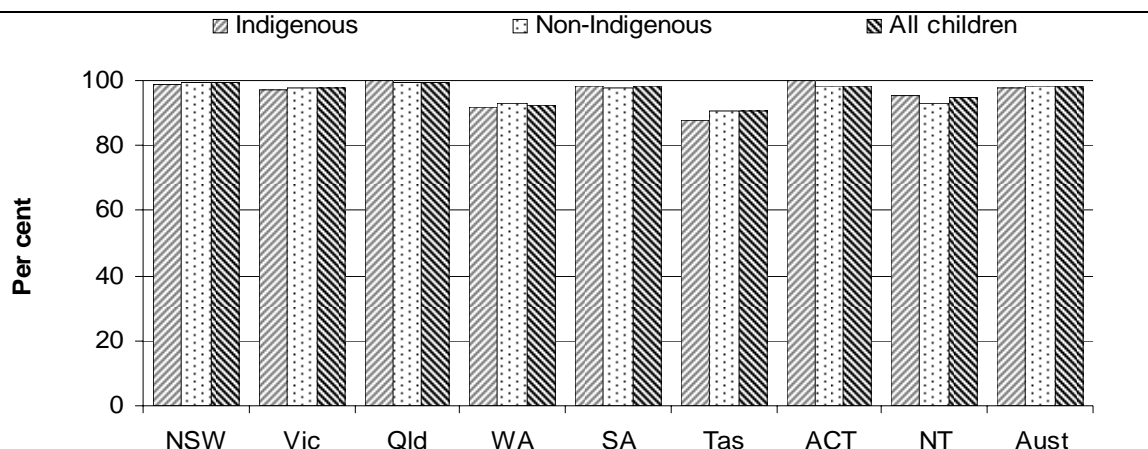
This indicator is defined as the number of children less than 12 years of age placed in home-based care divided by the total number of children under 12 years in out-of-home care.

A high rate for this indicator is considered desirable.

This indicator should be interpreted in conjunction with other placement indicators.

The proportion of all children aged under 12 years in care who were placed in home-based care (excluding family group homes) at 30 June 2005 was 98.2 per cent nationally and exceeded 90 per cent in all jurisdictions. In all jurisdictions the proportion of Indigenous children aged under 12 years who were placed in home-based care was broadly similar to that of non-Indigenous children (figure 15.4).

Figure 15.4 Proportion of children aged under 12 years in out-of-home care and in a home based placement, by Indigenous status, 30 June 2005^a



^a Family group homes are not classified as being home based care.

Source: AIHW (unpublished) Children in out-of-home care, Australia data collection; table 15A.12; 2006 Report, p. 15.24, figure 15.8.

Out-of-home care — placement in accordance with the Aboriginal Child Placement Principle

‘Placement in accordance with the Aboriginal Child Placement Principle’ is an output indicator of effectiveness (box 15.3).

According to the Aboriginal Child Placement Principle (NSW Law Reform Commission 1997), the following hierarchy or placement preference should be pursued in protecting the safety and welfare of 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.

Box 15.3 Placement in accordance with the Aboriginal Child Placement Principle

‘Placement in accordance with the Aboriginal Child Placement Principle’ is included as an indicator of governments’ objective to protect the safety and welfare of Indigenous children while maintaining the cultural ties and identity of Indigenous children in out-of-home care. Placing Indigenous children in circumstances consistent with the Aboriginal Child Placement Principle is generally considered to be in their best interests.

This indicator is defined as the number of Indigenous children placed with the child’s extended family, Indigenous community or other Indigenous people, divided by the total number of Indigenous children in out-of-home care. Data are reported separately for children placed (i) with extended family, (ii) with other Indigenous carer, and (iii) not placed with extended family or other Indigenous carer.

A high proportion of children placed in accordance with the principle is desirable.

This is one factor among many that must be considered in the placement decision.

The proportion of Indigenous children in out-of-home care at 30 June 2005 who were placed in accordance with the principle varies across jurisdictions (figure 15.5).

