

SAAP High & Complex Needs Project

Fact Sheet

April 2008

Overview

Mission Australia in consultation with Homelessness NSW, The NSW Women's Refuge Movement Resource Centre, The Youth Accommodation Association, NSW Department of Community Services (DOCS), the Australia Institute of Health and Welfare (AIHW), Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and the Department of Health and Ageing (DOHA) have developed a tool to measure high and complex needs of clients accessing SAAP agencies.

This tool was adapted from an existing tool developed by Thomson Goodall & Associates and FaHCSIA in 2003.

The purposes of the High and Complex Needs Client Form are to:

- Measure the level and types of client needs in SAAP.
- Provide services with an assessment tool to collect information about their clients. The form and information collected can be used for advocacy, coordinated care, and service provision.
- Report on the major indicators of high and complex needs.

All SAAP agencies in Australia will be asked to use the Client Form in a one-week census in June 2008. The Client Form and data collected will be invaluable to the sector in providing a snapshot of the support needs of SAAP clients.

Introduction

The Client Form is a tool that agency workers complete with the consent of clients, and use to assess the support needs of clients. The form is completed from a staff perspective.

The Client Form was first pilot tested in November 2007. A second pilot test took place in March 2008, with a census of all SAAP agencies being conducted across Australia in June 2008.

The Client Form

The Client Form comprises 14 areas in which clients may require support:

- Housing
- Exposure to and Effects of Violence
- Money Management and Finances
- Health and Self Care
- Accessing Services
- Access to Social Supports
- Challenging Behaviour
- Personal Safety and Wellbeing
- Mental Health Issues
- Alcohol and Other Drug Use
- Disability
- Parenting/Caring
- Accompanying Children
- Other

The information collected in June from all SAAP agencies in Australia will provide evidence of the support required by clients of SAAP agencies.

1st Pilot Test

The feedback received from the 15 participating agencies was overwhelmingly positive.

Preliminary results from the first pilot test indicate*:

- The average time taken to complete the Client Form is 14 minutes
- On average clients required support in 8 of the areas contained on the Client Form
- The most common area SAAP agencies were not able to meet the needs of the clients was 'Disability'

(*These results are not indicative of the entire SAAP sector as the sample size was not representative of all agencies)

2nd Pilot Test

A second pilot test took place in 44 agencies across Australia from 17th-21st March, 2008.

This pilot tested the Client Form and the final procedures that will be used to conduct the census of all SAAP agencies in June. It was also designed to ensure the information collected accurately reflects the needs of clients accessing SAAP agencies.

Census Enumeration

All SAAP agencies in Australia will be invited to use the Client Form in a one-week census in June 2008. The form is designed to collect information about ongoing and new clients (*not* casual clients).

A strong representation of agencies will ensure the data collected accurately documents the support needs of clients accessing SAAP agencies.

This data will be invaluable to the sector and has the potential to be used for advocacy, to provide coordinated care and planning around service provision.

In addition to the data collected, the Client Form itself will assist agencies to assess case management loads, develop staffing structures and understand the needs of clients.

Would you like more information?

Please consult the Mission Australia website for more information:

<http://www.missionaustralia.com.au/community-services/35-community-services-listing/53-pathways-away-from-homelessness>