Figure 15.5 **Placement of Indigenous children in out-of-home care, 30 June 2005^{a, b, c}**



^a Excludes Indigenous children living independently and those whose living arrangements were unknown. ^b Placed with other Indigenous carer' includes those living in Indigenous residential care. ^c Data for Tasmania and the ACT relate to a small number of Indigenous children (78 and 60 respectively) in care at 30 June 2005.

Source: AIHW Children in out-of-home care, Australia data collection (unpublished); table 15A.11; 2006 Report, p. 15.26, figure 15.9.

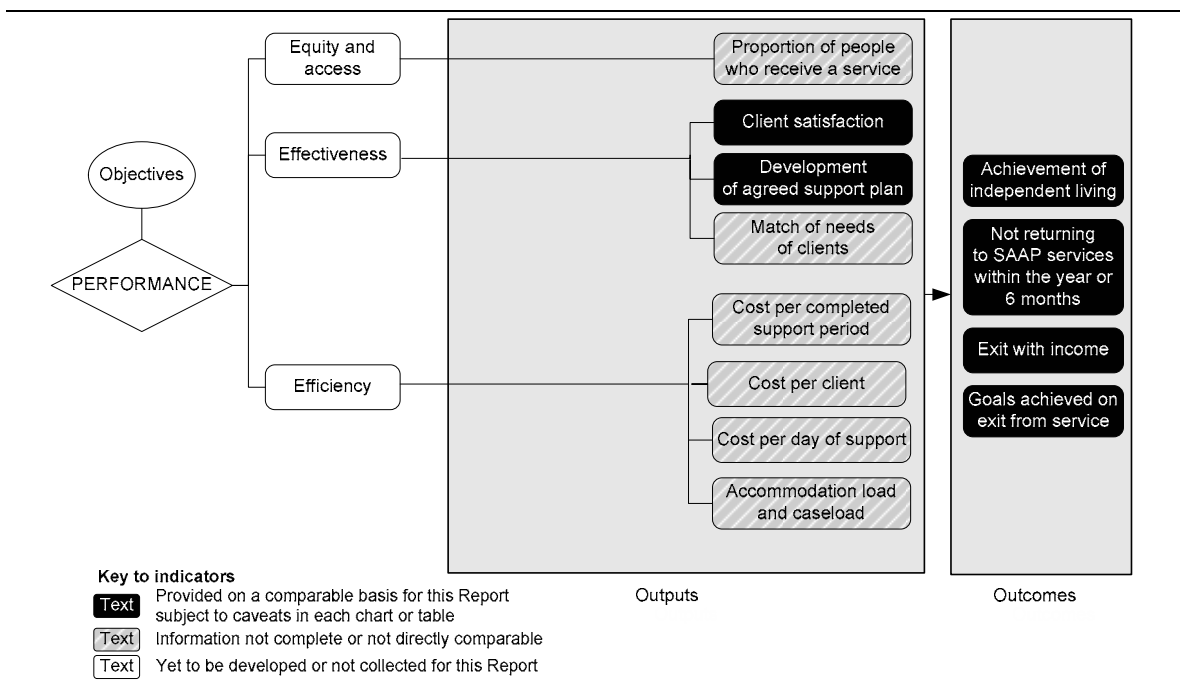
Supported accommodation and assistance services

Supported accommodation and assistance 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 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.

Performance indicator framework of supported accommodation and assistance services

Data for Indigenous people are reported for a subset of the performance indicators for SAAP services in the 2006 Report. It is important to interpret these data in the context of the broader performance indicator framework outlined in figure 15.6. The performance indicator framework shows which data are comparable in the 2006 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary.

Figure 15.6 Performance indicators for SAAP services



Source: 2006 Report, p. 15.45, figure 15.16.

The data collection for SAAP allows for the measurement of the number of clients and of the number and types of services provided to clients, but is subject to some limitations (box 15.4).

Box 15.4 Information needs to be considered when analysing SAAP data

The following information needs 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.
- Clients consented to provide personal details for the SAAP client collection for 87 per cent of support periods in 2004-05. A weighting system has been developed to adjust for agency non-participation (93 per cent of agencies participated in the client collection) and non-consent.

Proportion of people who receive a service

‘Proportion of people who receive a service’ is an output (equity and access) indicator of SAAP services (box 15.5).

Box 15.5 Proportion of people who receive a service

‘Proportion of people who receive a service’ is an indicator of governments’ objective to ensure all Australians have equitable access to SAAP services on the basis of relative need. The indicator measures the extent to which the demand for assistance is met or unmet. Unmet demand occurs when a homeless person seeking supported accommodation, or support, cannot be provided with that assistance (although one-off assistance may be provided).

A measure of equity in providing access to SAAP accommodation is reported for Indigenous people. This measure compares the representation of Indigenous people among all people whose valid requests for SAAP accommodation were unmet with their representation among people whose requests for SAAP accommodation were met.

A higher proportion of valid requests receiving assistance is desirable.

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

Data for assessing access to SAAP services are sourced from the Demand for Accommodation Collection and the Client Collection. The Demand for Accommodation Collection measures the levels of met and unmet demand for SAAP accommodation by collecting information about requests for accommodation by individuals or groups over two weeks each year. These data are used in conjunction with Client Collection data to calculate the ‘turn-away’ rate for demand for SAAP accommodation.

The Demand for Accommodation Collection collects data on ‘valid unmet requests’ for immediate accommodation. ‘Valid unmet requests’ excludes requests made at an agency, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused. For the Client Collection, the accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period.

As only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are used for the calculations, data included in this Report may understate activities of SAAP agencies. Additionally, the two

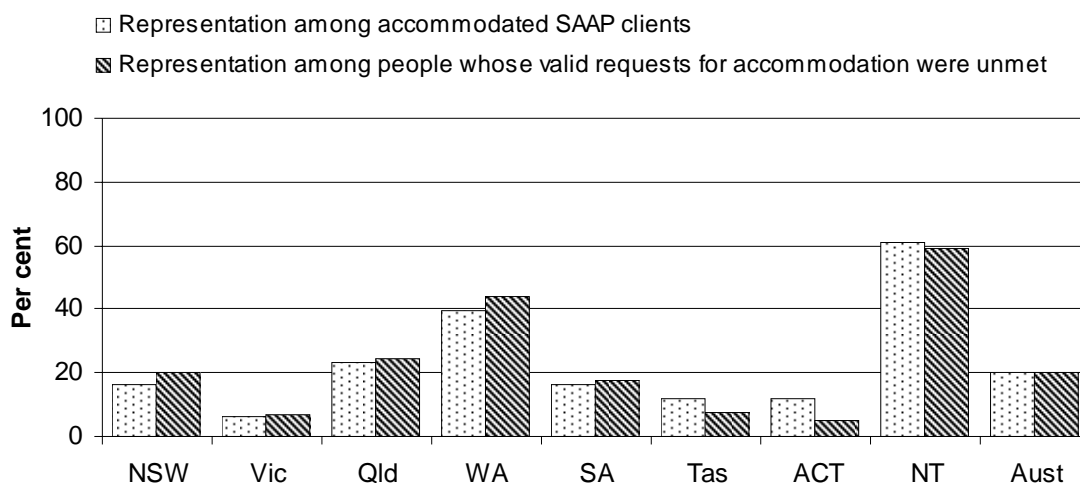
week sample period over which data are collected may not be representative of the eventual success of clients accessing SAAP services over the full year (see notes to 2006 Report, tables 15A.169-170).

Data for ‘proportion of people who receive a service’ in this Report are not comparable with those in previous Reports as they are based on different data collections.

A measure of equity in access to SAAP services is reported for Indigenous people. This measure compares the representation of Indigenous people among all people whose valid requests for SAAP accommodation were unmet with their representation among all people whose requests had been met (accommodated SAAP clients).²

Nationally, Indigenous people made up 20.1 per cent of all people whose valid requests for accommodation did not result in accommodation assistance in 2004-05 — a proportion similar to that of Indigenous clients among all accommodated SAAP clients (20.4 per cent). This result varied across jurisdictions (figure 15.7).

Figure 15.7 Proportion of Indigenous people among all accommodated SAAP clients and among people whose valid requests for accommodation were unmet, 2004-05^a



^a See notes to table 15A.112 for details of data definitions.

Source: SAAP NDCA Client and Demand for Accommodation Collections (unpublished); table 15A.112; 2006 Report, p. 15.50, figure 15.19.

² In previous Reports, this measure compared the proportion of Indigenous people who could not be accommodated with their representation among all SAAP clients (including accommodated and not accommodated). This Report presents, for the first time, data for a direct comparison focusing on accommodation. Therefore, these data are not comparable to those in previous Reports.

Requests for SAAP services were not met for a number of reasons in 2004-05, including a lack of available accommodation (the main reason that 63.6 per cent of potential clients were not provided with services), no vacancies at the referral agency (22.2 per cent), and insufficient staff (1.2 per cent) (see 2006 Report, table 15A.178).

Development of agreed support plan

‘Development of agreed support plan’ is an output (effectiveness) indicator of SAAP services (box 15.6).

Box 15.6 Development of agreed support plan

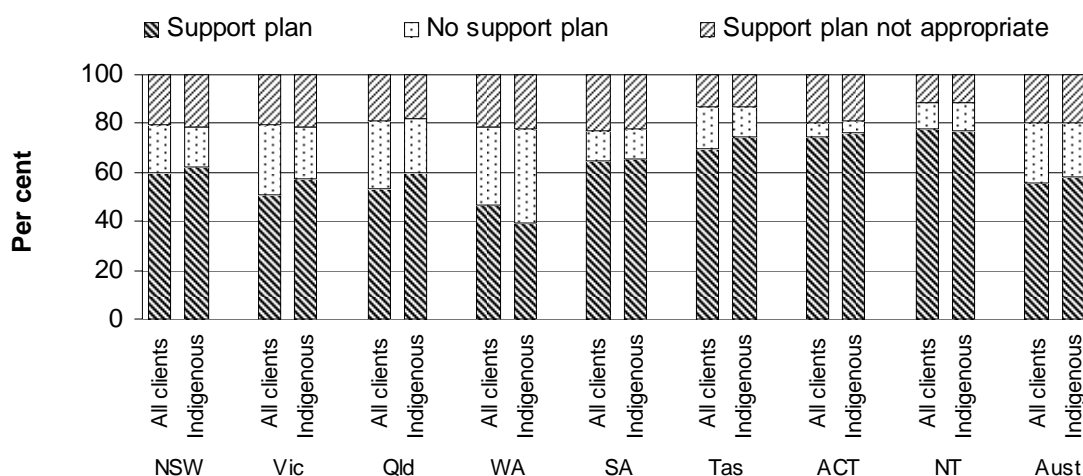
‘Development of agreed support plan’ is an indicator of governments’ objective to provide high quality services that are appropriately targeted to meet the needs of SAAP clients.

This indicator is defined as the number of support periods with an agreed support plan divided by the total number of support periods. Data are reported for all SAAP clients, and separately for Indigenous people.

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

Nationally, there was an agreed support plan for 55.8 per cent of support periods for all clients in 2004-05 (compared with 58.6 per cent for Indigenous clients). This proportion varied across jurisdictions (figure 15.8).

Figure 15.8 **Support periods, by the existence of a support plan, 2004-05^a**



^a See notes to table 15A.113 and 2006 Report, table 15A.173 for more details.

Source: SAAP NDCA Administrative Data and Client Collections (unpublished); table 15A.113; 2006 Report, table 15A.173; 2006 Report, p.15.52, figure 15.21.

Match of needs of clients

'Match of needs of clients' is an output (effectiveness) indicator of SAAP services (box 15.7).

Box 15.7 Match of needs of clients

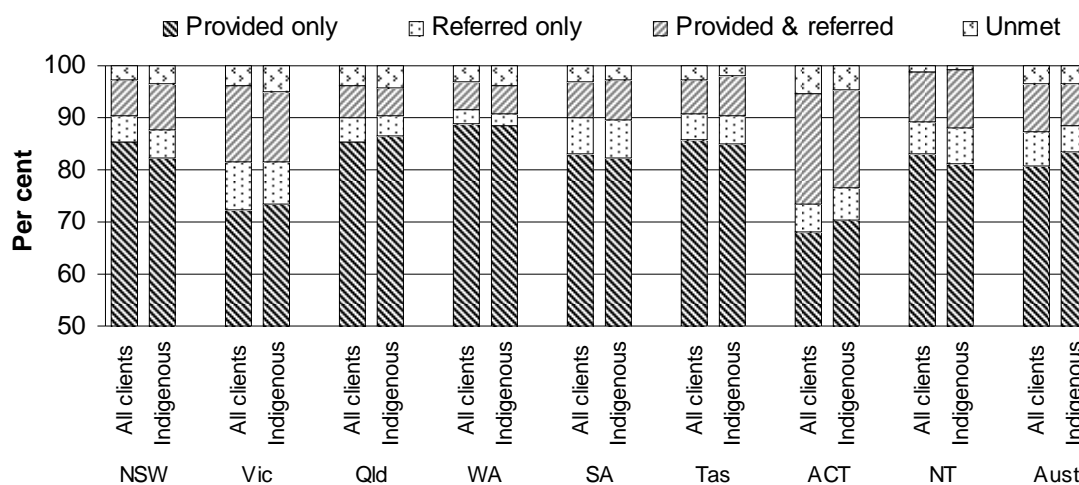
'Match of needs of clients' is an indicator of governments' objective to ensure that SAAP services meet their client's individual needs. This is a measure of appropriateness. The range of services needed is broad (ranging from meals to laundry facilities to long-term accommodation), so the effect of not providing these services varies.

This indicator is defined as the number of clients who were provided with the services they needed and clients who were referred to another agency, divided by the total number of SAAP clients.

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

The proportions for Indigenous clients (96.7 per cent) and clients from a non-English speaking background (97.3 per cent) who received needed services in 2004-05 were similar to that for all clients. This proportion varied across jurisdictions (2006 Report, figure 15.24 and figure 15.9).

Figure 15.9 Indigenous clients, by met and unmet support needs, 2004-05



Source: SAAP NDCA Administrative Data and Client Collections (unpublished); table 15A.114; 2006 Report, 15A.175; 2006 Report, p. 15.54, figure 15.23.

Achievement of independent living

‘Achievement of independent living’ is an outcome indicator of SAAP services. Data are reported separately for clients’ success in achieving independent housing and employment (box 15.8).

Box 15.8 Achievement of independent living

‘Achievement of independent living’ 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. Two indicators of independent living are reported: achievement of independent housing and achievement of employment.

Achievement of independent housing is defined as the number of clients achieving independent housing at the end of a support period, divided by the total number of completed support periods.

Achievement of employment is defined as the number of SAAP clients who were unemployed before SAAP support, but achieved employment after SAAP support, divided by the total number of clients who were unemployed before SAAP support.

These two indicators relate 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.

Higher proportions of these achievements are desirable.

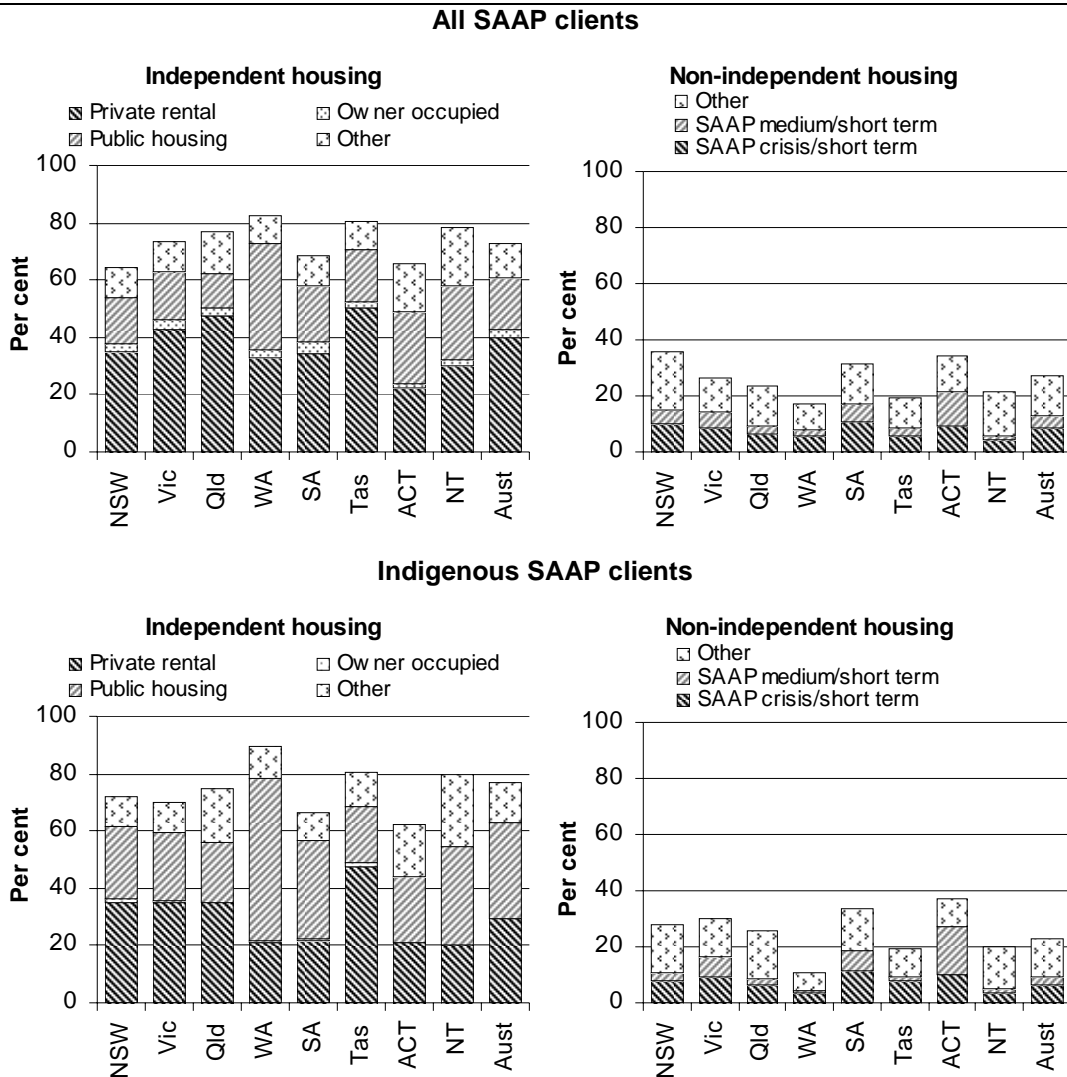
Independent living — housing

Nationally, 72.6 per cent of clients achieved independent housing at the end of a support period in 2004-05. This included clients who moved or returned to private rental housing (40.0 per cent), to public housing (18.1 per cent), and those in owner occupied housing (3.0 per cent) (figure 15.10).

Among Indigenous clients, on a national basis, 77.0 per cent achieved independent housing at the end of a support period in 2004-05, including those who moved or returned to private rental housing (29.1 per cent), to public housing (33.4 per cent), and to owner occupied housing (0.6 per cent) (figure 15.10).

Clients who did not achieve independent housing at the end of a support period in 2004-05 included those who moved to, or continued to live in, short to medium term SAAP accommodation and other forms of non-independent accommodation (figure 15.10).

Figure 15.10 Accommodation type on exit from SAAP support, 2004-05^a



^a '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); table 15A.115; 2006 Report, table 15A.183; 2006 Report, p. 15.61, figure 15.29.

Independent living — employment

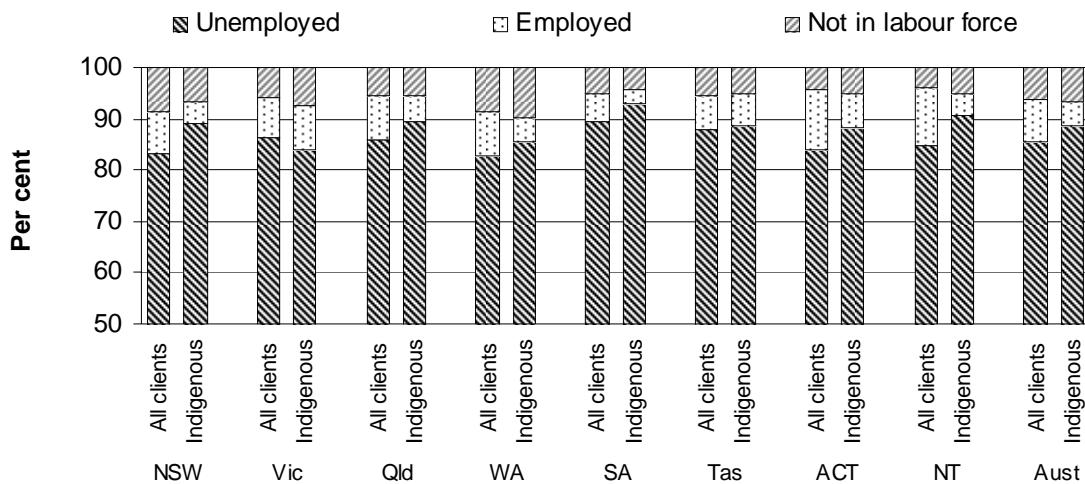
Nationally, 9.0 per cent of support periods in 2004-05 involved clients who were employed before support, while 26.6 per cent involved clients who were previously unemployed. These proportions varied across jurisdictions (2006 Report, table 15A.185).

Of the clients who were unemployed when entering SAAP, approximately 8.1 per cent were employed at the end of the support period (2.7 per cent full time,

1.7 per cent part time and 3.8 per cent on a casual basis), 85.5 per cent remained unemployed and 6.4 per cent were not in the labour force (figure 15.11 and 2006 Report, table 15A.186).

Among Indigenous clients who were unemployed when entering SAAP in 2004-05, about 4.8 per cent were employed at the end of the support period (1.4 per cent full time, 1.1 per cent part time and 2.2 per cent on a casual basis), 88.7 per cent remained unemployed and 6.5 per cent were not in the labour force (figure 15.11 and table 15A.116).

Figure 15.11 Changes in labour force status after SAAP support, by Indigenous status 2004-05^a



^a Data are for people who were unemployed when entering SAAP services.

Source: SAAP NDCA Administrative Data and Client Collections (unpublished); table 15A.116; 2006 Report, table 15A.186; 2006 Report, p. 15.62, figure 15.30.

Not returning to SAAP services within the year or six months

‘Not returning to SAAP services within the year or six months’ is an outcome indicator of SAAP services (box 15.9).

Box 15.9 Not returning to SAAP services within the year or six months

'Not returning to SAAP services within the year or six months' is an indicator of governments' objective to enable clients to participate independently in society at the end of their support period.

One indicator of not returning to SAAP services is reported: achieving long term self-reliance and independence.

Achieving long term self-reliance and independence is defined as the number of clients not returning to SAAP services within the year, divided by the total number of SAAP clients.

A higher proportion of clients not returning to the program within the year is desirable.

It may be appropriate for some clients to receive more than one support period in a given period of time (for example, moving from crisis accommodation to medium term accommodation). One group that makes multiple use of SAAP is single adults, especially older single men. A number of SAAP clients who need long term assistance may access SAAP services a number of times before their needs are met on a permanent basis.

Nationally, 71.9 per cent of SAAP clients who exited a SAAP service during 2004-05 did not return to a SAAP agency within the year (2006 Report, figure 15.31). The proportion for Indigenous clients was similar (70.8 per cent) (table 15A.117).

Strategies are being implemented to improve the quality of these data, including improving client consent rates and the collection of exit information. It is anticipated that eventually data will be sufficiently robust to allow comparative performance assessment.

Exit with income

'Exit with income' is an outcome indicator of SAAP services (box 15.10).

Box 15.10 Exit with income

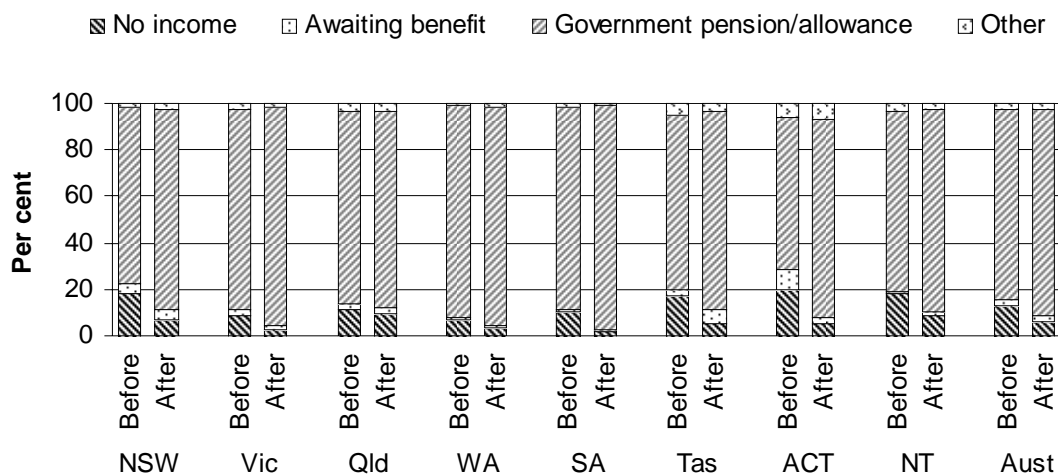
'Exit with income' is an indicator of governments' objective to enable clients to participate independently in society at the end of their support period. A client's independence and self-reliance is enhanced when the client experiences a positive change in income source (for example, from having no income support to obtaining some income, including wages and/or benefits) on exit from SAAP services.

This indicator is defined as the number of clients who requested income assistance and exited SAAP with an income source, divided by the total number of clients who requested income assistance.

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

Nationally, the proportion of clients who did not have income and requested income assistance was 6.1 per cent after SAAP assistance in 2004-05 — a 10.1 per cent decrease from 16.2 per cent before SAAP assistance (2006 Report, figure 15.32). The proportion of Indigenous clients who did not have income and requested income assistance also decreased after SAAP assistance nationally (5.9 per cent compared with 12.6 per cent before SAAP assistance) (figure 15.12). Both before and after the SAAP assistance, the income source for the majority of SAAP clients is a government pension/allowance (2006 Report, figure 15.32 and figure 15.12).

Figure 15.12 Source of income immediately before/after SAAP support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit, 2004-05



Source: SAAP NDCA Administrative Data and Client Collections (unpublished); table 15A.118; 2006 Report, p. 15.66, figure 15.33.

Supporting tables

Supporting 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 15A.3 is table 3 in the protection and support attachment). The tables included in the attachment are listed below.

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Single jurisdiction data SA

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Single jurisdiction data Tas

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Table 15A.118

Source of income before/after SAAP support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit

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